



National Business Center
Division of Facilities Management Services



**OVERVIEW OF CUSTODIAL SERVICES
FOR THE
MAIN AND SOUTH INTERIOR BUILDINGS**

Summary of Services:

Our custodial services are provided under the terms of a “green” contract. The first of its kind in any federal facility, the contract requires the use of only the most environmentally-friendly products, chemicals, and methods. Overall, the results of this “green” contract include a marked improvement in indoor air quality (e.g., all vacuums are equipped with high-efficiency particulate air (HEPA) filters that collect 99.97 percent of all particulates; carpet cleaning now is done with a dry chemical product that does not promote the growth of bacteria and fungus as wet methods do) and a significant reduction in waste generated (both general and hazardous) as a result of custodial activities. Our contractor is a NISH-affiliated firm that employs disabled workers.

Generally speaking, most services related to the cleaning of offices (e.g., vacuuming, emptying trash, dusting, etc.) are provided by our custodial contractor during business hours. Much of the work in public spaces (e.g., the cleaning of rest rooms, sweeping and refinishing of corridor floors, the cleaning of garages, etc.) is accomplished during evening hours between 5:00 p.m. and 10:00 p.m.

The following is an overview of many (but not all) of the services provided by our custodial contractor and the frequency for each service. The services provided by our custodial contractor are part of the basic services included as part of the rent paid for use of the space.

Daily services include:

1. General office cleaning which includes dusting of all horizontal surfaces, cleaning glass desk tops, spot vacuuming or sweeping of carpeted areas where there is obvious dirt or debris, and spot cleaning carpet areas to remove stains.
2. Thorough cleaning of executive offices which includes the tasks above plus a thorough vacuuming of all carpeting and area rugs, and the emptying of all waste containers.
3. Thorough cleaning of all public rest rooms and restocking paper products.
4. Emptying of waste containers in all public rest rooms, elevator lobbies, and kitchenettes.
5. Policing of all outdoor grounds, the South Interior Building parking lot, and all Main Interior Building garage ramps.
6. Maintaining the floors in all corridor areas.

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On **alternating workdays** (e.g., Monday, Wednesday, Friday of one week, Tuesday and Thursday of the next week), wastebaskets are emptied in offices and closets. On trash-collection days, the contractor does not begin picking-up trash until 8:30 a.m. to minimize the possibility of trying to collect trash from offices where the occupants have not yet started their workday.

Weekly services include thorough cleaning of all offices including a thorough dusting on all horizontal and vertical surfaces; cleaning of wood paneling; sweeping or vacuuming bare floors; vacuuming all carpeting; cleaning glass in doors and on desk tops; dusting partitions, pictures, and bookcases; cleaning washbasins and mirrors and supply paper towels; and replacing the liner in each waste receptacle.

Monthly services include damp mopping and spray buffing on resilient flooring and thoroughly dusting all vertical and surfaces under or beneath furnishing (e.g., knee wells in desks).

Quarterly services include polishing kick plates, push plates, push bars, doorknobs, and other metal surfaces.

Biannual services provide for the dusting or vacuuming of both sides of Venetian blinds in offices.

Annual services include cleaning building windows (inside and outside), thoroughly cleaning Venetian blinds, cleaning the glass over and in the vestibule and exterior doors at the main entrances to each building, cleaning and refinishing all wood flooring, stripping resilient floors, and high cleaning (i.e., the cleaning of all surfaces and objects located 70" or higher above floor level).

Services provided as needed or as requested.

- Corridor floors are stripped, resealed, and refinished, as needed.
- When requested, large carts can be placed in the hallway near the requestor's office for the purpose of collecting trash or materials to be recycled.
- When requested, special cleaning is done in vacant offices which are about to be occupied.
- When requested, routine services can be provided on an unscheduled basis to maintain the occupant's workplace in good condition. As an example, we occasionally are asked to provide a special vacuuming service in rooms following an unusual event such as a reception.
- When requested, carpet cleaning. This work is done during evening hours, and must be scheduled in advance. Occupant offices are responsible for moving furnishings from and returning it to the office.

Miscellaneous services

1. General **landscaping** services are provided on an ongoing and as-needed basis by a GSA contractor. Services here include trimming of grass, trees, bushes; leaf collection and removal; irrigation; and (for the South Interior Building) plantings for the flower beds.

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2. **Pest-control** services are provided by a GSA pest-control contractor using integrated pest-management (IPM) methods and materials. A representative from this firm normally provides service to our buildings each Monday. (Additional information on this is available on the IPM sheet on our web page: <http://www.nbc.gov/facilities/>)
- 3 **Snow removal** is provided by our custodial contractor and—when conditions warrant the use of additional resources—its snow-removal subcontractor. Snow-removal is accomplished according to a plan that was developed by the contractor and approved by the Building Manager’s Office.
4. **Recycling.** Our custodial contractor is responsible for collecting materials from our centralized collection containers throughout our buildings. (Refer to the recycling guide, “RECYCLING GUIDE FOR THE MAIN AND SOUTH INTERIOR BUILDINGS.”)

Helpful Tips and Information

- All food, snacks, and sugar should be stored in a proper container to avoid infestation of pests.
- Do not leave food wastes in the waste can in your office overnight. Please take these items to a waste container that is emptied on a daily basis (e.g., the waste containers in all rest rooms, elevator lobbies, and kitchenettes).
- Please do not place waste cans in the corridors. Contact the Building Manager’s Office if there is a recurring problem with picking-up trash before your normal duty hours.
- Large items such as empty cardboard boxes can be placed in the hallway at the end of the workday and will be picked up by the custodial contractor in the evening. Mark such items as “trash” or “recycling” to ensure our staff knows it is to be picked up. (Refer to the Recycling Guide to determine whether a particular item can be recycled.)
- Please report slippery spots or spills to the Building Manager’s Office immediately. A delay here could result in someone slipping and, possibly, suffering an injury.

How to obtain service. Requests for service or repairs or complaints should be forwarded to the Building Manager’s Office on (202) 208-7560, via email to facils@nbc.gov, or you may come to room 1221, Main Interior Building. Please provide the requestor’s name (i.e., the person to whom we can speak about the problem) and telephone number, and a brief description of the problem or service(s) needed.

Additional information is available on the Division of Facilities Management Services web page: <http://www.nbc.gov/facilities>

Points of Contact:

Julio (Jay) Agosto, Building Mgmt. Specialist
Voice: (202) 208-3335; Fax: (202) 208-4459
E-mail: julio_agosto@nbc.gov

Clarence N. Atkins, Team Leader
Voice: (202) 219-0848
E-mail: clarence_n_atkins@nbc.gov

Tyrone Stover, Custodial Work Inspector
Voice: (202) 219-0051; Fax: (202) 208-4459
Email: tyrone_d_stover@nbc.gov

Gary Peacock, Building Manager
Voice: (202) 208-7560
E-mail: gary_w_peacock@nbc.gov

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