

WORK SPECIFICATIONS – Specific to Site

Contractor Name:	Highline Corporation
Property Name:	SAFETY REST AREA 103 HURLEY
County Name:	Iron County
Site Coverage:	Eight Hours of Coverage

Contractor may schedule additional staff during holiday travel times and/or special events that bring large numbers of travelers into the area.

DMV AREA

DMV RECEPTION/DESK AREA, OFFICE, KITCHEN AND BREAK ROOM

DAILY:

- Sweep, vacuum, or dust mop and/or damp mop floor.
- Empty trash containers, place new liners and clean containers.
- Dust and damp wipe tourist counters and cabinets.
- Dust furniture.
- Dust and damp wipe desk upon request or when desk is cleared.

WEEKLY:

- Check walls and ceilings, dust and spot clean.
- Check light fixtures to assure proper operation. Clean light fixtures and replace spent light bulbs.

MONTHLY:

- Clean windows. Spot clean interior doors.

TWICE PER YEAR:

- Clean carpet.

WELCOME SIGN, HISTORICAL MARKERS AND INFORMATION PLAQUES

ANNUALLY: (Spring)

- Check wooden mounting posts, bases and cross members for rot and other damage. Repair, stain or replace the wood as needed.
- Check masonry mounting upright posts and base. Tuck point or cement caulk loose joints and stones.
- Check plaque mounting bolts for looseness. Tighten loose nuts. Report nuts that can be removed so that they can be batter or spot welded.
- Check plaque for weathering and damage. Repair minor damage and touch up scratches and other blemishes. Report serious damage and weathering to the Program Administrator Director or Assistant Director.

WORK SPECIFICATIONS

RESPONSIBILITIES:

1. Contractor shall continuously review the RAM Program Manual to assure all requirements laid out in the Manual are being met.
2. Contractor shall submit annual budget requests that assure full and successful execution of their signed contract; responsibilities, places & frequencies, and special assignments outlined in their work specifications (including addendums); and policies and procedures outlined in the RAM Program Manual.
3. Contractor is responsible for custodial services and building maintenance.
4. Contractor is responsible for lawn maintenance and snow removal inside parking areas and ramps.
5. Contractor is responsible for purchasing and maintaining necessary supplies as well as necessary cleaning and maintenance equipment.
6. Contractor is responsible for recording monthly water meter readings and completing their monthly reports in FAMIS.
7. Contractor is responsible for making sure appropriate staff receive training to effectively and accurately work in the asset and property management system called FAMIS. Contractor is responsible for assuring work order and preventive maintenance entries, data and support documentation is entered accurately and in a timely matter into FAMIS. Contractor is responsible for providing staff who need to use FAMIS with appropriate devices and provide training in how to use their device(s).
8. Contractor is responsible for emailing to the Program Administrator updated liability insurance certificates that meet language and amounts outlined in their signed contract. Updated liability insurance certificates must be emailed to the Program Administrator prior to existing certificate expiration dates.
9. Contractor is responsible for making sure current keys to all exterior and interior doors are located in each property's Knox box. (Contact the Program Administrator for access to the box.) An annual inventory of keys in each property's Knox box will be conducted by the Program Administrator for the Contractor.
10. Contractor shall immediately notify the Program Administrator of unsafe conditions that exist at the site by creating an incident work order in FAMIS. Contractor shall make every effort to correct unsafe conditions. If the Contractor is unable to correct unsafe conditions, reasonable action to warn the public shall be taken.
11. Contractor shall immediately notify the Program Administrator's Director or Assistant Director any time a site is closed.
12. Contractor is responsible for providing the Program Administrator with a phone number that will be available and responded to 24/7. Contractor is responsible for notifying the Program Administrator, as soon as possible if a different phone number is to be used.
13. Contractor is responsible for assuring proper operation, making adjustments, replacing parts and other minor repairs. Contractor shall report major repair needs to the Program Administrator by creating a work order in FAMIS.
14. Contractor shall provide the following services at a minimum of the listed frequency; more frequencies may be necessary as related to increased traffic patterns. Contractor shall strive to meet all standards outlined in the RAM Program Manual.

PLACES AND FREQUENCIES:

LOBBY

TWICE PER DAY:

- Check lobby and pick up litter.
- Dry Mop and wet mop floors.
- Clean and polish drinking fountains.

DAILY:

- Check floors for damage. Make minor repairs to tile and grout as needed.
- Clean, dust and remove cobwebs from walls. Check walls for damage and graffiti. Remove graffiti as soon as it is detected. Repair minor damage and "touch up" paint walls in heavy graffiti areas.
- Check emergency identification plaques and replace them when damaged.
- Clean glass doors and windows. Check windows, doors, doorframes, hinges, door closures and door handles to ensure proper operation. Check window screens (if applicable) for damage. If window screens are in poor condition, replace the frame and screen.
- Check ceiling for dust, dirt and damage. Clean, dust and remove cobwebs from ceiling.
- Clean display cases. Check the display case glass and framework to ensure proper operation. Tighten, repair, and replace damaged parts. Check backing for damage and repair. Install and maintain WisDOT-BHM required posters in the display cases.
- Empty, clean and replace liners in trash containers. Check trash containers and lids to ensure proper operation. Repair or adjust as needed.

ONCE PER WEEK:

- Clean and dust light fixtures. Remove bugs. Check light fixtures to assure proper operation. Replace spent light bulbs. Repair and/or replace damaged or darkened lens covers.

VENDING AREA

DAILY:

Check vending machines for damage and/or proper operation. Report all vending problems to the appropriate vending company. Pick up and dispose of trash and litter generated from the vending machines. Clean up spills.

BUILDINGS EXTERIORS

MONTHLY:

- Check roof(s) for damage and loose or missing shingles. Keep roof(s) in operating condition.
- Check rain gutters and downspout (if applicable) for proper operation. Clear out any materials to eliminate blockage.
- Check light fixtures and water sources on the building to ensure proper operation.

APRIL OR MAY:

- Exterior wood (if applicable) should be stained or painted.

REST ROOMS

TWICE PER SHIFT:

- Follow Cleaning Chemicals SOP found in the RAM Program Manual.
- Clean toilets and urinals. Wash, rinse and wipe dry toilet seats. Check toilets and urinals to ensure proper operation. Check toilet seats to see if they are loose. If there is a major operational problem with a toilet or urinal, cease operation of that unit, keep patrons from access to the area and post proper signage until fixed.
- Clean and polish paper dispensers. Check dispensers to ensure proper operation. Replenish paper supplies.
- Dust and clean walls. Wipe dry streak free. Check walls for graffiti and damage. Remove graffiti as soon as detected. Touch up paint walls in heavy graffiti areas.
- Clean and polish partitions. Dust top of partitions. Check partitions for graffiti. Remove graffiti as soon as detected. Check partitions to assure proper operation. Check locks, coat hooks to assure proper operation. Check and fill in or block peep holes as soon as detected.
- Empty sanitary disposal containers and replace liners. Clean and polish containers.
- Clean and polish mirrors, sinks, and chrome hardware. Replace mirrors that are scratched in the field of vision or if inappropriate graffiti cannot be effectively removed.
- Check soap dispensers to ensure proper operation. Replenish soap supplies. Clean soap residues and drips from sink/counter to floor.
- Sweep and wet mop restroom floors with a disinfectant solution at the end of each cleaning operation. Check floors for damage and make minor repairs as needed.
- Clean and dust hand dryers. Keep hand dryers in operating condition.
- Clean and dust rest room doors. Check doors, frames, hardware, door closures and signage. Adjust closures. Keep locks in operating condition.
- Clean glass windows. Check windows, frames, hinges, and handles. Check window screens - if applicable. If window screens are in poor condition, replace frame and screen.
- Empty, clean and place new liners in trash containers. Check trash containers and lids to ensure proper operation. Repair or adjust as needed.

ONCE PER WEEK:

- Clean and dust light fixtures. Remove bugs. Check light fixtures to assure proper operation. Change spent light bulbs. Repair and/or replace damaged or darkened lens covers.

TRASH AND RECYCLING CONTAINERS

TWICE PER DAY, OR MORE IF NEEDED:

- Empty, clean and replace trash liners. Trash containers will be emptied when the bags are $\frac{3}{4}$ full.
- Deposit trash and recyclables in appropriate dumpsters, or other designated containers at the site. Trash shall not be stockpiled anywhere else at the site.

DAILY:

- Check containers to as ensure sure proper operation. Make minor repairs to containers, as needed. Maintain proper signage on containers.

ALL BUILDINGS

DAILY:

- Check heating, plumping and electrical systems as well as pipes and drains for proper operation. Make minor repairs as needed. Report major repair needs to the Program Administrator Director.
- Take daily water meter readings, record readings on provided forms, then submit completed forms to the Program Administrator no later than the 15th of the following month.

AS SCHEDULED IN FAMIS:

- Perform Preventive Maintenance (PM) work according to defined procedures and defined schedules as outlined in the asset and property management software system (FAMIS). It is the Contractors responsibility to review, understand, budget for, and successfully complete all PM schedules and procedures assigned to them.

STORAGE, UTILITY, GARAGE AND SHED AREAS

WEEKLY:

- Sweep floors. Check doors, hardware, shelves, cabinets and fixtures to assure proper operation. Change light bulbs.

TWICE PER YEAR:

- Wash/clean walls, floors, shelves, and light fixtures.

WASTE STORAGE AREA

DAILY:

- Pick up litter.
- Sweep up debris in area. Assure that dumpster is emptied according to arranged schedule. Check fence, gate, and lock to assure proper operation. Repair and adjust as needed.

FENCES AND MARKER POSTS

DAILY:

- Check fence posts and rails for damage, decay and leaning. Repair, straighten, or replace as needed.
- Check fence post finish. Stained fencing may be re-stained as needed while naturally weathered fencing should be left.
- Check woven wire fencing posts for leaning and rot. Repair, straighten, tighten, or replace as needed.
- Check marker posts for damage, decay and leaning. Repair, straighten, re-stain or replace as needed.

SIGNING

DAILY:

- Check advance guide and entrance signs. Report signs and posts in poor condition by submitting a work order in FAMIS.

PARKING LOTS AND RAMPS

CONTRACTOR RESPONSIBILITIES:

TWICE PER DAY:

- Pick up litter, sweep debris from curbs and drains.
- Check paved surfaces and report holes, cracks and/or damage by submitting a work order in FAMIS.
- Check parking barrier timber guard rails and posts for damage and leaning. Straighten, repair, re-paint, or replace as needed.
- Check light poles, lights, signage on grounds, ramps and highway to assure proper operation.

COUNTY HIGHWAY RESPONSIBILITIES:

AS NEEDED:

- Mow and landscape maintenance outside the ramps and parking areas.
- Snow removal and ice control for ramps and parking areas.

PLAZA AREA, SIDEWALKS AND BRIDGES

TWICE PER DAY:

- Pick up litter.
- Clean ashtrays and replace sand.

DAILY:

- Check ashtrays to assure proper operation.
- Damp wipe benches. Check benches to ensure proper operation. Replace broken/missing nuts, bolts, or hardware. Remove and replace broken or damaged boards. Re-stain benches in spring.
- Sweep sidewalks. Check sidewalks for hazards. Submit work order if minor or major repair is needed.
- Water, maintain and weed planted beds. Prune/trim trees and bushes. Maintain mulch.
- Check flags, flag poles and flagpole light to assure proper operation. Remove and replace tattered flags.
- Check for heaving and settling. Clean out cracks. Check for adequate surface drainage and runoff. If needed, remove vegetation along edges. Mark trip hazards per RAM Program Manual.
- Contractor must subscribe to the Department of Military Affairs' "flag electronic notification program" and raise/lower flags on site as mandated.
- Fly specialty flags per WisDOT-BHM's request.
- Clean map case shelters and/or picnic shelters and/or historical markers. Remove cobwebs and bird nests. Replace broken or rotten boards, bolts and braces. Replace broken glass/Plexiglas. Repair or repaint. Install and maintain materials furnished by WisDOT-BHM in the display cases.

AS NEEDED:

- Remove snow and ice from sidewalks as needed. Salt/sand walks as needed. Review the RAM Program Manual for proper procedures of snow and ice removal.

ANNUALLY:

- Plant flowers as designated by WisDOT-BHM.

PICNIC AREA, GROUNDS AND NATURE WALK AREAS

TWICE PER DAY:

- Pick up litter.
- Clean picnic tables and slabs. Check picnic tables to ensure proper operation. Replace broken or rotting boards, bolts, and braces. Assure tables are repaired, re-stained, painted and/or sealed as necessary for spring season operation.

MONTHLY:

- Check all trees on site. Prune low branches. Create new work orders in FAMIS to report unhealthy or dead trees.

AS NEEDED:

- Mow lawn within rest area proper, as defined from mowing limit map to maintain, a maximum height of 4 inches, minimum height of 2 inches, as needed. (No mowing operation on weekends.) Review the RAM Program Manual for further mowing guidelines.
- Cut and remove weeds, when detected.

TWICE PER YEAR:

- Rake and dispose of leaves and sticks twice per year (spring/fall), or as instructed.
- Noxious weeds may be spot treated with an approved weed-control herbicide twice per year. Grass in picnic areas and around buildings and parking areas may be fertilized twice per year. Poor or bare spots in these areas should be re-seeded twice per year between April 15 and May 15, or between August 15 and September 15.

ADDITIONAL SNOW PLOWING – if agreed upon

AS NEEDED:

- Snow removal for agreed upon additional area(s). Agreements are made between WisDOT-BHM and Contractor.