

ATTACHMENT 3 - REVISED SCOPE OF WORK

PASSENGER AMENITY CLEANING SERVICES

1.0 Background Information

The Transportation District Commission of Hampton Roads, operating as Hampton Roads Transit (HRT), has a requirement for maintaining the appearance and cleanliness of its passenger amenities at bus stops and light rail stations throughout Hampton Roads; which include shelters, trash cans, and the immediate right of way area surrounding stops and stations.

Bus shelters are either 5' x 10' or 7' x 12' and generally include benches. Light rail platforms are approximately 60' x 10' and include benches. There are also some bus stops with only benches and/or trash cans which will also be serviced under this Contract.

2.0 Scope of Services

The Contractor shall provide all cleaning staff, supervision, equipment, tools, materials, transportation for cleaning staff and any other items necessary to perform the services as described herein.

HRT will provide dumpsters to dispose of passenger amenity trash at the following HRT facility locations:

- Southside Bus Operations Maintenance and Administration Facility (509 East 18th Street, Norfolk, VA 23504)
- Northside Bus Operations Maintenance and Administration Facility (3400 Victoria Boulevard, Hampton, VA 23661)
- Virginia Beach Operations Seasonal Trolley Base (1400 Parks Avenue, Virginia Beach, VA 23451)
- Newport News Transit Center (150 35th Street, Newport News, VA 23607)
- Hampton Transit Center (2 West Pembroke Avenue, Hampton, VA 23669)
- Downtown Norfolk Transit Center (434 St. Paul's Boulevard, Norfolk, VA 23504)

2.1 Standard Cleaning Services

Standard cleaning services include shelter cleaning, trash collection, and pressure washing to be performed at the frequencies defined in the Price Schedule and based on designated passenger amenity types. HRT passenger amenity types include transit centers, light rail platforms, bus transfer stations (with 2+ shelters), single shelter bus stops, and trash can only bus stops.

A. Shelter Cleaning

Standard shelter cleaning service shall include cleaning all physical amenity surfaces to remove dirt, pollen, adhesive residue, debris, spider webs, and anything else that alters the appearance, cleanliness, and/or general sanitation/odor of the amenity. Standard shelter cleaning may occasionally require the removal of graffiti, chewing gum, non-HRT advertisements, biohazard wastes (i.e. vomit, urine, feces, blood), shopping carts, etc.

~~Standard shelter cleaning requires preparation for and cleanup after winter storms, which may be performed in lieu of regular shelter cleaning tasks at the direction of HRT's Project Manager (or designee). Winter storm services include application of salt/sand/de-icer and removal of snow on shelter pads and within a twelve (12) feet radius of each shelter. A three (3) foot wide (minimum) walkway from shelters to street curb and/or from shelter to shelter is required.~~

If utilizing high pressure water or harsh chemicals during the standard shelter cleaning process, consideration must be given to not remove the paint from the physical amenities, or to expose HRT customers to any hazardous conditions. During winter months, cleaning shall be completed in such a way, or with a product, that will not cause unsafe conditions for the public, such as ice accumulation on the grass or ground.

The Contractor shall be responsible for reporting any issues observed to HRT's Project Manager (or designee) performing cleaning services. These may include, but not be limited to: weeds, high grass, broken glass, bee/wasp nests, rodents, and/or any other damage to the physical amenities (e.g. bent signs).

B. Trash Collection

Standard trash collection service shall include picking up and/or sweeping trash within twenty-five (25) feet of each shelter, platform, and designated bus stop sign pole; as well as, pulling trash from trash containers and replacing trash bags. Curb lines, sidewalks, shelter pads and station platforms within this area must be cleared of all trash, leaves, dirt, cigarette butts, and other debris.

C. Pressure Washing

Standard pressure washing service includes utilizing a pressure washer to spray down, wash and rinse all physical amenities at stops (inside and out) including shelters, benches, concrete pads and station platforms. Hand wipe dry (or spot free rinse) on and around all glass panels for a clean, spot free appearance. Standard pressure washing at transit centers and bus transfer stations includes pressure washing all connecting

concrete sidewalks and bus bays. This service also includes pressure washing the elevators (interior and exterior) and stair towers at the Norfolk State University (NSU) light rail station.

2.2 Condition Assessment

The Contractor shall conduct condition assessments (to include providing photo verification) on all passenger amenities in accordance with the Federal Transit Administration (FTA) Moving Ahead for Progress in the 21st Century (MAP-21) State of Good Repair (SGR) requirements. Condition assessments shall be conducted in conjunction with all scheduled pressure washing services. Condition assessment forms with condition rating guidance will be provided by HRT's Project Manager.

2.3 Special Services

Special services may include any standard cleaning services performed outside the normal scheduled frequency, and only as approved by the HRT Project Manager or designee.

HRT may occasionally request additional trash collection before, during and after special events; or, other miscellaneous services not included as part of this Contract's standard cleaning services, such as mowing, weeding, posting HRT notices/alerts at passenger amenity locations, graffiti removal at non-passenger amenity locations, etc.

Special services under this Contract may also require the preparation for, and cleanup after, winter storms, to be performed at the direction of HRT's Project Manager (or designee). Winter storm services include application of salt/sand/de-icer and removal of snow on shelter pads and within a twelve (12) feet radius of each shelter. A three (3) foot wide (minimum) walkway from shelters to street curb and/or from shelter to shelter is required.

Pricing for special services will be negotiated on a case-by-case basis and documented in writing between the Contractor and HRT's Project Manager or designee. Funding for special services is limited to the availability of the annual allowance specified in the price schedule. The Contractor shall respond to special service requests within eight (8) hours of being notified by HRT.