

Attachment A. Cleaning Requirements for M&T Bank Stadium (Football) and OPCY Ballpark

I. GENERAL REQUIREMENTS

- A. Cleaning standard must be kept at the highest level in the industry.
- B. The purchase of all cleaning supplies will be the responsibility of the cleaning contractor. MSA will specify for the cleaning contractor any special requirements regarding the products, chemicals or supplies that must be used to clean particular finishes within the stadium and the ballpark. (These requirements may change from time-to-time.). All purchases must be in accordance with the **MSA's Sustainable Purchasing Policy**.
- C. Employees of the cleaning contractor shall sign in and out of the facility and shall display an identification badge at all times while working in the facility. Employees of the contractor working during events shall wear a uniform approved by MSA, the Baltimore Ravens (the "Team") and The Baltimore Orioles (the "Team"). Should MSA or the Team find any undesirable conduct by a cleaning employee, they shall immediately notify the contractor verbally, followed by a written notification to the contractor.
- D. All equipment required to perform this contract shall be purchased by and be the property of the cleaning Contractor. All such equipment shall be kept in good working order, appearance, and repair by the cleaning contractor. All equipment shall conform to color and appearance as agreed to by MSA. The MSA will provide sufficient staging areas and storage space for the use of the cleaning contractor's personnel and for the on-site storage of the contractor's equipment and supplies. Both buildings must have its own equipment. MSA must be provided with a complete inventory of equipment once a month. Equipment inventory and service report must be made available upon MSA request.
- E. Both MSA and the Team will have the right to cause the immediate removal of any employee of the cleaning contractor from the stadium premises if MSA or the Team reasonably determines that such employee is engaging in conduct detrimental to users of the stadium, to fans of the Team, or to the safety or proper operation of the stadium as a whole. The contractor shall be responsible for the conduct of that employee and liable for any action or inaction of that employee while performing under this contract. Employees of the cleaning contractor will not:
 - a. engage in any undesirable conduct or any activity which is not in the best interest of the facility, or any conduct that is discourteous to sports fans or other members of the public using the stadium and the ballpark;
 - b. damage or remove any property, equipment, monies, forms or any other item from the stadium and the ballpark, except trash;
 - c. be under the influence of or consume alcohol or illegal substances;
 - d. engage in loud or boisterous behavior;
 - e. listen to personal audio devices such as portable radios and/or devices to include the use of ear buds or head phones;
 - f. turn on/off or use any equipment or other property other than the contractor's property or equipment (including TVs, radios, microwave ovens, etc.)use any telephone except a

telephone designated for the purpose of business under this contract;

- g. open any desk, file cabinet or storage cabinet;
 - h. consume any food, beverages or tobacco product except in designated areas;
 - i. sleep;
 - j. occupy suites or upholstered furniture;
 - k. wear inappropriate attire while on the premises;
- F.** Global Harmonization Safety Data Sheets shall be supplied to MSA for all chemicals used and a duplicate copy shall be posted at the Contractor's office.
- G.** Contractor(s) shall enforce and its employees shall comply with all applicable M.O.S.H. workplace safety regulations.
- H.** Contractor(s), when required, shall coordinate and/or adjust cleaning schedules to accommodate MSA trades, contractors, carpet & upholstery cleaner(s), and MSA maintenance staff.
- I.** Contractor shall have a training program with records.
- J.** Report any damaged or missing items to MSA maintenance and MSA security.

II. REQUIRED CLEANING QUALITY STANDARD

The quality standards of cleanliness shall be measured in accordance with the following provisions as stated below.

A. Trash and Recycling Pick-up

After emptying, trash and recycling receptacles will be cleaned and sanitized, inside and out, and fresh trash can liners will be properly installed. No debris, soil, or dust will be visible around trash receptacles. Black bags are for trash and clear bags are for recycling.

B. Dusting

The following conditions shall exist after completion of each dusting task:

1. There shall be no dust streaks.
2. Corners, crevices, moldings, and ledges shall be free of all dust.
3. There shall be no oils, spots, or smudges on dust surfaces.
4. When inspected with a flashlight there shall be no traces of dust on the surfaces, which have been dusted.

C. Damp Wiping

All dirt, spots, streaks and smudges shall be free from walls, doors, glass, and other specified surfaces.

D. Restroom and Toilets

1. Floors around commodes and urinals shall be cleaned and sanitized and free of odors and stains, and a uniform, clean appearance shall be evident throughout, including partitions, tiled walls, corners and edges, and around sink fixtures.
2. Commodes and urinals shall be disinfected and free of scale buildup and odors.
3. Maintain waterless urinal liquids per manufacturer's recommendations.
4. Contractor to provide urinal screens, if directed, at no cost to MSA.

E. Hard Floor General Maintenance

1. In areas where furniture and equipment must be moved, all of these must be returned to their original position upon completion of work.
2. Baseboards, walls, stair risers, furniture and equipment shall in no way be splashed, disfigured, or damaged during these operations.
3. All finished surfaces must be clean underneath. The finish shall be high-gloss and provide a safe, anti-slip walking condition.
4. Proper precautions shall be taken to advise building occupants of wet and/or slippery floor conditions. This requirement applies during inclement weather as well as during cleaning operations.
5. All tools and equipment shall be maintained in a clean and safe condition at all times and neatly stored each night in the assigned storage areas.
6. Hard floor shall be maintained in accordance with manufacturer's specifications.

F. Sweeping and Damp Mopping

1. After sweeping and damp mopping operations, all floors shall be clean and free of dirt and streaks. There shall be no dirt remaining in corners, behind radiators, under furniture, or behind doors. No dirt shall be left after sweepings are removed from the floor. There shall be no dirt, dust, trash, or foreign matter remaining under desks, tables or chairs.
2. Caution shall be used when sweeping around shop machinery. Do not clean machinery or splatter floor-cleaning agents on base of machinery.

G. Stripping and Finishing

1. The floors shall be properly prepared, thoroughly swept to remove visible dirt and debris. All wads of gum, tar, and similar substances shall be removed from the floor surface. All floor finish buildup along edges and corners shall also be removed. Tile must be clean and bright before wax is applied.
2. When stripping or new finish application, care shall be taken not to splash walls, doors, kick plates, etc. Any splashes shall be wiped clean immediately.
3. Floors shall be dust mopped after all spray buffing or burnishing to remove loose finish particles from the floor.
4. Stripping and finishing shall be maintained in accordance with manufacturer's specifications.

H. Carpet and Mat Care

1. After vacuuming or spot vacuuming, all carpeting and mats shall be clean and free of dust, dust balls, dirt, and other debris. Nap of carpeting, if any, shall lie in the same direction. All edges and corners shall also be vacuumed and free of dust.
2. All carpets and mats shall be free of stains and spots subject to reasonable spotting methods.
3. Carpet and mat care shall be maintained in accordance with manufacturer's specifications.

I. Concrete Floors

After cleaning, including sweeping, scrubbing, and pressure washing as needed, concrete floors will be free of grease, soil, stains, and gum and will be uniform in appearance without alternate light and dark areas showing, for example, inconsistent use of pressure washer wands, etc.

J. Window Washing

Windows shall be clean and free of streaking.

III. CARPET, MAT AND UPHOLSTERY

A. Carpet Cleaning

1. The maintenance of various types of carpet made with natural and/or manufactured fibers such as wool, nylon, polypropylene/olefin, acrylic/modarylic and polyester.
 - a. **Cleaning.** Defined as the cleaning of carpet for the removal of apparent and/or cumulative soil, residues, and trapped/embedded soil. This service shall be performed on an as-needed or scheduled basis which shall be based upon the manufacturer's recommendation in conjunction with use conditions, traffic patterns, and activities.
 - b. **Finish Application.** Defined as the application of external finishes to the fiber surface that shall include, but are not limited to, soil resisters, stain resisters, bacteriostatic (antiseptic), anti-statics, and flame retardants. This service shall be performed on an as-needed or scheduled basis which shall be based upon the manufacturer's recommendation in conjunction with use conditions, traffic patterns, and activities.

B. Cleaning & Finishing System

In order to preserve carpet finishes and life, as well as any applicable warranties, Contractor shall use the manufacturer's recommendation for a cleaning/finish system.

- a. **Drying Time.** MSA shall require carpet to be dry within six (6) to eight (8) hours except in cases where high humidity or environmental conditions may extend drying time, but under no circumstances should drying time exceed twelve (12) hours. Contractor shall furnish and utilize commercial air movers (drying fans) and/or dehumidifiers to ensure drying time at no cost to MSA.
- b. **Standard of Care.** Contractor shall conform to the standards set forth by the Institute of Inspection, Cleaning and Restoration (IICRC) S100 Standard and Reference Guide for Professional On-Location Cleaning of Installed Textile Floor Covering Materials.
- c. **Working Hours.** Contractor may be required to perform this service after-hours and on weekends and holidays.

C. Upholstery Cleaning

The maintenance of various types of upholstery fabric including, but not limited to, synthetics (polyester, rayon, acetate), natural (cotton, wool, linen, silk), and microfiber blends (cotton with polyester, wool with acrylics) on an assortment of items such as sofas, chairs, and stools.)

- a. **Maintenance Cleaning.** Defined as cleaning for the removal of cumulative soiling, residues, and trapped/embedded soil. This service shall be performed on an as-needed or scheduled basis which shall be based upon the manufacturer's recommendation in conjunction with use conditions and activities.
- b. **Finish Application.** Defined as the application of external finishes to the upholstered surface that shall include, but are not limited to, soil resistors, stain resistors, bacteriostats (anti-microbial, bacteriostatic, antiseptic), anti-statics, and flame retardants. This service shall be performed on an as-needed or scheduled basis which shall be based upon the manufacturer's recommendation in conjunction with use conditions and activities.
- c. **Drying Time.** MSA shall require upholstery to be dry within twelve (12) hours except in cases where high humidity or environmental conditions may extend drying time, but under no circumstances should drying time exceed twelve (12) hours. Contractor shall utilize commercial air movers (drying fans) or dehumidifiers to ensure drying time at no cost to MSA.
- d. **Cleaning & Finishing System.** In order to preserve upholstery finishes and life, as well as any applicable warranties, Contractor shall use the manufacturer's recommendation for a cleaning/finish system.
- e. **Standard of Care.** Contractor shall conform to the standards set forth by the Institute of Inspection, Cleaning and Restoration (IICRC) S300 Standard and Reference Guide for Professional Upholstery Cleaning.
- f. **Working Hours.** Contractor may be required to perform this service after-hours and on weekends and holidays.

D. Water Restoration

Water restoration shall include, but is not limited to, the relocation of lightweight and smaller items to an unaffected area, the lifting or blocking of heavier items to prevent further damage from moisture, the extraction of carpet and pad, carpet and pad removal and disposal, reinstallation of carpet and pad, drying fans, dehumidification, and biocide application.

Contractor shall charge MSA on a 3-tier fixed cost per square foot basis dependent on the following water categories to include labor and equipment:

- a. **Category 1 Water (clear water)** - That which is clean at the releasing source and does not pose a hazard if consumed by humans. Examples: burst water pipes, failed supply lines on appliance, vertically falling rainwater, melting snow, sink or tub overflows that do not hold contaminants.
- b. **Category 2 Water (gray water)** - That which begins with some degree of contamination and could cause sickness or discomfort if consumed by humans. Examples: dishwasher and washing machine.

- c. Category 3 Water (black water) - That which is highly contaminated and could cause death or serious illness if consumed by humans. Examples: sewage, chemical (like glycol), rising flood water from rivers and streams, ground surface water flowing horizontally into structures.

IV. UNIFORMS

The Contractor to provide uniforms and foul weather gear, along with company credentials for all personnel engaged in year round and game day / event activities (at both the Ballpark and the Stadium facilities).

1. Contractor's staff performing daily, pre event and event housekeeping duties shall be outfitted with uniforms which must be approved by MSA, the Baltimore Orioles and the Baltimore Ravens.
 1. Appropriate selection of uniforms shall be given to employees assigned in premium spaces vs. those assigned to BOH spaces and concourses.
 2. Housekeeping staff, with exception to post event, shall always be easily identified by an approved uniform. Employees observed in less than presentable work attire will be asked to leave the site. The MSA will make the final determination should this occur.
 3. Black pants (no jeans or leggings)
 4. Plain white undershirts, long or short sleeves.
 5. Pants must be secured to waist line, sagging pants exposing the undergarments will not be allowed.
2. Post Event staff must report to work wearing neat and presentable attire:
 1. Pants must be secured to waist line, sagging pants exposing undergarments will not be allowed.
 2. Shirts must be tucked in at all times.
 3. Shirts must be sleeved, no tank tops allowed.
 4. No shirts with embroidered derogatory language or messages is allowed. Employees observed in less than presentable work attire will be asked to leave the site. The MSA will make the final determination should this occur.
 5. Black pants / plain white shirts.
3. Inclement weather

The Contractor shall supply their employees the necessary foul weather gear to perform their tasks during inclement weather and pressure washing operations.

V. TRAINING PLAN

The Contractor shall provide MSA with a detailed outline of its training program. It shall include session content, designs, methods and learning objectives. The program shall provide the following results:

1. All custodial personnel shall be able to demonstrate the ability to complete procedures set forth in the technical specifications that are appropriate to their positions. Should an individual's duties change, the Contractor must provide training to ensure a commensurate increase in skills and/or knowledge.
2. Should new supplies, chemicals or equipment be introduced into the Work, the appropriate personnel shall be thoroughly trained in their use.

3. Supervisory and management personnel shall have demonstrable knowledge and/or skill in the procedures expected of those they supervise. The content of their training will also include supervisory skills, knowledge and attitude necessary for compliance with the terms of the Agreement. They will participate in the assessment of training needs for custodial personnel, evaluation of training effectiveness and, as appropriate, and the delivery of training.
4. All Contractor's personnel utilized in the performance of the Agreement will have training designed to result in compliance with applicable Occupational Safety and Health Administration (OSHA) Standards and other governmental regulations. They shall have documented knowledge of, and access to, resources required by OSHA or other governmental entities, for example, a written Exposure Control Plan for exposure to blood borne pathogens.
5. Contractor's workforce must be made cognizant of other factors affecting their well-being and the best interests of MSA. These include, but are not limited to: a. Understanding, based on the legal definition of sexual harassment, the difference between acceptable behavior and harassment and their role in preventing it.
6. Each class or learning opportunity, including on-the-job training, shall have learning objectives that are specific, measurable, attainable, relevant and time-lined. Appropriate training methods and delivery systems shall be utilized. These may include, but not be limited to, classroom techniques such as brainstorming, work groups, demonstration, lecture and role-playing. Audio or audio-visual aids, facilitated properly, will be used whenever possible to enhance the learning process. Job aids shall be provided where necessary, especially when use will enhance the efforts of overcoming language barriers. Computer-based or other self-directed learning, when used, should be selected based on the participant's ability to gain the necessary skills via this format.
7. A training record shall be kept for all of Contractor's personnel assigned to the perform Work at MSA. All learning opportunities held or scheduled to be held must be documented. Both shall be available to MSA at all times. This requirement shall be passed .
8. All Contractor's personnel utilized in the performance of the Agreement will have training designed to result in compliance with applicable Leadership in Energy and Environmental Design (LEED) Standards.
9. All Contractor's personnel utilized in the performance of the Agreement will have training designed to result in compliance with applicable Center for Disease Control (CDC) Standards and Guidelines.

VI. INVOICES

The Contractor should submit invoices for properly performed services on a monthly basis during the contract period. Failure to submit invoice in a timely manner (within 30 days) may result in delay of payment.

1. Invoice requirements:
 - a. Cover invoice (must contain the complete Contractor's FEIN, MSA Contract Number, MSA Purchase Order Number, MSA Work Order Number, MSA location Name (street address), amount of work broken down into work type as indicated on the bid form.
 - b. Supporting documents:

- Complete electronic timekeeping documents (daily, events and post events including subcontractors)
 - MSA signed work tickets, if applicable
 - Material reimbursement costs must be supported with receipts e.g. invoice (not estimate or packing slip), if applicable
2. Undisputed invoices will be processed within thirty (30) days of receipt by MSA's Accounts Payable Office. Please keep in mind that Maryland Stadium Authority is exempt from Maryland Sales and Use Taxes, therefore taxes shall not be added to the invoices.
 3. Disputed Invoices

Any invoices being disputed by MSA, Contractor must resolve within 45 days. If vendor fails to respond to MSA's communications and reminders, MSA will process the invoice based on the following cases:

- a. If the dispute results in a mark down of the invoiced amount, MSA will mark down the invoice and proceed with payment process;
- b. If the dispute results in an increase in the invoiced amount, MSA will pay invoice as billed (the vendor shall invoice the remaining amount no later than 15 days and will use the same Invoice number with "R" suffix);
- c. If the dispute is a result of vendor not submitting correct receipts for material charges or subcontractor labor, MSA will only pay for fully documented costs (the vendor shall invoice the remaining amount no later than 15 days and will use the same Invoice number with "R" suffix);
- d. If the dispute is a result of not submitting properly signed daily work ticket, only fully documented labor cost will be paid (the vendor shall invoice the remaining amount no later than 15 days and will use the same Invoice number with "R" suffix).

Invoice number on the billing cannot be changed.

VII. COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

The Contractor will be required to become familiar with our system and the necessary protocol for reporting, responding, and closing out housekeeping demand and planned work orders. During the course of duties supervision and employees are required to utilize our CMMS system to expeditiously report discrepancies such as broken or vandalized equipment and furniture, constant running fixtures, damage walls, etc.

Contractor shall provide separate electronic tablet for each facility to complete quality control reports.

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| Cleaning Details for M&T Bank Stadium (Football) |
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I. GENERAL POLICY

The Stadium shall be cleaned and sanitized immediately after each football game and not more than 24 hours after the conclusion of a previous football game unless otherwise authorized by MSA. The entire stadium shall be maintained at the highest levels of the industry. The numbers of visitors through the facility requires this level of cleanliness at all times.

No vehicles shall be permitted on the concourses from a period beginning two hours prior to “Gate Opening” until after the Stadium has been cleared.

Contractor shall submit a quality control report with details of any deficiencies and an action plan to correct it.

Stadium housekeeping operations basically consist of the following components:

- A. Seating Bowl/Football Event - consists of pre-event, event, and post event cleaning when portions or all of the seating bowl is utilized for a field event
- B. Daily/year Round cleaning
- C. Catered Events - consists of pre-event, event, and post event cleaning

II. SPACE DEFINITIONS

A. Restrooms

- 1. Game day Restrooms.
 - a. All upper and lower concourse restrooms.
 - b. All club level restrooms.
 - c. All Family restrooms
 - d. All suite level restrooms
 - e. All service level restrooms
 - f. All Press level restrooms
- 2. Year Round Restrooms
 - a. Club level 208 women’s, 207 men’s, and 219 Family
 - b. Lower Concourse Section 141 women’s, 139 men’s,
 - c. Southwest suite level 300 1- men’s and 1-women’s in corridor
 - d. Upper Concourse Section 510 - men’s, 511- women’s
 - e. Service level field tunnel restrooms (2)
 - f. Press level restrooms
 - g. MSA Office 1.18.08
 - h. Stadium Events Office 1.10.02
 - i. Stadium Operations Office (Ravens)
 - j. Grounds area (3)
 - k. Service level daily use restrooms 1.09.05 and 1.09.06
 - l. Chain Crew locker room 1.19.02
 - m. Network TV equipment room (2)
 - n. Security Base (2)
 - o. Police Command (1)

B. Service level- year round

- a. All corridors and tunnels
- b. Auxiliary locker rooms 1.09.09 and 1.09.10 - these spaces are used daily by operational staff
- c. Stadium Events Office 1.10.02- occupied management office (SAFE)

- d. Stadium Operations Office (Ravens)
- e. Security Base Command Center
- f. MSA Operations Office 1.18.08
- g. A1 Ramp
- h. Loading dock and trash dock areas
- i. Grounds Area (lounge and offices)
- j. Chain Crew Locker Room

C. Main concourse - year round

- a. Southwest and Southeast elevator lobbies
- b. Ravens ticket office *
- c. Press elevator and lobby
- d. Main / Media entrance
- e. Concourse

D. Press Level – Year Round

- a. Control Room and Office
- b. Dining Hall
- c. Hallways
- d. Elevator and lobbies

E. Club Level – Year Round

- a. East bridge
- b. Elevator lobbies

F. Suite Levels – Year Round

- a. Elevator lobbies
- b. Hallways
- c. Ravens Marketing and Ticket offices area

G. Upper Concourse – Year Round

- a. Elevator lobbies

H. Outside Areas

- a. Security Post 1 (top of the ramp)
- b. Security Post 2 (entrance to D Lot)
- c. Perimeter of Stadium

d. Pedestrian Spine from Lee Street to Hamburg Street (October 1st – March 31st)

I. Trashcans

a. Concourses / sidewalk (empty trashcans once a week)

III. ADDITIONAL DEFINITIONS

- a. **“Seating Bowl event”** is an event utilizing portions or all sections of the Stadium seating bowl.
- b. **“Short Turnaround”** is defined as any circumstance when the time between the end of the first event and the gate opening for the next event in the seating bowl that may be twenty four hours or less.
- c. **“Special Projects”** are those cleaning related projects not included within the scope of the regularly defined tasks.
- d. **“Stadium Party Area(s)”** are any areas of inside the stadium and **outside the stadium** structure used for game related parties, around the stadium perimeter there could be as many as 36 tent areas ex: Talon Pub (inside) and Bud Bash (outside), etc.
- e. **“Year-Round”** are those tasks that are required to be performed Mondays to Fridays including designated holidays of the year e.g. holiday falling on Saturday or Sunday and designated holiday is Friday or Monday, respectively.
- f. **“Year-Round Business Space”** includes the Stadium Operations Office, Security Base Command, SW elevator lobbies, press elevator lobbies, Ticket Office, Team Offices located on the SW lower and upper suite levels, Event services offices commonly referred to as The Safe Management Office space, Press Level, MSA offices and Main / Media entrance. All paths of access and egress to these spaces shall be maintained in accordance to the requirements of this specification.
- g. **“Outside Areas”** include the outer perimeter of the Stadium and the open areas between the Stadium and parking lots.
- h. **“Spot Cleaning of Walls”** The use of a cleaner and damp mop, sponge, brush, or cloth to remove all dirt, grime, or other unwanted contaminates from the wall and door surfaces.
- i. **“Spot Cleaning of Carpet”** The use of a cleaner and hand or machine scrubbing to remove all dirt, grime, and other unwanted contaminants from the carpet.
- j. **“Pressure washing/Mechanical Equipment”** The use of adequate pressure washing equipment (2000-4000 psi) and tips to achieve the appropriate pressure for the removal of concrete soils consisting of surface dirt, beverage stains and gum.
- k. **“Catered Events”** An event space within the stadium. Examples: weddings, trade shows, banquet dinners, holiday parties, proms, scheduled suite visits.
- l. **“Daily Cleaning (Off Season)”** During the off season, refer to year round cleaning (e. above)
- m. **“Daily Cleaning (Football Season)”** During the season, refer to year round cleaning (e. above).

- n. **“Back of House/Storage areas”** Spaces allocated for storage of housekeeping supplies and materials including mop sink water closets and office area.
- o. **“Event”** – Football Games, Private functions, Entertainment (Concerts), other Sporting events (Soccer etc.).
- p. **“Sanitize”** – CDC / Industry defined procedures to reduce the spread or potential contamination due to germs and viruses.
- q. **“Tour spaces”** are spaces that are normally used/viewed by regularly scheduled tour groups.

IV. PRE-SEASON CLEANING

In addition to the items in both pre and post-game task descriptions, fencing and gate structures shall be pressure washed / mechanical cleaning (low pressure) and be free of dirt, grease and debris.

Prior to the beginning of each football season, the Stadium will be cleaned and sanitized in accordance to a MSA and Contractor pre- determined plan. This plan will be tailored around the condition of the stadium as a result of events that may have taken place between the end of the previous season and early summer. The MSA and Contractor shall develop a scope of work no later than June 30th to allow adequate time to submit and approve pricing.

All trash receptacles (tops, inserts and body) shall be inspected, cleaned and sanitized (pressure washed), and returned to service no later than three (3) weeks prior to opening day. Receptacles damaged beyond repair shall be brought to the attention of MSA (prior to opening day).

V. CLEANING JUST PRIOR TO EVENTS

The Contractor will provide sufficient staff on Event days to ensure that cleaning conditions are up to specifications by the time the gates open for spectators. Staffing must be approved by the MSA.

The Contractor shall also remove all trash and debris from the playing field by hand or machine (Walk behind vacuum) no later than three (3) hours prior to start of a game or other event.

The Contractor shall remove all trash, debris and leaves from party areas, at least 3 hours prior to occupation.

Prior to gates opening, the contractor shall remove all standing water resulting from precipitation from all susceptible areas of the seating bowl, vomitories, stairwells, ramps and concourses.

1. Upper deck- rows 1 and 4
2. Club level- row 1 and 4
3. Lower level rows 1 and 19
4. Vomitories as needed
5. Concourses as needed
6. Suite balconies as needed

Contractor will inspect for extensive bird droppings and clean, as necessary, all upper bowl seats located directly beneath all field lighting towers at a minimum 3 hours prior to start of game or event.

VI. CLEANING DURING EVENTS (including pre-game parties/activities)

The Contractor will provide game attendants and supervisors during events to refill empty restroom dispensers; remove trash and recycling from concourses, ramps, vomitories, main entrances, outside sidewalks and other areas designated by MSA; clean spills and perform other cleaning and sanitizing that may be required by stadium management. MSA, with the advice of the Contractor, shall determine the appropriate level of staffing for this function.

Contractor will submit for review and approval an operational plan for pre event and event staffing outlining management, supervision, and workers defining their specific areas of responsibility and assignments. This plan must be submitted for signature review and approval 14 days prior to any football or seating bowl event.

Contractor employees assigned to the club level during the event will be required to bus tables. This shall only occur when it is obvious that fans have left the table, at no times will busing occur when fans are still seated at the table.

The Contractor shall assign a competent person who has a good working knowledge of the stadium, computer skills, radio dispatch and communications skills to be assigned to the operations dispatch command post to assist in receiving calls and dispatching staff.

VII. POST EVENT CLEANING

Post-event cleaning shall take place immediately following each football game or field/seating bowl event and be completed within a twenty four 24 hour period unless otherwise authorized by MSA.

The Contractor must notify the MSA at the completion of the Post Event cleaning via QC inspection, allowing time for QA inspections by the MSA and The Baltimore Ravens. After notification, the MSA and The Baltimore Ravens will have 72 hours to notify the Vendor of any discrepancies.

During post event cleaning, the contractor shall immediately report to the MSA via our CMMS reporting features any items observed that will require maintenance.

A. Pressure Washing

Stadium to be completely pressure washed at the end of each game (approximately ten (10) times per year). Areas to be pressure washed include, but are not limited to

1. All structural steel within 15 feet of floor,
2. Seating areas, concourses,
3. Vomitories,
4. Outside and inside ramps, stairwells,
5. Signage within 15 feet of the floor,
6. Railings,
7. Restrooms on the upper and lower concourses,
8. Outside areas, including all sidewalks surrounding the Stadium as necessary to remove visible soil and liquid stains. In lieu of pressure washing, machine scrubbing may be acceptable.
9. Remove all visible soil and liquid stains.
10. Dependent upon event schedules, the contractor may be requested to perform the work closer to the next game rather than during post event
11. The contractor shall use extreme care and caution to avoid direct pressure within 24" of any caulk or expansion joints
12. There shall be no overspray on any portion of the seats. All seats and standards shall be thoroughly rinsed
13. All drains must be kept free of accumulating trash and debris that will not allow water

to drain. Pressure washer should blow out drain.

14. Immediately following pressure washing operations, the contractor shall remove all standing water resulting from pressure washing from all susceptible areas of the seating bowl, vomitories, stairwells, ramps, and concourses. The following seating bowl and concourse areas are susceptible to standing or pooling water resulting from either pressure washing or rain at the lower seating bowl rows 1 and 19, Club row 1 and Upper seating bowl rows 1 and 4.

B. Seating Areas/Steps/Aisles

1. Collect all trash and recycling large enough to handle and transport to designated area.
2. Power blow all remaining smaller trash and debris, taking care to monitor where it tends to collect after blowing.
3. Clean and flush all drains.
4. Sweep all open areas.
5. Using pressure washer or mechanical equipment, remove all visible soil and liquid stains.
6. Remove gum/sticky substances from all surfaces.
7. Wipe seats in stands as needed (front, back, seat and supports).
8. Contractor should use extreme care to avoid over spraying or blowing debris on the field when cleaning the first few rows. Hand sweep rows 1-5 of the lower level seating bowl.

C. Ramps /Concourses/Vomitories/Bridge/Inside Stadium Ramps/Party Decks

1. Pick and sweep all areas so all are clear of debris and recycle as required.
2. Machine scrub.
3. Empty all trash and recycling receptacles, replace liners and wash.
4. Collect all trash and recycling, transport to designated area.
5. Remove standing water.
6. Clean and flush all drains.
7. Using pressure washer / mechanical equipment, remove all visible soil and liquid stains.
- This shall include the east side club level kitchen bridge, contractor shall coordinate with Aramark. This shall be completed between all football events when there is an away week.
8. Remove gum/sticky substances from all surfaces.
9. Clean and sanitize all drinking fountains.
10. Spot clean all walls as defined in Additional Definitions III-h.

D. Club Level

1. Empty all trash and recycling receptacles, replace liners and wash receptacles.
2. Collect all trash and recycling, transport to designated area.
3. Contractor shall use trash bags with sufficient mil thickness to reduce or eliminate spillage resulting from bags breaking during the transfer of bags from the cans to the cart.
4. Spot clean all walls, light switches and doors, and clean light fixtures as needed.
5. Dust high and low areas (artwork, millwork, clocks, partition tops, etc.).
6. Fully vacuum all carpets from wall to wall (including under furniture).
7. Spot clean (per manufacturer's specifications) carpeted area and notify MSA of any stains that cannot be removed.
8. Dust and damp mop and maintain corridor hard surface floors to retain appropriate cleanliness and gloss
9. Clean inside of all exterior windows with squeegee up to a height of 12 feet or the reasonable reach of the appropriate squeegee.

10. Clean and sanitize both sides of glass doors with squeegee.
11. Wipe and spot clean all furniture, millwork, ledges, refrigerator, TV, etc. (using agents approved by MSA).
12. Remove gum/sticky substances from all surfaces.
13. Clean and sanitize all drinking fountains.
14. Polish all chrome and/or brass.
15. Clean all millwork; i.e., partitions, baseboards
16. Clean and sanitize reception/concierge desks and telephones.

E. Suite Levels

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Spot clean all walls, and clean light fixtures as needed.
4. Clean and sanitize light switches and doors
5. Dust high and low areas (artwork, millwork clocks, partition tops, etc.).
6. Fully vacuum all carpets from wall to wall (including under furniture).
7. Spot clean (per manufacturer's specifications) carpeted area.
8. Clean mats.
9. Clean both sides of all suite patio storefront glass with squeegee.
10. Clean and sanitize both sides of glass doors throughout corridors and elevator lobbies with squeegee.
11. Clean and sanitize each exterior seat (front, back, seat and supports).
12. Clean, sanitize and spot clean all furniture, millwork, ledges, refrigerator, TV, etc. (using agents approved by MSA).
13. Remove gum/sticky substances from all surfaces.
14. Clean and sanitize all sinks in suites.
15. Clean and sanitize all telephones.
16. Polish all chrome and/or brass.
17. Clean and sanitize refrigerators and ice maker interiors as required.
18. Clean and sanitize outside suite seating area including furniture.
19. Clean and sanitize reception and concierge desks. -

Note:

- a. Contractor shall use the trash bags with sufficient mil thickness to reduce or eliminate spillage resulting from bags breaking during the transfer of bags from the cans to the cart.
- b. Remove any debris deposited between seating platform and suite storefront glass panels where applicable.

F. Restrooms

Concourses Restrooms

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean and flush all drains
4. Clean and sanitize all rest room toilets, vents, basins and fixtures, and clean mirrors.
5. Clean and sanitize waterless urinals per manufacturer's recommendations,
6. Clean and sanitize all counters, refill dispensers and clean floors.
7. Clean and sanitize all rest room partitions on both sides.
8. Scrub entire floor area of rest room using germicidal detergent.
9. Remove all accumulating debris along the floor edges and in corners.
10. Clean and sanitize all walls.

11. Remove gum/sticky substances from all surfaces.
12. Polish all chrome and/or brass.
13. Clean and sanitize inside and outside of entrance and exit doors
14. Utilizing mechanical equipment to uniformly clean entire epoxy floor surface removing all visible soil and liquid stains. Frequency of mechanical cleaning shall be every game.
15. Maintain waterless urinals per manufacturer's specifications.
16. Clean mats.

Club / Suite Level Restrooms

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean and flush all drains
4. Clean and sanitize all rest room toilets, vents, basins and fixtures, and clean mirrors.
5. Clean and sanitize waterless urinals per manufacturer's recommendations,
6. Clean and sanitize all counters, refill dispensers and clean floors.
7. Clean and sanitize all rest room partitions on both sides.
8. Scrub entire floor area of rest room using germicidal detergent.
9. Remove all accumulating debris along the floor edges and in corners.
10. Clean and sanitize all walls.
11. Remove gum/sticky substances from all surfaces.
12. Polish all chrome and/or brass.
13. Clean and sanitize inside and outside of entrance and exit doors
14. Maintain waterless urinals per manufacturer's specifications.
15. Clean mats.
16. Utilizing mechanical equipment to uniformly clean entire tiled surface removing all visible soil and liquid stains. Frequency of mechanical cleaning shall be every game.

G. Escalators/Elevators (Including all Freight Elevators)

1. Empty all trash and recycling receptacles, replace liners, and wash receptacles.
2. Collect all trash and recycling, transport to designated area.
3. Clean and sanitize elevator interiors (walls, doors, rails, buttons, phone box, track, etc.)
4. Clean and sanitize lobby call buttons.
5. Completely clean and sanitize walls and floors of elevators.
 - i. Elevator tile floors shall be stripped and waxed as required to maintain a consistent uniform polished finish.
 - ii. Clean all freight elevator floors after every event during the football season and as required during the off season to maintain a clean appearance of the floor.
6. Clean and sanitize escalators including sides, rails, and vacuum treads.
7. Clean mats.
8. Remove gum/sticky substances from all surfaces.
9. Polish all chrome and/or brass.
10. Polish bright work inside and outside of cab and doors

H. Stairwells and Stair Towers (this includes emergency stairwells located on the East/West sides and five Service level back of house stairwells)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Pressure wash all stairs and landings, removing visible soil and liquid stains.
4. Remove gum/sticky substances from all surfaces.
5. Power blow all trash and debris from top to bottom.
6. Clean and flush all floor drains.
7. Remove standing water.

8. Using mechanical equipment to remove/scrub all visible soil.
9. Clean all tiled floors.
10. Clean all hard surfaces, including signage (both sides of doors).
11. Spot clean walls.

I. Hard Surface (non-concrete) Floor Areas, VCT

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Dust and damp mop and maintain floors to retain appropriate cleanliness and gloss.
5. Remove gum/sticky substances from all surfaces.
6. Strip and finish floors as scheduled by MSA and contractor.
7. Sweep all open areas.
8. Clean and flush all floor drains.

J. Corridors, Tunnels, Service Areas (concrete surfaces)

1. Clean and sanitize all trash collection equipment; i.e., compactor, etc. as required to prevent unpleasant or noxious odors.
2. Empty all trash and recycling receptacles, replace liners, and wash to prevent unpleasant or noxious odors.
3. Collect all trash and recycling, transport to designated area.
4. Sweep all open areas.
5. Clean and flush all drains.
6. Remove gum/sticky substances from all surfaces.
7. Using mechanical equipment to remove/scrub all visible soil.
8. Machine scrub and degrease all concrete floors.
9. Spot clean walls, doors, vents and pipes. Dust as required.
10. Clean and sanitize walls and doors.
11. Remove all trash under bleacher seating between the North and South tunnels.
12. Clean vents and pipes, dust as required.
13. Clean mats.
14. Remove standing water.

K. Suite Entrances and Elevator Lobbies (all levels)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Spot clean walls.
5. Clean and sanitize all walls, light switches and doors.
6. Clean light fixtures as needed.
7. Clean and sanitize lobby call buttons
8. Dust high and low areas (Artwork, millwork, clocks, partitions tops, etc.).
9. Dust mop all hard surface floors with treated dust mop.
10. Clean entire area.
11. Clean all hard surface areas.
12. Fully vacuum all carpets from wall to wall.
13. Wipe and spot clean all furniture.
14. Spot clean (per manufacturer's specifications) carpeted area.
15. Remove gum/sticky substance from all surfaces.
16. Polish all chrome and/or brass.

17. Clean both sides of glass doors.
18. Strip, wax and polish vinyl tile (as required).
19. Clean all interior windows.

L. First Aid, Guest Services, Police Command Post, Family Waiting Room, Press Boxes, Broadcast Rooms, Scoreboard Control Room, Official's Room, Chain Gang Rooms, Post-Game Press Conference Rooms for Home and Visitor Locker Rooms, Media Lounge, Network TV Lounge, Press Lounge, coaches video booths located in the upper seating bowl, Sponsor Club.

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Spot clean all walls.
5. Clean light fixtures, as needed.
6. Clean and sanitize all walls, light switches and doors.
7. Dust high and low areas (pictures, clocks, partitions tops, etc.).
8. Dust mop all hard surface floors with treated dust mop.
9. Clean entire area.
10. Clean all hard surface areas.
11. Fully vacuum all carpets from wall to wall.
12. Wipe and spot clean all furniture.
13. Spot clean (per manufacturer's specifications) carpeted area.
14. Remove gum/sticky substance from all surfaces.
15. Polish all chrome and/or brass.
16. Follow restroom cleaning specifications for restroom cleaning.
17. Strip, finish, and polish vinyl tile (per manufacturer's specification as required).
18. Clean both sides of glass doors.
19. Clean all interior windows.
20. (Special requirement in Scoreboard Control Room) Raised computer flooring in room requires low- or no-water cleaning methods. Flooring tiles should be stripped, finished and polished. Coasters on chairs should be cleaned to prevent marring of floor.
21. All glass monitor screens should be wiped of dust.

M. Stadium Party Areas (see Definitions)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Remove gum/sticky substances from all surfaces.
4. Clean and sanitize all drinking fountains.
5. Polish all chrome and/or brass.
6. Fully vacuum all carpeted areas.
7. Dust and clean all vents.
8. Clean and sanitize all telephones
9. Clean mats.
10. Clean portable flooring using a scrubber as required.

N. Other Outside Areas

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Just prior to event, remove all accumulating leaves in tents and building entrances.
4. Remove gum/sticky substance from all surfaces (walls, street, floors, walkways, paths,

etc.).

5. Sweep and scrub all open areas.
6. Using mechanical equipment to remove all visible soil.
7. Empty and damp wipe ashtrays in smoking areas.
8. Trash to be picked-up from around perimeter of Stadium daily, except non-game day weekends and non-game day holidays.



O. Planted Areas

1. Hand pick all trash
2. Collect all trash and transport to designated area.

**P. Home and Visiting Team Locker Rooms (after each event except where otherwise noted).
Visiting Team Locker Room #2**

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Spot clean all walls, light switches and doors.
5. Clean light fixtures as required.
6. Clean and sanitize all walls, light switches and doors.
7. Dust high and low areas (pictures, clocks, partitions tops, etc.).
8. Dust mop all hard surface floors with treated dust mop.
9. Clean and sanitize entire area.
10. Clean all hard surface areas utilizing methods that will achieve Required Cleaning Quality Standard – Refer to II-E
11. Vacuum all carpets from wall to wall.
12. Wipe and spot clean all furniture.
13. Spot clean (per manufacturer’s specifications) carpeted area.
14. Remove gum/sticky substance from all surfaces.

15. Clean and sanitize all drinking fountains.
16. Clean and sanitize all telephones.
17. Polish all chrome and/or brass.
18. Restroom procedures-restrooms shall be cleaned in accordance to the requirements of this specifications - Refer to VII-F.
19. Clean and sanitize showers.
20. Clean, sanitize and deodorize toilets, lavatories, and shower areas in addition to restroom procedures.
21. Clean all vinyl tile floors to achieve finishes as specified in Refer to VII-I.

Q. Special Locker Room(s) – Concessionaire/Maintenance/Security/Event Services- unless otherwise noted these spaces will be addressed daily

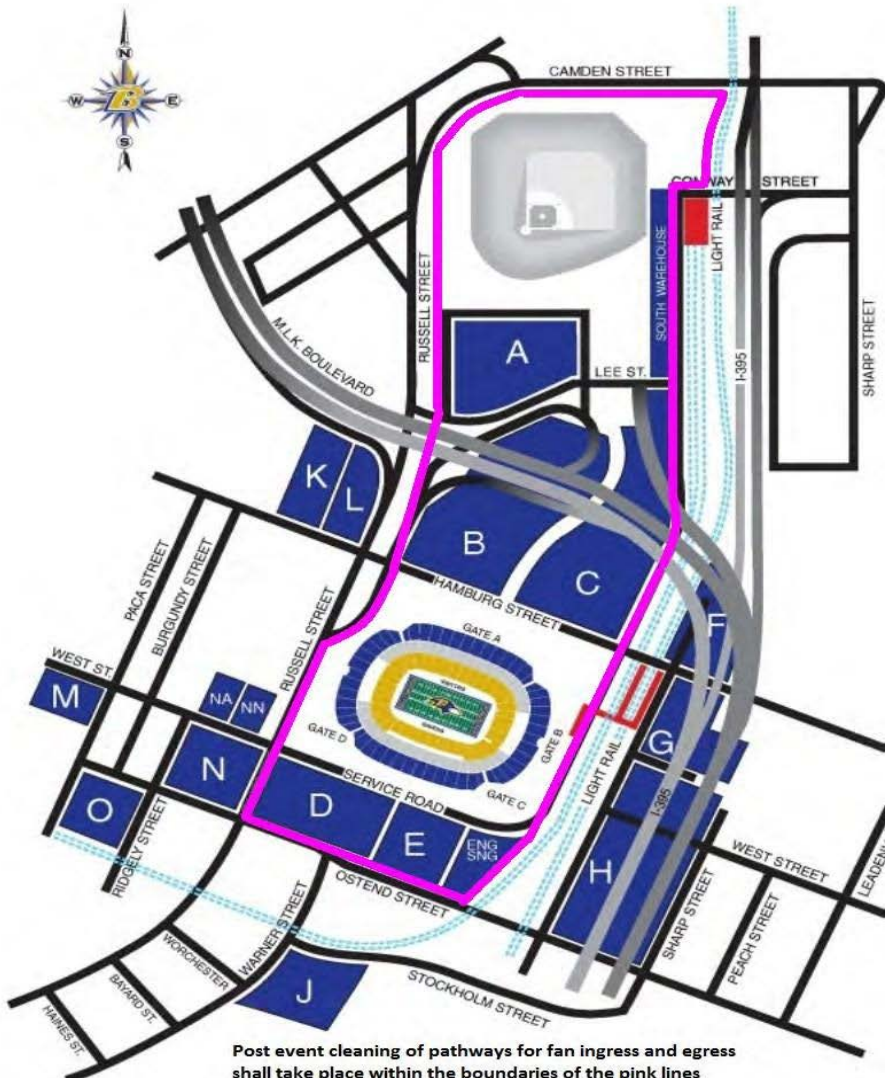
1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area
3. Clean mats.
4. Spot clean all walls, light switches and doors.
5. Clean light fixtures, as required.
6. Clean and sanitize all walls, light switches and doors.
7. Dust high and low areas (artwork, millwork clocks, partitions tops, etc.).
8. Dust mop all hard surface floors with treated dust mop. Weekly
9. Clean entire area.
10. Clean all hard surface areas.
11. Fully vacuum all carpets from wall to wall.
12. Wipe and spot clean all furniture.
13. Spot clean carpeted area.
14. Remove gum/sticky substance from all surfaces.
15. Clean and sanitize all drinking fountains.
16. Polish all chrome and/or brass.
17. Restroom procedures- restrooms will be cleaned in strict accordance to requirements of this specification - Refer to VII-F.
18. Clean, sanitize and deodorize toilets, lavatories, and shower areas in addition to restroom procedures.
19. Clean all vinyl tile floors to achieve finishes as specified in Refer to VII-I.

R. Playing Field

Remove all trash and debris from the playing field by hand or machine (Walk behind vacuum).

S. North of Lee St.

The Contractor shall be responsible for post-game clean-up of trash, debris, and emptying trash and recycling receptacles located along the pathways to the stadium from the north warehouse (both sides) and the perimeter of the baseball stadium (Refer to the attached map). This does not include the parking lots.



Post event cleaning of pathways for fan ingress and egress shall take place within the boundaries of the pink lines excluding the physical parking lots.

- T. All seating bowl handicap seating platforms will have all accumulated debris removed from underneath. MSA will remove the necessary parts to give the contractor access. This shall be completed during post event operations after the last scheduled game of the season. No cost to MSA.
- U. All suite balcony chairs shall be moved to the inside of the suites – This shall be completed during post event operations after the last scheduled game of the season. No cost to MSA.

VIII. YEAR ROUND REQUIREMENTS

“Year-Round” are those tasks that are required to be performed Mondays to Fridays including designated holidays of the year e.g. holiday falling on Saturday or Sunday and designated holiday is Friday or Monday, respectively.

“Year-Round Business Space” includes the Stadium Operations Office, Security Base Command Center, SW elevator lobbies, press elevator lobbies, Ticket Office, Team Offices located on the SW lower and upper suite levels, Event services offices commonly referred to as The Safe Management Office space, Press Level, MSA offices and Main / Media entrance. All paths of access and egress to these spaces shall be maintained in accordance to the requirements of this specification.

Schedules may be adjusted the week preceding a large bowl event to accommodate a Saturday operational workforce.

Additionally, the following specific spaces are to be serviced on Saturdays and Sundays during the year:

1. Security Base Control Center
2. Security Base Control Center Restrooms
3. Post 1 and Post 2 Security booths
4. Police Command restroom

1. Spaces that shall require daily year round housekeeping:

A. Service level

1. All corridors and tunnels
2. Event Services Office (SAFE)
3. Ravens Retail Office spaces
4. Auxiliary restrooms- 1.10.09 and 1.10.10
5. Ravens Stadium Operations Office
6. Security base control center
7. MSA Facilities Office space
8. Field tunnel restrooms
9. Loading dock area
10. Trash dock area
11. Network TV Equipment Room 1.15.11*
12. Chain Crew Locker Room
13. Grounds (lounge, restrooms, offices)

B. Main Concourse

1. SW and SE elevator Lobby
2. Main Employee Entrance (Press)
3. Ravens Ticket Offices
4. Press elevator lobbies
5. Daily restrooms (Sections 139 and 141)
6. During the off-season, mechanical scrubbing of the concourse should occur once a week

C. Press Level

1. Dining Hall
2. Scoreboard Control Room
3. Hallway common areas
4. Restrooms
5. Elevator lobbies
6. Scoreboard Control Room office

D. Club level

1. Daily restrooms (Sections 207, 208 and Family Restroom 219)
2. SW elevator lobby
3. Club level general areas *
4. Freight elevator lobbies *

E. Lower Suite

1. Daily restrooms (across from Suite 368)
2. Suites 372– Ravens Lunch Room
3. Suites 373 & 374 - Ravens Conference Rooms
4. Ravens executive offices- SW
5. Suite corridors *
6. SW elevator lobby
7. Freight elevator lobbies *

F. Upper Suite

1. Daily restrooms (across from Suite 475)
2. Ravens executive offices- SW
3. Suite corridors *
4. SW elevator lobby
5. Freight elevator lobbies *

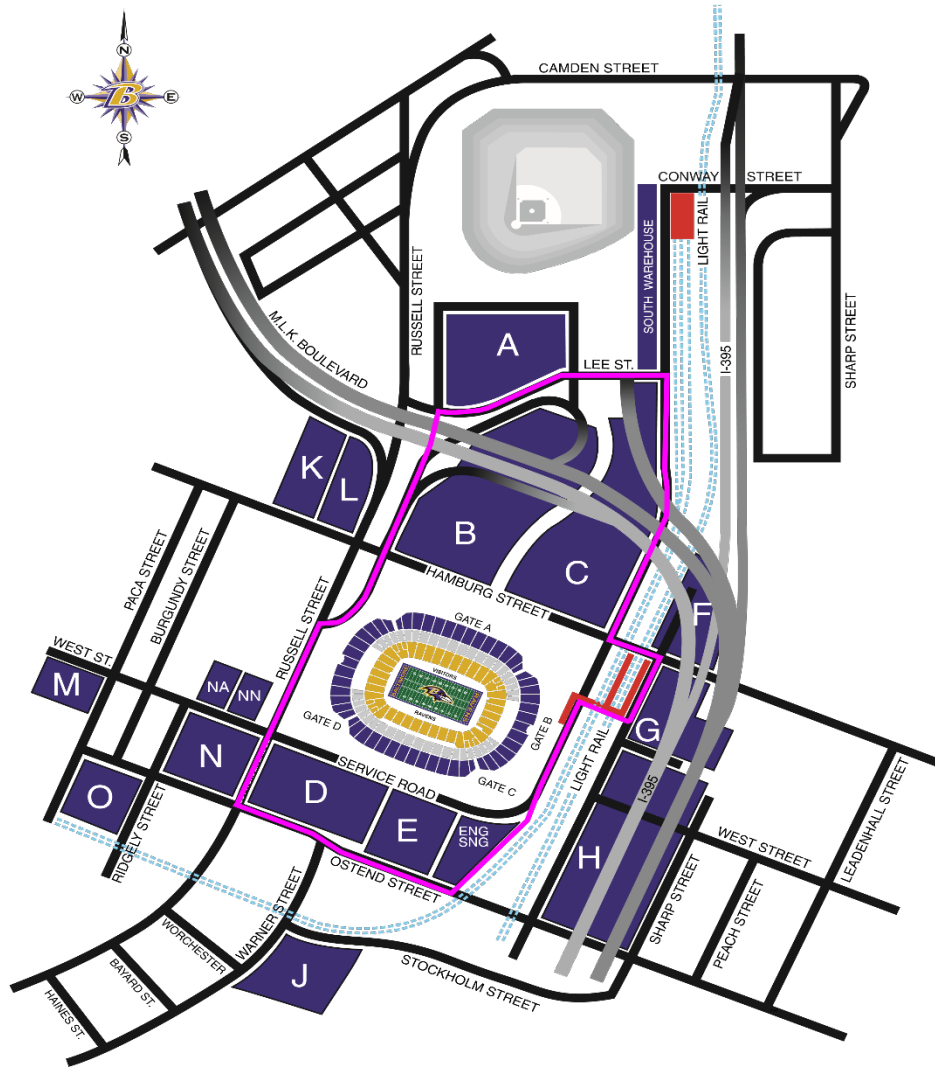
G. Upper Concourse

1. Daily restroom (Sections 510 and 511)
2. Freight elevator lobbies *
3. SW elevator lobby *

H. Outside Areas (see map)

1. Sidewalks

2. Light Rail Bridge
3. Lots D, E & ENG
4. Posts 1 and 2
5. Spine cleaning is the responsibility of the Football housekeeping staff from October 1st to March 31st *



I. Suite Visits

With notice, suite holders are allowed the use of their spaces during the year. These uses are scheduled in advance. The volume of use presently is not large with only a few per month.

Contractor shall plan to address these locations during daily cleaning operations.

Contractor will be given 72 hours of potential suite visits

J. Tour spaces *

K. Concourse scrubbing

1. Main concourse
2. Ramps
3. Upper Concourse

** These spaces go through periods of minimal use; at a minimum, they shall be inspected daily to ensure requirements are met to maintain areas at the highest levels of standards in the industry.*

2. Year Round Required Cleaning Quality Standards

A. Corridors, Tunnels, Concourses, Trash and Loading Docks, etc.

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Spot clean all walls, light switches and doors.
4. Sweep all open areas.
5. Clean mats.
6. Clean floor.
7. Scrub floor (weekly).
8. Hot water extract (steam clean) carpeting (as required per manufacturer's specifications).
9. Remove gum/sticky substance from all surfaces.
10. Clean and sanitize all telephones.
11. Using mechanical equipment to remove all visible soil (as required).
12. The Service Level Corridor shall have all equipment removed for a thorough weekly cleaning with a mechanical scrubber
13. Once a week, move dumpsters to clean underneath.
14. Concourse scrubbing shall occur daily from July 1st to January 31st on a rotating basis through areas listed under VIII-1-K above.

B. Ravens Operations Offices, Security Base Command Center, Ticket Office, Team Offices, Event Service Office (commonly referred to as Safe Management Offices), Press Level areas (see definition) Grounds, Chain Crew Locker Room, MSA Operations Office, Posts 1 and 2

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated are.
3. Spot clean all walls.
4. Clean and sanitize walls, light switches and doors.
5. Dust high and low areas (pictures, clocks, partitions tops, etc.).
6. Fully vacuum all carpets from wall to wall.
7. Spot clean carpeted area (per manufacturer's specifications).
8. Clean mats.
9. Clean inside of all exterior windows.

10. Clean exterior of appliances.
11. Squeegee clean both sides of glass doors (weekly).
12. Wipe, dust and spot clean all furniture.
13. Remove gum/sticky substance from all surfaces.
14. Clean and sanitize all drinking fountains.
15. Polish all chrome and/or brass.
16. Clean all restrooms included in office areas in accordance to the requirements of this specification.

C. Restrooms (see space definitions)

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean and flush all drains
4. Clean and sanitize all rest room toilets, vents, basins and fixtures, and clean mirrors.
5. Clean and sanitize waterless urinals per manufacturer's recommendations,
6. Clean and sanitize all counters, refill dispensers and clean floors.
7. Clean and sanitize all rest room partitions on both sides.
8. Scrub entire floor area of rest room using germicidal detergent.
9. Remove all accumulating debris along the floor edges and in corners.
10. Clean and sanitize all walls.
11. Remove gum/sticky substances from all surfaces.
12. Polish all chrome and/or brass.
13. Clean and sanitize inside and outside of entrance and exit doors
14. Maintain waterless urinals per manufacturer's specifications.
15. Clean mats.
16. Utilizing mechanical equipment to uniformly clean entire tiled surface removing all visible soil and liquid stains.

D. Elevators, Elevator Lobbies and Entrances

1. Empty all trash and recycling receptacles, replace liners, and wash receptacles.
2. Collect all trash and recycling, transport to designated area.
3. Clean and sanitize elevator interiors (walls, doors, rails, buttons, phone box, track, etc.)
4. Clean and sanitize lobby call buttons.
5. Spot clean all walls.
6. Clean and sanitize all walls, light switches and doors.
7. Dust high and low areas (artwork, millwork, clocks, partitions tops, etc.).
8. Completely clean and sanitize walls and hard floor(s) elevators
9. Elevator tile floors shall be stripped and waxed as required to maintain a consistent uniform polished finish.
10. Clean all freight elevator floors to maintain a clean appearance of the floor.
11. Clean and sanitize escalators including sides, rails, and vacuum treads.
12. Clean mats.
13. Remove gum/sticky substances from all surfaces.
14. Polish all chrome and/or brass.
15. Polish bright work inside and outside of cab and doors
16. Fully vacuum and spot clean carpeted elevators and lobbies per manufacturer's specifications.
17. Clean all hard surface areas.

18. Wipe and spot clean all furniture.
19. Using mechanical equipment to uniformly clean entire floor surface to remove all visible soil and liquid stains.
20. Clean inside of all exterior windows with squeegee.
21. Clean both sides of ground level glass with squeegee.
22. Clean all televisions.

E. Stairwells and Stair Towers

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Pressure wash all stairs and landings, removing visible soil and liquid stains.
4. Remove gum/sticky substances from all surfaces.
5. Power blow all trash and debris from top to bottom.
6. Clean and flush all floor drains.
7. Remove standing water.
8. Pressure wash all stairs to maintain areas at the highest levels of standards in the industry.
9. Clean all tiled floors.
10. Clean all hard surfaces, including signage (both sides of doors).
11. Spot clean walls.
12. Clean mats.
13. Sweep all open areas.

F. Hard Surface Floor Areas, Basement Level (including loading docks, trash compactor area, trash disposal area and A1 ramp)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Remove standing water.
5. Sweep all open areas.
6. Clean and scrub all hard surface floors- weekly.
7. Remove gum/sticky substances from all surfaces.
8. Polish all chrome and/or brass.

G. Stadium perimeter shall be policed daily to remove all visible trash, debris and accumulating leaves/branches in the vicinity of stadium entrances.

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.

H. Tour spaces are included in A thru G above.

IX. ADDITIONAL SPECIFIC AREAS AND PROCEDURES

A. Tour Spaces

Tour spaces shall be cleaned daily (tour days only) and shall be maintained to the same standards as those of pre-post game year round.

B. All designated back of house housekeeping areas shall be kept in a presentable condition:

- i. Floors and sinks kept clean and free of dirt and debris

C. Exterior Walls and Doors

The exterior walls, doors and utility air louvers, shall be cleaned using mechanical equipment (pressure or hand) in a manner and frequency so as to minimize visible dirt. At no time will dirty or smudged doors, or louvers be acceptable.

D. Off-Season

The Cleaning Contractor shall maintain a work force on site sufficient to provide year round cleaning to the standards specified.

E. Special Projects

Any work outside the scope of this specification (the "Cleaning Specification for Football") shall be defined as a special project and billed outside the scope of the basic contract at the agreed hourly rate.

F. Vinyl Tile Flooring

All vinyl tile flooring to be stripped, waxed and polished as required per manufacturer's specification.

X. SNOW REMOVAL

If snow removal is required for either the interior/exterior of the football stadium, the Contractor shall provide personnel in a mutually agreed upon number between the Stadium Authority and the Contractor. Shovels and special equipment will be provided by MSA. Contractor owned equipment suitable for snow removal or snow hauling shall be made available at no additional cost (fuel excepted).

XI. SHORT TURN-AROUND

If due to unusual circumstances, the Contractor is unable to meet the normal between event cleaning requirements, and both the Contractor and MSA have agreed upon a lesser scope of work, the Contractor shall be deemed to have performed to the requirements of the contract. However, the MSA may request the Contractor to negotiate a reduced fee commensurate with the value of services not performed.

XII. RECYCLE / COMPOSTING

A. During Football Season

Segregate, collect and bale cardboard and other recyclable materials (plastic and aluminum). The Cleaning Contractor shall provide personnel to operate the cardboard baler during hours of regular season stadium cleaning activities, in addition a coordinator will be assigned to the trash container/compactor area to ensure area is maintained without large trash accumulations during the event and recyclable material is placed in appropriate containers The Contractor shall also be

responsible for maintaining recyclables separate from non-recyclable trash and delivering each to the appropriate receptacles. MSA shall endeavor to obtain the help of the concessionaire in expediting this activity.

Contractor would also be responsible for handling organics and composting.

The contractor will provide sufficient personnel to segregate recyclables in the seating bowl and concourses during post event cleaning.

B. Year Round

During normal business hours and as part of the general year round cleaning requirement, the Contractor shall be responsible for maintaining recyclables separate from non-recyclable trash and delivering each to the appropriate receptacles.

Contractor would also be responsible for handling organics and composting.

XIII. NO RIGHT TO DECLINE WORK

The Cleaning Contractor shall be required to provide all cleaning services required and cannot selectively decline to perform a particular service. Notwithstanding the above, the MSA reserves the right to separately contract for general office, carpet cleaning and related cleaning. Contractor must also submit a work plan on how they will continue to operate if workers strike, or the contractor has labor issues with employees.

XIV. WINDOW WASHING

The exterior of the windows of the Stadium and the press level windows shall be washed by a separate contractor of MSA. The interior of the windows of the Stadium shall be squeegee washed by the contractor (Janitorial) as directed by the MSA up to a height of 12 feet or the reasonable reach of the appropriate squeegee.

XV. EXTERIOR WALKWAYS AND PUBLIC AREAS

Exterior walkways and public areas shall be maintained to the same standards as interior walkways and public areas. The exterior to be maintained is bordered by Russell Street bridge on the West including the grassed supplemental parking area adjacent to the overpass, Hamburg Street to the North, the B&O Railroad/Light Rail to the East, and Ostend Street to the South.

Notes:

1. During game day / event day, cleaning is exclusive of parking spaces, Lot D, Lot E and ENG.
2. Year round cleaning is inclusive of parking spaces, Lot D, Lot E and ENG.

XVI. FLOOR CARE

VCT, granite, porcelain tile, terrazzo, epoxy flooring and carpets shall be cleaned and maintained per manufacturers' specification and as approved by MSA.

XVII. CATERED EVENTS

M & T Bank Stadium host many events other than seating bowl sporting events. The contractor shall be responsible for estimating and coordinating staff assignments with the MSA and The Baltimore Ravens as requested.

Pre-event, event, post event requirements shall be in accordance to standards outlined in these specifications.

All post event cleaning will be performed immediately after the event. Post event cleaning the following day will not be acceptable unless prior authorization is given to contractor by MSA. Contractor may be required to bus table tops.

Cleaning Details for OPCY Ballpark (Baseball)

I. GENERAL POLICY

The entire Ballpark shall be cleaned and sanitized immediately after each baseball game and be in a clean and orderly condition by 9:00 a.m. following the previous day's game (including night games). The entire ballpark shall be maintained at the highest levels of the industry. The number of visitors and tours through the facility requires this level of cleanliness.

No vehicles shall be permitted on the concourses from a period beginning 90 minutes prior to "Gate Opening" until after the Ballpark has been cleared.

By 10:00 a.m. following a previous day's game, Contractor shall submit a quality control report with details of any deficiencies and an action plan to correct it.

Ballpark housekeeping operations basically consist of the following components:

1. Seating Bowl/Baseball Event – consists of pre-event, event, and post event cleaning when portions or all of the seating bowl is utilized for a field event;
2. Daily/Year Round Cleaning;
3. Catered Events – consists of pre-event, event and post event cleaning.

II. SPACE DEFINITIONS

A. Restrooms

1. Game day public restrooms.
 - a. All lower concourse restrooms.
 - b. All upper concourse restrooms.
 - c. All club level restrooms.
 - d. North and South Eutaw Street restrooms.

2. Year Round Restrooms

- a. Center set of restrooms upper deck (open from March to October only).
- b. Center set of restrooms lower deck.
- c. North and South Eutaw Street restrooms.
- d. Center set of restrooms club level.
- e. Security Base Command Center restrooms

B. Service level- year round

- a. All corridors and tunnels
- b. MSA Facilities Offices area
- c. Security Base Control Center
- d. Security Base Control Center restrooms (2)
- e. MSA Storeroom
- f. Loading dock area
- g. Trash dock area
- h. Auxiliary Club House
- i. Security Offices
- j. Elevator Lobbies

C. Warehouse Public Space including Area Restrooms

1. Camden elevator lobby, 1st floor.
2. Camden elevator lobby, 4th floor.
3. Fan Assistance Center lobby, 1st floor.
4. Camden elevator lobby, 6th floor.
5. All elevators interiors and external doors and frames.
6. Banquet room, 6th floor.
7. 4th floor hallway (from Camden Club elevators south to freight elevator hallway door)

D. Tour Space/Party Suites

1. All suites shall be cleaned prior to 9:00 a.m.

E. Outside Areas

1. Maryland Square.
2. Babe Ruth Plaza.
3. Schaefer Circle.
4. Perimeter of Ballpark.
5. Pedestrian Spine from Lee Street to Hamburg Street.
6. East side of Warehouse

III. ADDITIONAL DEFINITIONS

- a. **“Seating Bowl event”** is an event utilizing portions or all sections of the Ballpark seating bowl.
- b. **“Short turnaround”** is defined as any circumstance when the time between the end of the first

event and the gate opening for the next event in the seating bowl is less than ten (10) hours.

- c. **“Day/Night doubleheader”** - two games in one day with or without split admissions.
- d. **“Tour spaces”** are spaces that are normally used/viewed by regularly scheduled tour groups.
- e. **“Special projects”** are those cleaning related projects not included within the scope of the regularly defined tasks.
- f. **“Ballpark party areas”** are any areas of the Ballpark or Warehouse used for game related parties. These spaces include, but are not limited to: Club Terrace, Garden Terrace, Picnic Area, Party Suites, 6th floor or other designated Warehouse space.
- g. **“Year-round”** are those tasks that are required to be performed Mondays to Fridays including designated holidays of the year e.g. holiday falling on Saturday or Sunday and designated holiday is Friday or Monday, respectively.
- h. **“Year-Round Business Space”** includes the Facilities Ballpark Operations Offices (2), Security Base Command Center, MSA Event Coordinator Office, Security Offices and MSA Storeroom area. All paths of access and egress to these spaces shall be maintained in accordance to the requirements of this specification.
- i. **“Spot Cleaning of Walls”** The use of a cleaner and damp mop, sponge, brush, or cloth to remove all dirt, grime, or other unwanted contaminates from the wall and door surfaces.
- j. **“Spot Cleaning of Carpet”** The use of a cleaner and hand or machine scrubbing to remove all dirt, grime, and other unwanted contaminants from the carpet.
- k. **“Pressure washing/Mechanical equipment”** The use of adequate pressure washing equipment (2000-4000 psi) and tips to achieve the appropriate pressure for the removal of concrete soils consisting of surface dirt, beverage stains and gum.
- l. **“Outside Areas”** include the outer perimeter of the Ballpark and the open areas between the Ballpark and parking lots.
- m. **“Daily Cleaning (Off-Season)”** During the off season, refer to year round cleaning (g above).
- n. **“Daily Cleaning (Baseball Season)”** During the season, refer to year round cleaning (g above).
- o. **“Back of House/Storage areas”** Spaces allocated for storage of housekeeping supplies and materials including mop sink water closets.
- p. **“Event”** – Baseball Games, Private functions, Entertainment (Concerts), other Sporting events (Soccer etc.).
- q. **“Sanitize”** – CDC / Industry defined procedures to reduce the spread or potential contamination due to germs and viruses.

IV. PRE-SEASON CLEANING

In addition to the items in both pre and post-game task descriptions, fencing and gate structures shall be

pressure washed / mechanical cleaning (low pressure) and be free of dirt, grease and debris.

Prior to the beginning of each baseball season, the Ballpark will be cleaned and sanitized in accordance to a MSA and Contractor pre-determined plan. This plan will be tailored around the condition of the ballpark as a result of events that may have taken place between the end of the previous season and early spring. The MSA and Contractor shall develop a scope of work no later than January 31st to allow adequate time to submit and approve pricing. Pre-season cleaning will be performed in the three (3) weeks prior to the first game on a schedule agreed to by the Contractor and MSA.

All trash receptacles (tops, inserts and body) shall be inspected, cleaned and sanitized (pressure washed), and returned to service no later than three (3) weeks prior to opening day. Receptacles damaged beyond repair shall be brought to the attention of MSA (prior to opening day).

As part of the pre-season cleaning, Contractor must restore a deck coating applied to the lower seating bowl and restore it back to original finish. This surface is on the lower seating bowl and well as the 1st row of the club and upper level. The process used for this cleaning must be approved by MSA. Products that have been applied include ISO Flex 618-100 CRS: ISO Flex 200 Epoxy System, and ISO Flex 760 Urethane System. Lyntal International, Inc. is the manufacturer of the deck coating product. Contractors must maintain the original condition after opening day.

V. CLEANING JUST PRIOR TO EVENTS

The Contractor will provide sufficient staff on Event days to ensure that cleaning conditions are up to specifications by the time the gates open for spectators. Staffing must be approved by the MSA.

VI. CLEANING DURING EVENTS (including pre-game parties/activities)

The Contractor shall provide game attendants and supervisors during events to maintain rest room dispensers at the proper level; remove trash from concourses, ramps, vomitories, main entrances, outside sidewalks and other areas designated by the MSA; clean spills and perform other cleaning that may be required by stadium management in a timely manner. MSA, with the advice of the Contractor, shall determine the appropriate level of staffing for this function.

Contractor will submit for review and approval an operational plan for pre event and event staffing outlining management, supervision, and workers defining their specific areas of responsibility and assignments. This plan must be submitted for signature review and approval 14 days prior to any baseball homestand or seating bowl event.

The Contractor may assign a competent person who has a good working knowledge of the stadium, computer skills, radio dispatch and communications skills to be assigned to the operations dispatch command post to assist in receiving calls and dispatching staff. This plan must be submitted for signature review and approval 14 days prior to any baseball homestand or seating bowl event.

VII. POST-EVENT CLEANING

Post-event cleaning shall take place immediately following each baseball game or field/seating bowl event and to be completed by 9:00 a.m. after previous day's event unless otherwise authorized by MSA.

The Contractor must notify the MSA at the completion of the Post Event cleaning allowing time for QA inspections by the MSA. After notification, the MSA will notify the Vendor of any discrepancies.

During post event cleaning the contractor shall immediately report to the MSA via our CMMS reporting features any items observed that will require maintenance.

A. Pressure Washing

Ballpark to be pressure washed/mechanical equipment and shall be completed by 9 a.m. following the previous day's game. Depending on the game day attendance, MSA will discuss with contractor during the event the areas to be pressure washed could include, but are not limited to

1. All structural steel within 15 feet of floor,
2. Seating areas, concourses,
3. Vomitories,
4. Outside and inside ramps, stairwells,
5. Signage within 15 feet of the floor,
6. Railings,
7. Bridges, Eutaw Street, Rooftop and picnic area;
8. Outside areas, including all sidewalks surrounding the Ballpark and Warehouse, as necessary, to remove visible soil and liquid stains. In lieu of pressure washing, machine scrubbing may be acceptable after the conclusion of each homestand.
9. Remove all visible soil and liquid stains.
10. Dependent upon event schedules, the contractor may be requested to perform the work closer to the next event day rather than during post event.
11. The contractor shall use extreme care and caution to avoid direct pressure within 24" of any caulk or expansion joints.
12. There shall be no overspray on any portion of the seats. All seats and standards shall be thoroughly rinsed.
13. All drains must be kept free of accumulating trash and debris that will not allow water to drain. Pressure washer should blow out drain.
14. Immediately following pressure washing operations, the contractor shall remove all standing water resulting from pressure washing from all susceptible areas of the seating bowl, vomitories, stairwells, ramps, and concourses.
15. Shall be careful to avoid TV's and other electronic equipment. Shall take care to make sure water does not get under restroom doors.

Note: At MSA's discretion (approximately after every homestand), contractor may be asked to use side winders and hot machines to pressure wash the seating bowl and at appropriate other areas at Oriole Park.

B. Seating Areas/Steps/Aisles

1. Collect all trash and recycling large enough to handle and transport to designated area.
2. Power blow all remaining smaller trash and debris, taking care to monitor where it tends to collect after blowing.
3. Clean and flush all drains.
4. Sweep all open areas.
5. Using pressure washer/mechanical equipment, remove all visible soil and liquid stains.
6. Remove gum/sticky substances from all surfaces.
7. Wipe seats in stands as needed (front, back, seat and supports).
8. Contractor should use extreme care to avoid over spraying or blowing debris on the field when cleaning the first few rows. Hand sweep rows 1-5 of the lower level seating bowl.

C. Ramp/Concourses/Vomitories/Bridge/Inside Ballpark Ramps/Party Decks/Picnic Area

1. Pick and sweep all areas so all are clear of debris.
2. Machine scrub.
3. Empty all trash receptacles, replace liners and wash.
4. Collect all trash and recycling, transport to designated area.
5. Remove standing water.
6. Clean and flush all drains.
7. Using pressure washer, remove all visible soil and liquid stains.
8. Remove gum/sticky substances from all surfaces.
9. Clean and sanitize all drinking fountains.
10. Spot clean all walls as defined in (Refer to III-i)

Note: Remove trash and debris from lower concourse concession roof tops, bullpen roofs, behind advertising signs and center field warming kitchen roof.

D. Club Level/Suites and 6th Floor Warehouse Banquet Room (general level of cleanliness to be maintained should be the highest standards of the industry.)

1. Empty all trash and recycling receptacles, replace liners and wash receptacles.
2. Collect all trash and recycling, transport to designated area.
3. Spot clean all walls, light switches and doors, and clean light fixtures as needed.
4. Dust high and low areas (artwork, millwork, clocks, partition tops, etc.).
5. Fully vacuum all carpets from wall to wall (including under furniture).
6. Spot clean (per manufacturer's specifications) carpeted area and notify MSA of any stains that cannot be removed.
7. Dust and damp mop and maintain corridor hard surface floors to retain appropriate cleanliness and gloss
8. Clean inside of all exterior windows with squeegee up to a height of 12 feet or the reasonable reach of the appropriate squeegee.
9. Clean and sanitize both sides of glass doors with squeegee.
10. Clean and sanitize each exterior seat (front, back, seat and supports).
11. Clean, sanitize and spot clean all furniture, millwork, ledges, refrigerator, TV, etc. (using agents approved by MSA).
12. Remove gum/sticky substances from all surfaces.
13. Clean and sanitize all drinking fountains.
14. Polish all chrome and/or brass.
15. Clean and sanitize all millwork; i.e., partitions, baseboards, reception/concierge desks and telephones.
16. Clean handicapped lifts/landings.
17. Clean mats.
18. Clean inside of all exterior windows with squeegee
19. Clean and sanitize all drinking fountains, sinks in suites, toilets/urinals and rest room floors, and polish stainless steel sinks.
20. Clean and sanitize the outside of refrigerators and ice makers.
21. Clean and sanitize outside suite sitting area including furniture and carpet.
22. Clean air vents on a weekly basis.

Notes:

- a. Extract all carpeted areas prior to the season and in-between homestands. Strip and wax and general floor care at the direction and frequency of the stadium authority

(approximately after each homestand).

- b. Custodial carts will not be permitted in suite (s).
- c. Contractor shall use the trash bags with sufficient mil thickness to reduce or eliminate spillage resulting from bags breaking during the transfer of bags from the cans to the cart.

E. Restrooms

Concourses Restrooms

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean and flush all drains
4. Clean and sanitize all rest room toilets, vents, basins and fixtures, and clean mirrors.
5. Clean and sanitize waterless urinals per manufacturer's recommendations,
6. Clean and sanitize all counters, refill dispensers and clean floors.
7. Clean and sanitize all rest room partitions on both sides.
8. Scrub entire floor area of rest room using germicidal detergent.
9. Remove all accumulating debris along the floor edges and in corners.
10. Clean and sanitize all walls.
11. Remove gum/sticky substances from all surfaces.
12. Polish all chrome and/or brass.
13. Clean and sanitize inside and outside of entrance and exit doors
14. Utilizing mechanical equipment to uniformly clean entire epoxy floor surface removing all visible soil and liquid stains. Frequency of mechanical cleaning shall be every game.
15. Clean mats.
16. Maintain waterless urinals per manufacturer's specifications.

Club /Suite Level Restrooms

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean and flush all drains
4. Clean and sanitize all rest room toilets, vents, basins and fixtures, and clean mirrors.
5. Clean and sanitize waterless urinals per manufacturer's recommendations,
6. Clean and sanitize all counters, refill dispensers and clean floors.
7. Clean and sanitize all rest room partitions on both sides.
8. Scrub entire floor area of rest room using germicidal detergent.
9. Remove all accumulating debris along the floor edges and in corners.
10. Clean and sanitize all walls.
11. Remove gum/sticky substances from all surfaces.
12. Polish all chrome and/or brass.
13. Clean and sanitize inside and outside of entrance and exit doors
14. Maintain waterless urinals per manufacturer's specifications.
15. Clean mats.
16. Utilizing mechanical equipment to uniformly clean entire tiled surface removing all visible soil and liquid stains. Frequency of mechanical cleaning shall be every game.

F. Escalators/Elevators (Including all Freight Elevators)

1. Empty all trash and recycling receptacles, replace liners, and wash receptacles.
2. Collect all trash and recycling, transport to designated area.
3. Clean and sanitize elevator interiors (walls, doors, rails, buttons, phone box, track, etc.)
4. Clean and sanitize lobby call buttons.
5. Completely clean and sanitize walls and hard floor(s) elevators

6. Elevator tile floors shall be stripped and waxed as required to maintain a consistent uniform polished finish.
7. Clean all freight elevator floors after every event during the football season and as required during the off season to maintain a clean appearance of the floor.
8. Clean and sanitize escalators including sides, rails, and vacuum treads.
9. Clean mats.
10. Remove gum/sticky substances from all surfaces.
11. Polish all chrome and/or brass.
12. Polish bright work inside and outside of cab and doors
13. Vacuum and spot clean carpeted elevators.

G. Stairwells and Stair Towers

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Pressure wash all stairs and landings, removing visible soil and liquid stains.
4. Remove gum/sticky substances from all surfaces.
5. Power blow all trash and debris from top to bottom.
6. Clean and flush all floor drains.
7. Remove standing water.
8. Pressure wash all stairs and ramps.
9. Clean all tiled floors.
10. Clean all hard surfaces, including signage (both sides of doors).
11. Spot clean walls.

H. Hard Surface (non-concrete) Floor Areas, VCT

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Dust and damp mop and maintain floors to retain appropriate cleanliness and gloss.
5. Remove gum/sticky substances from all surfaces.
6. Strip and finish floors as scheduled by MSA and contractor.
7. Sweep all open areas.
8. Clean and flush all floor drains.

I. Corridors, Tunnels, Service Areas (concrete surfaces)

1. Clean and sanitize all trash collection equipment; i.e., compactor, etc. as required to prevent unpleasant or noxious odors.
2. Empty all trash and recycling receptacles, replace liners, and wash to prevent unpleasant or noxious odors.
3. Collect all trash and recycling, transport to designated area.
4. Sweep all open areas.
5. Clean and flush all drains.
6. Remove gum/sticky substances from all surfaces.
7. Using mechanical equipment to remove/scrub all visible soil.
8. Machine scrub and degrease all concrete floors.
9. Spot clean walls, doors, vents and pipes. Dust as required.
10. Clean and sanitize walls and doors.
11. Remove all trash under bleacher seating between the North and South tunnels.

12. Clean vents and pipes, dust as required.
13. Clean mats.
14. Remove standing water.

J. Club / Suite Entrances and Elevator Lobbies (all levels)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Spot clean walls.
5. Clean and sanitize all walls, light switches and doors.
6. Clean light fixtures as needed.
7. Clean and sanitize lobby call buttons
8. Dust high and low areas (Artwork, millwork, clocks, partitions tops, etc.).
9. Dust mop all hard surface floors with treated dust mop.
10. Clean entire area.
11. Clean all hard surface areas.
12. Vacuum all carpets from wall to wall.
13. Wipe and spot clean all furniture.
14. Spot clean (per manufacturer's specifications) carpeted area.
15. Remove gum/sticky substance from all surfaces.
16. Polish all chrome and/or brass.
17. Clean both sides of glass doors.
18. Strip, wax and polish vinyl tile (as required).
19. Clean all interior windows.

K. First Aid, Fan Assistance, Police Command Post, VIP Lounge, Upper & Lower Press Box, Broadcast Rooms, Auxiliary Club House and Scoreboard Control Room

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Spot clean all walls.
5. Clean light fixtures, as needed.
6. Clean and sanitize all walls, light switches and doors.
7. Dust high and low areas (pictures, clocks, partitions tops, etc.).
8. Dust mop all hard surface floors with treated dust mop.
9. Clean entire area.
10. Clean all hard surface areas.
11. Vacuum all carpets from wall to wall.
12. Wipe and spot clean all furniture.
13. Spot clean (per manufacturer's specifications) carpeted area.
14. Remove gum/sticky substance from all surfaces.
15. Polish all chrome and/or brass.
16. Follow rest room cleaning specifications for rest room cleaning.
17. Strip, finish, and polish vinyl tile (as required).
18. Clean both sides of glass doors.
19. Clean all interior windows.
20. (Special requirement in Scoreboard Control Room) Raised computer flooring in room requires low- or no-water cleaning methods. Flooring tiles should be stripped, finished and

- polished. Coasters on chairs should be cleaned to prevent marring of floor.
21. All glass monitor screens should be wiped of dust.

L. Ballpark Party Areas (see Definition)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Remove gum/sticky substances form all surfaces.
4. Clean and sanitize all drinking fountains.
5. Polish all chrome and/or brass.
6. Vacuum all carpeted areas.
7. Dust and clean all vents.
8. Clean and sanitize all telephones
9. Clean mats.

M. Eutaw Street

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Remove gum/sticky substances form all surfaces.
4. Clean and sanitize all drinking fountains.
5. Polish all chrome and/or brass.
6. Vacuum all carpeted areas.
7. Dust and clean all vents.
8. Clean and sanitize all telephones
9. Clean mats.
10. Sweep and scrub all open areas.
11. Using mechanical equipment to remove all visible soil and trash from all hard surfaces.
12. Clean and sanitize all drinking fountains.

N. Other Outside Areas (see Definition)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Just prior to event, remove all accumulating leaves around building entrances.
4. Remove gum/sticky substance from all surfaces (walls, street, floors, walkways, paths, etc.).
5. Sweep and scrub all open areas.
6. Using mechanical equipment to remove all visible soil.
7. Empty and damp wipe ashtrays in smoking areas.
8. Trash to be picked-up from around perimeter of Ballpark daily, except non-game day weekends and non-game day holidays. See map.



O. Planted Areas

1. Hand pick all trash.
2. Collect all trash and transport to designated area.

P. South of Lee St.

The Contractor shall be responsible for post-game clean-up of trash, debris, and emptying trash and recycling receptacles located along the pathways to the ballpark from the perimeter of the football stadium (refer to the attached map). This does not include the parking lots. See map.



- Q. All seating bowl handicap seating platforms will have all accumulated debris removed from underneath. The MSA will remove the necessary parts to give the Contractor access. This shall be completed during post event operations after the last scheduled game of the season at no additional cost to MSA.

VIII. YEAR ROUND REQUIREMENTS

“Year-Round” are those tasks that are required to be performed Mondays to Fridays including designated holidays of the year e.g. holiday falling on Saturday or Sunday and designated holiday is Friday or Monday, respectively.

“Year-Round Business Space” includes MSA Stadium Facilities Offices (Ballpark and Warehouse), Security Base Command Center, Security Offices (Service Level), MSA Storeroom, MSA Event Coordinator office, Police Command Post (main concourse), First Aid Station (main concourse) and Post 2 Security Booth (top of the ramp). All paths of access and egress to these spaces shall be maintained in accordance to the requirements of this specification.

Additionally, the following specific spaces are to be serviced on Saturdays and Sundays during the year:

1. Security Base Control Center
2. Security Base Control Center Restrooms (2)
3. Post 2 Security booth

1. Spaces that shall require daily year round housekeeping:

A. Service level

1. All corridors and tunnels
2. MSA Facilities Offices area
3. Security Base Control Center
4. Security Base Control Center restrooms (2)
5. MSA Storeroom
6. Loading dock area
7. Trash dock area
8. Auxiliary Club House
9. Security Offices
10. Elevator Lobbies

B. Main Concourse

1. Elevator Lobbies (Freight and Home Plate Plaza)
2. Police Command
3. First Aid Station
4. During the off-season, mechanical scrubbing of the concourse should occur once a week
5. Center set of restrooms main concourse across from Home Plate Plaza elevators (open from March to October)

C. Press Levels (Lower and Upper)

1. Elevator Lobby (Home Plate Plaza)
2. Scoreboard Control Room
3. Hallway common areas
4. Restrooms (2 per level)

D. Club / Suite Level

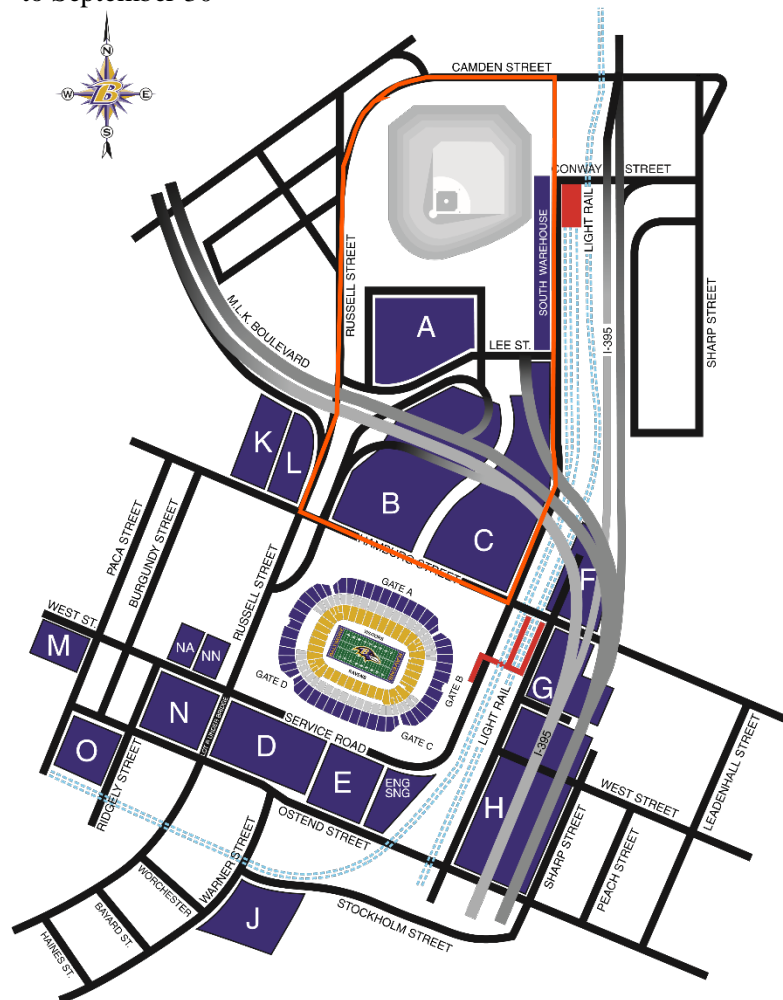
1. Daily restrooms (next to Concierge desk)
2. Elevator lobbies (Freight and Home Plate Plaza)
3. Club level general areas *

E. Upper Concourse

1. Elevator lobbies (Freight and Home Plate Plaza) *
2. Center set of restrooms upper deck across from Home Plate Plaza elevators (open from March to October)

F. Outside Areas (see map)

1. Sidewalks (Ballpark and Warehouse)
2. Eutaw Street
3. Eutaw Street restrooms (2 – South-end)
4. Schaffer Circle
5. Maryland Square
6. Numbers Plaza
7. Post 2 Security Booth
8. Spine cleaning is the responsibility of the Baseball housekeeping staff from April 1st to September 30th *



G. North Warehouse Basement Level

1. MSA Facilities Office
2. MSA Event Coordinator Office
3. Hallway common areas

H. North Warehouse 4th Floor

1. Camden Lobby Restrooms (2)
2. Hallway common areas (from Camden Club South to Freight elevator hallway door)
3. Hallway common areas

** These spaces go through periods of minimal use; at a minimum, they shall be inspected daily to ensure requirements are met to maintain areas at the highest levels of standards in the industry.*

2. Year Round Required Cleaning Quality Standards

A. Corridors, Tunnels, Concourses, Trash and Loading Docks, Etc.

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Spot clean all walls, light switches and doors.
4. Sweep all open areas.
5. Clean mats.
6. Clean floor.
7. Scrub floor (weekly).
8. Hot water extract (steam clean) carpeting (as required).
9. Remove gum/sticky substance from all surfaces.
10. Clean and sanitize all telephones.
11. Using mechanical equipment to remove all visible soil (as required).
12. The Service Level Corridor shall have all equipment removed for a thorough weekly cleaning with a mechanical scrubber
13. Once a week, move dumpsters to clean underneath.

B. Security Command Control Center, Security Offices, MSA Facilities Offices (2), MSA Storeroom, MSA Event Coordinator Office, Scoreboard Control Room, Police Command Post, First Aid Station, Auxiliary Club House and Post 2 Security Booth

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Spot clean all walls.
4. Clean and sanitize walls, light switches and doors.
5. Dust high and low areas (pictures, clocks, partitions tops, etc.).
6. Fully vacuum all carpets from wall to wall.
7. Spot clean carpeted area (per manufacturer's specifications).
8. Clean mats.
9. Clean inside of all exterior windows.
10. Clean exterior of appliances.
11. Squeegee clean both sides of glass doors (weekly).
12. Wipe, dust and spot clean all furniture.
13. Remove gum/sticky substance from all surfaces.
14. Clean and sanitize all drinking fountains.
15. Polish all chrome and/or brass.
16. Clean all restrooms included in office areas in accordance to the requirements of this specification.

C. Eutaw Street (Daily unless otherwise noted)

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Spot clean all walls and doors.
4. Sweep and scrub all open areas.
5. Remove gum/sticky substance from all surfaces.
6. Clean and sanitize all drinking fountains.
7. Using mechanical equipment to remove all visible soil (as required). Hot pressure wash as necessary.
8. Clean cobblestones and pavers to manufacturer's specifications.

D. Restrooms (see space definitions)

1. Empty all trash and recycling receptacles, replace liners and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean and flush all drains
4. Clean and sanitize all rest room toilets, vents, basins and fixtures, and clean mirrors.
5. Clean and sanitize waterless urinals per manufacturer's recommendations,
6. Clean and sanitize all counters, refill dispensers and clean floors.
7. Clean and sanitize all rest room partitions on both sides.
8. Scrub entire floor area of rest room using germicidal detergent.
9. Remove all accumulating debris along the floor edges and in corners.
10. Clean and sanitize all walls.
11. Remove gum/sticky substances from all surfaces.
12. Polish all chrome and/or brass.
13. Clean and sanitize inside and outside of entrance and exit doors
14. Maintain waterless urinals per manufacturer's specifications.
15. Clean mats.
16. Utilizing mechanical equipment to uniformly clean entire tiled surface removing all visible soil and liquid stains.

E. Elevators, Elevator Lobbies and Entrances

1. Empty all trash and recycling receptacles, replace liners, and wash receptacles.
2. Collect all trash and recycling, transport to designated area.
3. Clean and sanitize elevator interiors (walls, doors, rails, buttons, phone box, track, etc.)
4. Clean and sanitize lobby call buttons.
5. Spot clean all walls.
6. Clean and sanitize all walls, light switches and doors.
7. Dust high and low areas (artwork, millwork, clocks, partitions tops, etc.).
8. Completely clean and sanitize walls and hard floor(s) elevators
9. Elevator tile floors shall be stripped and waxed as required to maintain a consistent uniform polished finish.
10. Clean all freight elevator floors to maintain a clean appearance of the floor.
11. Clean and sanitize escalators including sides, rails, and vacuum treads.
12. Clean mats.
13. Remove gum/sticky substances from all surfaces.
14. Polish all chrome and/or brass.
15. Polish bright work inside and outside of cab and doors

16. Fully vacuum and spot clean carpeted elevators and lobbies per manufacturer's specifications.
17. Clean all hard surface areas.
18. Wipe and spot clean all furniture.
19. Using mechanical equipment to uniformly clean entire floor surface to remove all visible soil and liquid stains.
20. Clean inside of all exterior windows with squeegee.
21. Clean both sides of ground level glass with squeegee.
22. Clean all televisions.

F. Stairwells and Stair Towers

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Pressure wash all stairs and landings, removing visible soil and liquid stains.
4. Remove gum/sticky substances from all surfaces.
5. Power blow all trash and debris from top to bottom.
6. Clean and flush all floor drains.
7. Remove standing water.
8. Pressure wash all stairs to maintain areas at the highest levels of standards in the industry.
9. Clean all tiled floors.
10. Clean all hard surfaces, including signage (both sides of doors).
11. Spot clean walls.
12. Clean mats.
13. Sweep all open areas.

G. Hard Surface Floor Areas – Warehouse and Basement Level (including Loading Dock, Trash Disposal Area, Ramps from Ballpark to Warehouse, Ramp from Service Level to Ballpark, Bridge from Warehouse to Ballpark

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.
3. Clean mats.
4. Remove standing water.
5. Sweep all open areas.
6. Clean and scrub all hard surface floors- weekly.
7. Remove gum/sticky substances from all surfaces.
8. Polish all chrome and/or brass.

H. Stadium perimeter shall be policed daily to remove all visible trash, debris and accumulating leaves/branches in the vicinity of ballpark and warehouse entrances.

1. Empty all trash and recycling receptacles, replace liners, and wash.
2. Collect all trash and recycling, transport to designated area.

IX. ADDITIONAL SPECIFIC AREAS AND PROCEDURES

A. Tour Spaces

Tour spaces (party suites and routes) shall be cleaned daily (tour days only) and maintained

to the same standards as those of pre-post game.

These spaces include but not limited to:

1. Eutaw Street
2. Picnic Area
3. Lower Concourse
4. Club Level
5. Suites
6. Press Levels
7. Lower Seating Bowl
8. Flag Court

Note: MSA will provide contractor the route for clarification.

B. Exterior Walls and Doors (OPCY, Warehouse and Camden Station)

The exterior walls, doors and utility air louvers, shall be cleaned using mechanical equipment (pressure or hand) in a manner and frequency so as to minimize visible dirt. At no time will dirty or smudged doors, or louvers be acceptable.

C. Off Season

The Cleaning Contractor shall maintain a work force on site sufficient to provide year round cleaning to the standards specified.

D. Special Projects

Any work outside the scope of this specification (the "Cleaning Specification for Baseball") shall be defined as a special project and billed outside the scope of the basic contract at the agreed hourly rate.

E. Vinyl Tile Flooring

All vinyl tile flooring to be stripped, waxed and polished as required per manufacturer's specification. Refer to III-h.

X. SNOW REMOVAL

Snow removal is one of the requirements of this contract. At the discretion of MSA during a snow event, we may request housekeeping to perform basic snow removal services such as shoveling snow and spreading approved deicing agents. Areas included for snow removal include but are not limited too: The sidewalks and pavers around the Warehouse, Oriole Park, Light Rail and Eutaw Street. Depending on event activity this area could also include snow removal inside Oriole Park. MSA will provide the shovels and the approved deicing agents, but the housekeeping vendor is responsible for providing appropriate clothing for snow removal duties to its staff. Contractor owned equipment suitable for snow removal or snow hauling shall be made available at no additional cost (fuel excepted).

XI. SHORT TURN-AROUND

If due to unusual circumstances the Contractor is unable to meet the normal between event cleaning requirements, and both the Contractor and the MSA has agreed upon a lesser scope of work, the Contractor shall be deemed to have performed to the requirements of the contract. However, MSA may request the Contractor to negotiate a reduced fee commensurate with the value of services not performed.

XII. RECYCLE / COMPOSTING

F. During Baseball Season

Segregate, collect and bale cardboard and other recyclable materials (plastic and aluminum). The Cleaning Contractor shall provide personnel to operate the cardboard baler during hours of regular season stadium cleaning activities, in addition a coordinator will be assigned to the trash container/compactor area to ensure area is maintained without large trash accumulations during the event and recyclable material is placed in appropriate containers. The Contractor shall also be responsible for maintaining recyclables separate from non-recyclable trash and delivering each to the appropriate receptacles. MSA shall endeavor to obtain the help of the concessionaire in expediting this activity.

Contractor may also be responsible for handling organics and composting.

The contractor will provide sufficient personnel to segregate recyclables in the seating bowl and concourses during post event cleaning.

G. Year Round

During normal business hours and as part of the general year round cleaning requirement, the Contractor shall be responsible for maintaining recyclables separate from non-recyclable trash and delivering each to the appropriate receptacles.

Contractor may also be responsible for handling organics and composting.

XIII. NO RIGHT TO DECLINE WORK

The Cleaning Contractor shall be required to provide all cleaning services required and cannot selectively decline to perform a particular service. Notwithstanding the above, the Stadium Authority reserves the right to separately contract for general office, carpet cleaning and related cleaning. Contractor must also submit a work plan on how they will continue to operate if workers strike, or the contractor has labor issues with employees.

XIV. WINDOW WASHING

The exterior of the windows of the Ballpark and Warehouse shall be washed by a separate contractor selected by the MSA. The interior of the windows of the Ballpark and 1st Floor of the Warehouse shall be squeegee washed by the contractor (Janitorial) as directed by the MSA up to a height of 12 feet or the reasonable reach of the appropriate squeegee; prior to each baseball game and at least once a week during the off-season or as needed.

XV. EXTERIOR WALKWAYS AND PUBLIC AREAS

Exterior walkways and public areas shall be maintained to the same standards as interior walkways and public areas. The exterior to be maintained is bordered by Russell Street on the West, Camden Street on the North, the B&O Railroad/Light Rail to the East, and Lee Street to the South. Inclusive of Camden Station, but exclusive of parking spaces.

XVI. FLOOR CARE

VCT, granite, porcelain tile, terrazzo, epoxy flooring and carpets shall be cleaned and maintained per manufacturers' specification and as approved by MSA.