

McCormick Place and Corporate Center Housekeeping Specifications

Location	Requirement	Minimum Acceptable Standard
Main Lobbies, Main Entrances, Corridors, and Stairways	Appearance at conclusion of Daily Cleaning	Unless otherwise approved or requested all common spaces shall be ready for use by 6:00am daily. All "daily" specifications from the McCormick Place and Corporate Center Housekeeping Specifications will have been completed. Swept floors shall be clean and free of debris and foreign matter. No dirt shall be left in corners, behind radiators, under furniture or behind doors or in any other areas. Floor areas requiring damp mopping, buffing and/or waxing shall have a uniform luster and shall be free of streaks, mop strand marks and skipped areas. Carpets shall be vacuum cleaned and free from dust balls, dirt, gum and other debris. Corners, crevices, moldings and ledges shall be free of all dust. All glass shall be clean and free of dirt, grime, dust, streaks, watermarks and spots and shall not be cloudy. Thresholds shall be clean and free of oils, grease, dirt and grime. Shampooed rugs and floor mats shall be free of dirt, grime, stains and excessive buildup and crusted material. Concrete and hard surface areas shall be clean and free of oils, grease, dirt and grime.
Main Lobbies, Main Entrances, Corridors, and Stairways	Maintenance during event hours	All debris will be regularly removed from floors. Trash cans will be emptied at the 3/4 full mark and will not be allowed to overflow. Scuffs, black marks, and gum are removed from floor surfaces on an ongoing basis. Sufficient staff is available to provide response to spills or wet areas in no more than 5 minutes and response times to other deficiencies in no more than 15 minutes.
Rest Rooms (All Locations)	Appearance at conclusion of Daily Cleaning	Unless otherwise approved or requested all restrooms shall be ready for use by 6:00am daily. All "daily" specifications from the McCormick Place and Corporate Center Housekeeping Specifications will have been completed. All surfaces will be dry and corners clean. All fixtures, metal chrome surfaces, doorplates, water closets, urinals, washbasins, shower stalls, mirrors, waste receptacles, shelving, dispensers and wall surfaces, will be clean, dry, free of spots stains, and smudges, and disinfected. All surfaces of toilet fixtures will be clean and disinfected including the seat, interior/exterior of bowl/urinal, flush valve. Waxed floors will have a uniform glossy coating of a nonskid floor finish. All floors and other horizontal surfaces will be free of any trash, residue, mop strings, visible loose dirt, streaks, scuff marks, heel marks, or other stains. Soap Dispensers, Individual paper towel and sanitary napkin dispensers will be fully restocked. Rolled goods (paper towels and toilet paper will contain rolls with a minimum of 10% of their total capacity. All waste receptacles will be completely emptied.
Rest Rooms	Maintenance during event hours	During event hours each restroom facility within the area where public is present will be inspected, retouched and restocked on an ongoing basis. Each restroom will be visited and refreshed at a minimum every 20 minutes. All debris will be regularly removed from floors. Trash cans will be emptied at the 3/4 full mark and will not be allowed to overflow. Paper products, soap dispensers, and sanitary napkin dispensers will be refilled on an an ongoing basis so that an individual dispenser will not be deficient in any supplies for more than 10 minutes. Scuffs, black marks, and gum are removed from floor surfaces on an ongoing basis. Sufficient staff is available to provide response to spills, wet areas, or paper product shortages in no more than 5 minutes and response to other deficiencies in no more than 15 minutes.

McCormick Place and Corporate Center Housekeeping Specifications

Escalators, Passenger, and Freight Elevators	Appearance at conclusion of Daily Cleaning	<p>Unless otherwise approved or requested all escalators and elevators shall be ready for use by 6:00am daily. All "daily" specifications from the McCormick Place and Corporate Center Housekeeping Specifications will have been completed. All vertical and horizontal surfaces shall be clean and free of dirt, dust, finger marks and smudges. Floor tracks shall be clean and free of dirt and grime. Elevator carpets shall be free of dust balls, dirt and other debris. Elevator floor shall be clean and free of trash and foreign matter. No dirt shall be left in corners, crevices, door tracks or where sweepings were picked up. Metal surfaces shall have a bright, lustrous finish.</p>
Escalators, Passenger, and Freight Elevators	Maintenance during event hours	<p>During event hours elevators and escalators will be maintained on a minimum of once per hour. Any trash or debris will be removed. Sufficient staff is available to provide response to spills or wet areas in no more than 5 minutes and response times to other deficiencies in no more than 15 minutes.</p>
Show Office	Appearance at conclusion of Daily Cleaning	<p>All applicable (Move-in, move-out, show days) specifications from the McCormick Place and Corporate Center Housekeeping Specifications will have been completed. Carpeted areas shall be clean and free from dust balls, visible dirt and other debris. Non-carpeted floors and horizontal surfaces will be free of any trash, residue, mop strings, visible loose dirt, streaks, scuff marks, heel marks, or other stains. All surfaces will be clean and dry. All waste receptacles and recycling containers will be completely emptied into separate waste streams.</p>
Administrative Offices (All Locations)	Appearance at conclusion of Daily Cleaning	<p>All "daily" specifications from the McCormick Place and Corporate Center Housekeeping Specifications will have been completed. Carpeted areas will be clean and free from dust balls, visible dirt and other debris. Non-carpeted floors will have a uniform glossy coating of a nonskid floor finish and be free of loose mop strings, debris, visible loose dirt or streaks, scuff marks, heel marks, and other stains and discoloration. Surfaces will be clean and dry. Washed glass shall be clean and free of dirt, grime, streaks, smudges and excessive moisture and shall not be cloudy. Where windows are present, window sashes, sills, woodwork and other surrounding interior glass shall be wiped free of drippings and other watermarks. Surfaces shall be clean and free of dust or visible dirt. All waste receptacles and recycling containers will be completely emptied into separate waste streams.</p>
Arie Crown Theater-House	Appearance at conclusion of Post-Event Cleaning	<p>All "move-out" specifications from the McCormick Place and Corporate Center Housekeeping Specifications will have been completed. No dirt, garbage, or debris shall be left in corners, under seat or behind doors or in any other areas. Carpets shall be vacuum cleaned and free from dust balls, dirt, gum and other debris. All glass shall be clean and free of dirt, grime, dust, streaks, watermarks and spots and shall not be cloudy. Thresholds shall be clean and free of oils, grease, dirt and grime.</p>
Snow Removal	Maintained Appearance	<p>Guest Safety is paramount when reviewing snow removal practices. Successful contractor will provide sufficient resources and equipment to ensure that all specified areas can be kept clear of accumulating snow and ice during all hours the facility is open to the public and that all roadways, docks, and support areas are fully accessible and functional during all hours they may be required to be in use. McCormick Place operates in one fashion or another 24 hours per day, 365 days per year. Snow removal plan must be responsive and flexible enough to changing priorities based on pedestrian and vehicle traffic flow.</p>

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Common Areas
Building(s): Lakeside, North, South, West, and Corporate Center

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Lobbies And Corridors									
Floors/Carpet:									
Vacuum all carpet, corners and edges								X	Daily during MI/MO Show Days. 3 x per week all other times
Remove spots, gum, candy and tape								X	Daily during MI/MO Show Days. 3 x per week all other times
Dry shampoo all high traffic areas						X			And as needed
Spot shampoo when needed								X	Daily during MI/MO Show Days. 3 x per week all other times
Extract all carpeted areas								X	Every 3 months and as needed
Floor/ Non-Carpet:									
Dust mop floors , base boards and remove gum, tape and candy								X	Daily during MI/MO Show Days. 3 x per week all other times and as needed.
Mechanical mop floors, corners and damp wipe base boards								X	Daily during MI/MO Show Days. 3 x per week all other times and as needed.
Spray buff tile/terrazzo floors and dust mop						X			And as needed
Strip and wax (anti-slip) remaining waxed tile/terrazzo floors								X	Every 6 months and as needed
Recondition honed Terrazzo floors (Majority of Terrazzo surface in facilities)								X	Every 4 months and as needed
Floor Mats:									
Vacuum walk off mats (reposition if needed)				X					And as needed
Replace heavy soiled mats						X			And as needed
Remove gum, tape, candy and spot clean				X					And as needed
Extract all entrance mats.								X	Every 6 months and as needed
Walls:									
High dust (up to 12' high) and spot clean wall fixtures , frames, ledges, rails and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).						X			And as needed
Remove gum, tape ,adhesive, residue and graffiti from all wall				X					And as needed
Glass, Store Fronts, Hand Rails:									
Dust (up to 12' high), remove finger prints, smudges and tape				X					And as needed
Waste Receptacles:									
Empty, spot clean (interior / exterior) and replace liners				X					And as needed
Phones:									
Wipe clean, disinfect phones and partitions				X					And as needed
Water Fountains:									
Wipe clean free of smudges and water deposits				X					And as needed
Recycling Receptacles:									
Empty all recyclables in a separate bin						X			And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Common Areas
Building(s): Lakeside, North, South, West, and Corporate Center

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
Fire Cabinets:									
Check, remove debris and clean						X			And as needed
Patrol/Inspect:									
Check and clean spills and debris	X	X	X						And as needed
2. Restrooms									
Inspect, spot clean and service: receptacles, wipe basin and remove litter, spot mop and spot clean walls, mirrors and partitions. some restrooms may require porter(one person per restroom) service depending on the activity of that event (for example: hardware, American chemical, imts, pack expo, world wide food heating & air, print, graph expo, national plastics expo, restaurant)									And as needed
Walls:									
Spot clean walls					X				And as needed
High dust the top of partitions, ledges and picture frames					X				And as needed
Detail cleaning walls and partitions					X				And as needed
Toilet Bowl:									
Sanitize with disinfectant, including urinals					X				And as needed
Wash Basin:									
Sanitize bowl					X				And as needed
Wipe all fixtures underneath wash basin					X				And as needed
Spot clean basin for debris					X				And as needed
Mirrors:									
Clean and polish all mirrors and frames					X				And as needed
Paper Supply:									
Refill hand towels, toilet tissue (two ply) and sanitary napkins					X				And as needed
Soap Dispenser:									
Clean and keep filled with soap acceptable by mpea					X				And as needed
Floor/ Non-Carpet:									
Dust mop					X				And as needed
Sanitize floor and clean all baseboards					X				And as needed
Spray buff and dust mop						X			And as needed
Waste Receptacles:									
Empty, damp wipe (sanitize) and reline					X				And as needed
Sanitary Napkin Receptacles:									
Empty sanitary napkin receptacles , clean , sanitize and reline. the liner must be folded securely, collected in separate containers and disposed of with durable trash liners					X				And as needed
Clean and polish all nickel and chrome hardware					X				And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Common Areas
Building(s): Lakeside, North, South, West, and Corporate Center

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
General Inspection:										
	Operate and inspect all fixtures including sinks, automatic faucets, soap dispensers, waste cans, paper towel dispensers, stalls, toilets, urinals, sanitary napkin dispensers, and toilet paper dispensers for graffiti, damage, and general operability. Log and report any deficiencies prior to the end of the day.				X					And as needed
3. Escalators, Elevators And Stairs										
	Sweeping, mopping and dusting of all stairwells.	X	X	X					X	Weekly during non-event periods and as needed.
	All objects in stairwells must be dusted, including railings, fire hose cabinets, walls and doors, ledges	X	X	X					X	Weekly during non-event periods and as needed.
	Specific to Emergency Stairwells. Sweeping, mopping and dusting of all stairs. All objects must be dusted, including railings, fire hose cabinets, walls and doors, ledges	X	X	X					X	
	Clean the interiors of the elevator cabs including the tile flooring, track, stainless steel doors (interior and exterior).stainless steel door finishes are to be streak free. remove all graffiti, clean and shampoo mats								X	3x per week
	Clean all escalators including spot cleaning of glass, bright work and handrails								X	3x per week
4. Entrance Ways										
	Thoroughly clean all building entrance/exit door glass, metal fixtures, and store fronts (up to 12' high)	X	X	X					X	Check and Spot clean 3 x per week on non-event periods and as needed.
5. Vending Areas										
Floor/ Non-Carpet:										
	Dust mop floors , base boards and remove gum, tape and candy	X	X	X					X	Daily during MI/MO Show Days. 3 x per week all other times and as needed.
	Wet mop floors, corners and damp wipe base boards	X	X	X					X	Daily during MI/MO Show Days. 3 x per week all other times and as needed.
	Burnish or Spray buff tile/terrazzo floors and dust mop					X				And as needed
	Strip and wax (anti-slip) tile/terrazzo floors								X	Yearly and as needed
	Light scrub and recondition (wax) floors								X	Every 6 months and as needed
	Remove gum, tape and candy from all walls	X	X	X					X	Daily during MI/MO Show Days. 3 x per week all other times and as needed.
Waste Receptacles:										
	Empty, spot clean (interior / exterior) and replace liners				X					And as needed
Recycling Receptacles:										
	Empty all recyclables in a separate bin				X					And as needed
6. Metra Waiting Area										
	Empty trash, clean waste receptacle, mop floors, wipe down furniture				X					
	Clean windows							X		And as needed
	Recondition terrazzo								X	3 x per year and as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Show Offices
 Building(s): Lakeside, North, South, and West Buildings

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. All Show Offices										
Floors/Carpet										
	Vacuum all carpet, corners and edges				X					And as needed
	Remove spots, gum, candy and tape				X					And as needed
	Dry shampoo all high traffic areas				X					And as needed
	Spot shampoo all carpet				X					And as needed
Walls:										
	High dust (up to 12' high) and spot clean wall fixtures , frames, ledges, rails and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).				X					And as needed
	Remove gum, tape and candy from all walls				X					And as needed
Furniture:										
	Dust all furniture with a treated cloth, e.g., office equipment doors, horizontal surfaces such as credenzas, tables, partition, file cabinets, chairs rails				X					And as needed
Waste Receptacles:										
	Empty, clean (interior and exterior) and replace liners				X					And as needed
Recycling Receptacles:										
	Empty all recyclables in a separate bin				X					And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Exhibit Halls
 Building(s): Lakeside, North, South, and West

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Restrooms									
Inspect, spot clean and service: receptacles, wipe basin and remove litter, spot mop and spot clean walls, mirrors and partitions. some restrooms may require porter (one person per restroom) service depending on the activity of that event (for example: hardware, American chemical, imts, pack expo, world wide food heating & air, print, graph expo, national plastics expo, restaurant)									And as needed
Walls:									
Spot clean walls				X					And as needed
Detail cleaning walls and partitions					X				And as needed
Deep Clean (mechanically scrub) tile wall surfaces								X	Every four months and as needed.
High dust (up to 12' high) and spot clean wall fixtures , frames, ledges, rails and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).						X			And as needed
Toilet Bowl:									
Sanitize with disinfectant, including urinals				X					And as needed
Wash Basin:									
Sanitize bowl				X					And as needed
Wipe all fixtures underneath wash basin				X					And as needed
Spot clean basin for debris				X					And as needed
Mirrors:									
Clean and polish all mirrors and frames				X					And as needed
Paper Supply:									
Refill hand towels, toilet tissue(two ply) and sanitary napkins				X					And as needed
Soap Dispenser:									
Clean and keep filled with soap acceptable by mpea				X					And as needed
Floor/ Non-Carpet:									
Dust mop				X					And as needed
Sanitize floor and clean all baseboards				X					And as needed
Spray buff and dust mop					X				And as needed
Waste Receptacles:									
Empty, damp wipe (sanitize) and reline				X					And as needed
Sanitary Napkin Receptacles:									
Empty sanitary napkin receptacles , clean , sanitize and reline. the liner must be folded securely, collected in separate containers and disposed of with durable trash liners					X				And as needed
Hardware:									
Clean and polish all nickel and chrome hardware				X					And as needed
General Inspection:									

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Exhibit Halls
 Building(s): Lakeside, North, South, and West

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Operate and inspect all fixtures including sinks, automatic faucets, soap dispensers, waste cans, paper towel dispensers, stalls, toilets, urinals, sanitary napkin dispensers, and toilet paper dispensers for graffiti, damage, and general operability. Log and report any deficiencies prior to the end of the day.					X				And as needed
<u>2. Escalators, Elevators And Stairs</u>										
	Daily sweeping, mopping and dusting of all stairs excluding emergency exits.	X	X	X						And as needed-1 person to work on stairs on non-event days throughout facilities
	All object in stairwells excluding emergency exits must be dusted, including railings, fire hose cabinets, walls and doors, ledges	X	X	X						And as needed-1 person to work on stairs on non-event days throughout facilities
	Specific to Emergency Stairwells. Sweeping, mopping and dusting of all stairs. All objects must be dusted, including railings, fire hose cabinets, walls and doors, ledges								X	As needed-1 person to work on stairs on non-event days throughout facilities (excludes move-in, event, and move-out days.)
	Clean the interiors of the elevator cabs including the tile flooring, track, stainless steel doors (interior and exterior).stainless steel door finishes are to be streak free. remove all graffiti, clean and shampoo mats	X	X	X					X	3x per week
	Clean all escalators including spot cleaning of glass, bright work and handrails	X	X	X					X	3x per week
<u>3.Show Floor</u>										
	Detail mop corners, pockets and edges			X						
	Detail cleaning: strip and seal floors in the month December								X	Every other Year
	Remove tape								X	Yearly and as needed
	Mechanical scrub, remove spots, stains			X						
	Hall B Terrazzo - Scrub and recondition								X	Every 4 months and as needed.
Phones:										
	Wipe clean , disinfect phones and partitions				X					And as needed
Water Fountains:										
	Wipe clean free of smudges and water deposits				X					And as needed
<u>4.Loading Docks(Top)</u>										
	Mechanical scrub concrete			X						And as needed
<u>5. Crate Storage</u>										
	Refill hand towels, toilet tissue (two ply) and sanitary napkins			X						And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Arie Crown Theater
 Building(s): Lakeside

Note: Contractor required to clean Arie Crown Theater seating areas, restrooms, and front of house spaces at the conclusion of each event or session. In the event of multi-session events, contractor may be required to clean the space multiple times in the same day.

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. House - Auditorium									
Floors/Carpet:									
Vacuum all carpet, corners and edges				X					All cleaning in conjunction with events in Arie Crown Theater
Remove spots, gum, candy and tape				X					And as needed
Dry shampoo all high traffic areas				X					And as needed
Spot shampoo / extract when needed				X					And as needed
Extract all carpeted areas								X	Yearly and as needed
Seats:									
Dust pan and broom clean between all seats				X					And as needed
Spot clean seats, remove gum, candy and tape				X					And as needed
Vacuum and shampoo seats								X	Yearly and as needed
Phones:									
Wipe clean, disinfect phones and partitions		X	X						And as needed
Water Fountain:									
Wipe clean free of smudges and water deposits		X	X						And as needed
2. Restrooms									
Inspect, spot clean and service: receptacles, wipe basin and remove litter, spot mop and spot clean walls, mirrors and partitions. some restrooms may require porter (one person per restroom) service depending on the activity of that event.									And as needed
Walls:									
Spot clean walls	X	X	X	X					And as needed
High dust the top of partitions, ledges and picture frames	X	X	X	X					And as needed
Detail cleaning walls and partitions	X	X	X	X					And as needed
Toilet Bowl:									
Sanitize with disinfectant, including urinals	X	X	X	X					And as needed
Wash Basin:									
Sanitize bowl	X	X	X	X					And as needed
Wipe all fixtures underneath wash basin	X	X	X	X					And as needed
Spot clean basin for debris	X	X	X	X					And as needed
Mirrors:									
Clean and polish all mirrors and frames	X	X	X	X					And as needed
Paper Supply:									
Refill hand towels, toilet tissue (two ply) and sanitary napkins	X	X	X	X					And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Arie Crown Theater
 Building(s): Lakeside

Note: Contractor required to clean Arie Crown Theater seating areas, restrooms, and front of house spaces at the conclusion of each event or session. In the event of multi-session events, contractor may be required to clean the space multiple times in the same day.

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
Soap Dispenser:									
Clean and keep filled with soap acceptable by mpea	X	X	X	X					And as needed
Floor/ Non-Carpet:									
Dust mop	X	X	X	X					And as needed
Sanitize floor and clean all baseboards	X	X	X	X					And as needed
Spray buff and dust mop						X			And as needed
Light scrub and recondition (wax) floors								X	Every 2 months and as needed
Strip and wax (anti-slip) floor								X	Every 6 months and as needed
Waste Receptacles:									
Empty, damp wipe (sanitize) and reline	X	X	X	X					And as needed
Sanitary Napkin Receptacles:									
Empty sanitary napkin receptacles, clean, sanitize and reline. the liner must be folded securely, collected in separate containers and disposed of with durable trash liners	X	X	X	X					And as needed
Hardware:									
Clean and polish all nickel and chrome hardware	X	X	X	X					And as needed
Air Fresheners									
Maintain air fresheners to a minimum of one quarter full at all times with a scent which has been approved by McCormick Place Management								X	And as needed
General Inspection:									
Operate and inspect all fixtures including sinks, automatic faucets, soap dispensers, waste cans, paper towel dispensers, stalls, toilets, urinals, sanitary napkin dispensers, and toilet paper dispensers for graffiti, damage, and general operability. Log and report any deficiencies prior to the end of the day.					X				And as needed
3.Lobby And Stairs									
Floors/Carpet:									
Vacuum all carpet, corners and edges	X	X	X						And as needed
Remove spots, gum, candy and tape	X	X	X						And as needed
Dry shampoo all high traffic areas					X				And as needed
Spot shampoo when needed	X		X						And as needed
Extract all carpeted areas								X	Yearly and as needed
Daily sweeping/vacuuming and dusting of all stairs.	X	X	X						And as needed-1 person to work on stairs on non-event days throughout facilities
All object in stairwells must be dusted, including railings, fire hose cabinets, walls and doors, ledges	X	X	X						And as needed-1 person to work on stairs on non-event days throughout facilities

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Arie Crown Theater
 Building(s): Lakeside

Note: Contractor required to clean Arie Crown Theater seating areas, restrooms, and front of house spaces at the conclusion of each event or session. In the event of multi-session events, contractor may be required to clean the space multiple times in the same day.

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
Walls:										
	High dust (up to 12' high) and spot clean wall fixtures, frames, ledges, rails and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).			X						And as needed
	Clean concession stands after every show			X						And as needed
4. Dressing Rooms/ Actors ' Alley										
Floor/Non-Carpet										
	Dust mop, sanitize floor and clean all baseboards	X		X						And as needed
	Spray buff and dust mop	X		X						And as needed
	Light scrub and recondition (wax) floors								X	Every 2 months and as needed
	Strip and wax (anti-slip) floor								X	Every 6 months and as needed
Floors/Carpet:										
	Vacuum all carpet, corners and edges	X		X						And as needed
	Remove spots, gum, candy and tape	X		X						And as needed
	Dry shampoo all high traffic areas	X		X						And as needed
	Spot shampoo when needed	X		X						And as needed
	Extract all carpeted areas								X	Yearly and as needed
Waste Receptacles:										
	Empty, damp wipe (sanitize) and reline	X		X						And as needed
Furniture:										
	Dust all furniture with a treated cloth, e.g., counter tops, doors, horizontal surfaces such as	X		X						And as needed
5. Backstage Offices:										
Walls:										
	High dust (up to 12' high) and spot clean wall fixtures, frames, ledges, rails and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).	X		X	X					And as needed
	Remove gum, tape and candy from all walls	X		X	X					And as needed
Furniture:										
	Dust all furniture with a treated cloth, e.g., office equipment doors, horizontal surfaces such as credenzas, tables, partition, file cabinets, chairs rails	X		X	X					And as needed
Waste Receptacles:										
	Empty, clean (interior and exterior) and replace liners	X		X	X					And as needed
Floor/Non-Carpet										
	Dust mop, sanitize floor and clean all baseboards	X		X	X					And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Arie Crown Theater
 Building(s): Lakeside

Note: Contractor required to clean Arie Crown Theater seating areas, restrooms, and front of house spaces at the conclusion of each event or session. In the event of multi-session events, contractor may be required to clean the space multiple times in the same day.

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Spray buff and dust mop	X		X	X					And as needed
	Light scrub and recondition (wax) floors								X	Every 2 months and as needed
	Strip and wax (anti-slip) floor								X	Every 6 months and as needed
	Floors/Carpet:									
	Vacuum all carpet, corners and edges	X		X						Business Days
	Remove spots, gum, candy and tape	X		X						Business Days
	Dry shampoo all high traffic areas	X		X						And as needed
	Spot shampoo when needed	X		X						Business Days
	Extract all carpeted areas								X	Yearly and as needed
	6. Loading Docks (Top & Bottom)									
	Sweep and remove debris when needed	X	X	X						And as needed
	7. Stage:									
	Floor:									
	Light scrub with soft brush								X	Every 2 months and as needed
	Strip stage floor								X	Yearly and as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Administrative Offices and Back of House
 Building(s): Lakeside, North, South, West, Corporate Center, and Energy Center

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
									Includes: Lakeside - Admin, Catering Admin, Tenants (i.e. Chicago Sky) West - Staff Offices Security/Control Rooms Parking/Marshaling Offices Energy Center Administrative Offices, All Corporate Center Offices.
1.Offices									
Floor/ Carpet									
								X	CC Business Days, All others 3x per week
								X	CC Business Days, All others 3x per week
								X	CC Business Days, All others 3x per week
								X	CC Business Days, All others 3x per week
								X	Yearly
Floor/ Non-Carpet:									
								X	CC Business Days, All others 3x per week
								X	CC Business Days, All others 3x per week
						X			And as needed
								X	Every 2 months and as needed
								X	Every 6 months and as needed
Walls:									
								X	CC Business Days, All others 3x per week
								X	CC Business Days, All others 3x per week
Furniture:									
								X	CC Business Days, All others 3x per week
								X	By Request
Waste Receptacles:									
								X	CC Business Days, All others 3x per week
Recycling Receptacles:									
								X	CC Business Days, All others 3x per week
Windows:									
								X	CC Business Days, All others 3x per week
Elevators And Stairs (Corporate Center):									
								X	CC Business Days, All others 3x per week
								X	CC Business Days, All others 3x per week

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Administrative Offices and Back of House
 Building(s): Lakeside, North, South, West, Corporate Center, and Energy Center

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Clean the interiors of the elevator cabs including the tile flooring, track, stainless steel doors (interior and exterior).stainless steel door finishes are be streak free, graffiti is to be removed.								X	CC Business Days, All others 3x per week
Loading Docks (Corporate Center):										
	Sweep and remove debris								X	CC Business Days, All others 3x per week
	Power wash when needed								X	CC Business Days, All others 3x per week
2. Restrooms:										
Walls:										
	Spot clean walls, high dust the top of partitions, ledges and picture frames								X	CC Business Days, All others 3x per week
Toilet Bowl:										
	Sanitize with disinfectant, including urinals								X	CC Business Days, All others 3x per week
Wash Basin:										
	Sanitize bowl and wipe all fixtures underneath wash basin								X	CC Business Days, All others 3x per week
Mirrors:										
	Clean and polish all mirrors and frames								X	CC Business Days, All others 3x per week
Paper Supply:										
	Refill hand towels , toilet tissue and sanitary napkins								X	CC Business Days, All others 3x per week
Soap Dispenser:										
	Clean and keep filled with soap acceptable by mpea								X	CC Business Days, All others 3x per week
Floors/Non-Carpet:										
	Dust mop								X	CC Business Days, All others 3x per week
	Sanitize floor and clean all baseboards								X	CC Business Days, All others 3x per week
	Spray buff and dust mop								X	CC Business Days, All others 3x per week
	Light scrub and recondition (wax) floors								X	Every 2 months and as needed
	Strip and wax (anti-slip) floor								X	Every 6 months and as needed
Waste Receptacles:										
	Empty, damp wipe (sanitize) and reline								X	CC Business Days, All others 3x per week
Sanitary Napkin Receptacles:										
	Empty sanitary napkin receptacles , clean , sanitize and reline. the liner must be folded securely, collected in separate containers and disposed of with durable trash liners								X	CC Business Days, All others 3x per week
Hardware:										
	Clean and polish all nickel and chrome hardware								X	CC Business Days, All others 3x per week
Air Fresheners										

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Administrative Offices and Back of House
 Building(s): Lakeside, North, South, West, Corporate Center, and Energy Center

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Maintain air fresheners to a minimum of one quarter full at all times with a scent which has been approved by McCormick Place Management								X	And as needed
General Inspection:										
	Operate and inspect all fixtures including sinks, automatic faucets, soap dispensers, waste cans, paper towel dispensers, stalls, toilets, urinals, sanitary napkin dispensers, and toilet paper dispensers for graffiti, damage, and general operability. Log and report any deficiencies prior to the end of the day.								X	CC Business Days, All others 3x per week
<u>3. Shops (Office And Kitchen Areas Only)</u>										
	Dust mop and wet mop/scrub floors					X				
	Vacuum all carpet, corners and edges					X				
	Empty/clean trash and recycling cans (interior and exterior) and replace liners					X				
	Spot shampoo							X		
	Extract carpet								X	Yearly
	Strip and wax (anti-slip) floor								X	Every 6 months and as needed
	Clean restroom					X				
<u>4.Back Corridors</u>										
	Dust mop and mechanical scrub								X	2 x per week
	Spot clean walls and high dust								X	2 x per week

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Exterior
Building(s): All

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
<u>1. Loading Docks (Top, Bottom And Roadway)</u>										
	Sweep and remove debris (pressure wash as needed)	X	X	X					X	3 x per week on non-event periods
	Pressure wash concrete and compactors			X					X	and monthly as weather permits and as needed
<u>2. Ramps, Road Ways, And Vehicle Entrance Ways</u>										
	Sweep and remove debris using mechanical sweeper	X	X	X	X					And as needed
	Pressure wash walls								X	Every 3 months and as needed
<u>3. Stairwells</u>										
	Sweep and remove debris	X	X	X						And as needed-1 person to work on stairs on non-event days throughout facilities
	Specific to Emergency Stairwells. Sweeping, mopping and dusting of all stairs. All objects must be dusted, including railings, fire hose cabinets, walls and doors, ledges Exhibit hall Emergency stairwells cleaned by show cleaners during event move-in, move-out and event days.						X			
	Specific to Lot A and West Hall A exit stairwells, power wash all surfaces.								X	2 x per year
<u>4. Employees' Garage/Lakeside Center:</u>										
	Spot sweep and remove debris	X	X	X	X					
	Machine sweep and remove debris, entire area						X			
	Pressure wash or scrub concrete								X	Every 4 months and as needed
<u>5. Lakeside And South Building Terrace</u>										
	Sweep and remove debris				X					And as needed
	Pressure wash or scrub concrete							X		And as needed
<u>6. West Roof Top Garden Terrace</u>										
	Sweep and remove debris (pressure wash as needed)				X					And as needed
	Clean concrete pavers					X				And as needed
<u>7. Exterior Building Surface-Wall</u>										
	Walls:									
	Remove graffiti, power wash and scrub							X		And as needed
	Glass:									
	Maintained by the window cleaning contractor									
<u>8. Walkways</u>										
	Sweep and remove debris				X					And as needed
	Empty waste receptacles, clean (interior and exterior) and replace liner				X					And as needed
	Pressure wash or scrub sidewalks							X		Monthly weather permitting.
<u>9. Smoking Areas</u>										
	Empty ash urns and wipe clean (interior and exterior)				X					And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Exterior
 Building(s): All

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Sweep adjacent ground for cigarette butts, and miscellaneous garbage.				X					And as needed
10. Pocket Park										
	Clean, empty trash, remove debris, remove dog waste				X					
	Refill dog waste bags									As needed
	Pressure wash April - October								X	And as needed

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Exterior
 Building(s): Lakeside, North, South, West, Conference Center,
 and Corporate Center

Snow Removal		Move-in	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Conduct snow and ice removal and apply rock salt and/or calcium chloride, if necessary, for the following areas: ...front entrance of all buildings ...walk-ways, door ways, stairs and fire hydrants around all buildings ...all ramps and roadways ...all dock areas(top and bottom) ...roof top garden terrace ...all terraces				X				To be completed anytime snow or ice is present. Snow removal service shall include snow plowing, removal and disposal of snow, removal of ice and ice build-up, calcium chloride and salting as needed to maintain bare pavement as weather will permit, and ensuring proper and safe access to the building and parking lots during normal hours of operation and events All snow should be plowed to areas which do not inhibit access to pedestrian walkway, roadways and doorway entrances. Depending on the activities for that day/night, personnel may be dispatched to multiple areas to remove snow, ice or apply rock salt/calcium chloride In the following areas only apply calcium chloride or an approved product must be use. The following equipment to be use is: truck plow with rubber edge, walk behind snow blower or walk behind brooms Lakeside-Level 3 Terrace South Bldg.-McCormick Square, Metra Walkway and stairs West Bldg.-Roadway Pavers, Rooftop Garden Terrace Prairie Avenue (between WINTRUST Arena and Marriott Hotel) and the Main Entrance to the WINTRUST Arena

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Meeting Rooms
 Building(s): Lakeside, North, South, and West

		Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Meeting Room Set-up										
	Set-up rooms in accordance with time and specifications of work orders	X	X							Or as requested
	Set-up portable concessions in accordance with time and specifications of work orders	X	X							Or as requested
	Modify sets in previously set rooms, based on changing customer or facility needs	X	X							Or as requested
2. Room Refreshes										
Partial Refreshes:										
	Make minor set adjustments as requested in work order. Clear tables of all trash, taking care to not disturb any meeting or personal materials. Change water and glasses at the lectern and head table. Empty trash cans. Empty any recycling containers in appropriate containers separate from the trash receptacles. Straighten chairs.									Typically completed when less than 15 minutes are allotted for a refresh during an event day.
Full Refreshes:										
	Complete a partial refresh. Additionally, complete the following tasks. Replenish water stations or pitchers. Change out dirty glasses. Replace liners in trash cans after emptying. Check and if possible, replace any soiled linens. Remove any trash from floor.									Typically completed when more than 15 minutes are allotted for a refresh during an event day.
Overnight Refreshes:										
	Complete a full refresh. Additionally, complete the following tasks. Remove all water pitchers. Change out all glasses. Check windows and ledges and dust or clean as required. Replace any soiled linen. Vacuum. Turn-off lights, and close doors when leaving room.									Typically completed after the room use is finished for the day.
3. Meeting Room Tear-down										
	Strike meeting room sets and return equipment to appropriate storage areas or reset to specifications of work order		X	X					X	Within 48 hours after conclusion of use or as requested
	Strike and remove concessions tables and chairs		X	X						Or as requested
	Separate and tag any damaged or defaced equipment for repair		X	X	X					
4. Meeting Room Cleaning										
Floors/Carpet										
	Vacuum all carpet, corners and edges	X	X	X						
	Remove spots, gum, candy and tape	X	X	X						
	Spot shampoo when needed	X	X	X						
	Extract all carpeted areas								X	Every six months or as requested
Walls:										
	High dust(up to 12' high) and spot clean wall fixtures , frames, ledges, rails and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).					X				
	Remove gum, tape ,adhesive, residue and graffiti from all wall	X	X	X						

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Meeting Rooms
 Building(s): Lakeside, North, South, and West

	Move-in	Show	Move-out	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
Detail Clean all doors			X						
Storage Rooms:									
Return all equipment to proper storage areas at the conclusion of each tear-down				X					
Organize and maintain storage rooms			X	X					
Update storage room listings							X		
Update inventory							X		
Linen:									
Return used linen to linen room				X					
Equipment:									
Clean and maintain equipment				X					and as needed
Conduct comprehensive equipment inventory								X	Twice per year

McCormick Place and Corporate Center Housekeeping Specifications

Area(s): Out of Scope
 Building(s): All

The following areas are considered to be outside the scope of this RFP and will be serviced by the contractors who use them:

<u>1. Operational Food Service Areas</u>	
	Restaurants/Bars
	Sulleries
	Docks assigned to food service operation
	Temporary restaurants/service areas
	Kitchen areas
	Miscellaneous food service areas
<u>2. Back of House Tenant Spaces</u>	
	Cages
	Office-Teamsters-AMK
<u>3. FedEx Kinkos Business Centers</u>	
	Lakeside, North, South, and West business centers.
<u>4. Food Service Contractor Responsibilities</u>	
	<p>The Food and Beverage related Services, Contractor shall perform all “back of the house” functions associated with food service (e.g., prepare all goods, package, store, serve and clean up), as well as the preparations and service of food and beverages in all areas of Festival Hall Complex, including delivering and dispensing all food, beverage supplies, and other necessary articles for concession stands, snack bard, bar lounges, portable bars, portable food carts, and banquets. All loading docks and trash disposal areas must be kept in a sanitary and presentable condition.</p>
	<p>The Food Service Contractor will be required to clean all food service and preparations areas, and clean all food service and bar equipment. Further, the food Service Contractor must maintain the area that is at a minimum within a 30-foot radius of their service area in a clean an orderly condition and must remove trash and garbage from food service areas of appropriate collection areas. In so doing, the Food Service Contractor must provide for trash compactor and trash collection services.</p>

WINTRUST Arena Housekeeping Specifications

Area(s): Common Areas (Includes Service Corridors & Stairwells)
Building(s): WINTRUST Arena

		Pre-Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Lobbies And Corridors									
General:									
	All walls, ceilings, doors, ledges, escalators, elevators, stairwells, railings, planters, light fixtures, phones, vending machines and other fixtures must be cleaned daily and as necessary. Elevators should be checked every two hours during operating hours and cleaned as necessary.				X			X	And as needed
	Maintain all areas free of dust, dirt, cobwebs, etc. including, but not limited to: seating, hand railings, ledges, angled columns, window sills, light fixtures, ductwork, doors, planters, telephones, overhead doors and wall surfaces. This cleaning should be done during non-operating hours.				X			X	And as needed
Floors/Carpet:									
	Vacuum all carpet, corners and edges				X				And as needed
	Remove spots, gum, candy and tape				X				And as needed
	Broom and spot clean during operating hours				X				As needed
	Spot shampoo when needed				X			X	
	Extract all carpeted areas							X	Every 3 months and as needed
Floor/ Non-Carpet:									
	Dust mop floors,base boards and remove gum, tape and candy				X				During non-operating hours and as needed
	Mechanical mop floors, corners and damp wipe base boards				X				During non-operating hours and as needed
	Burnish Sealed Concrete Floors						X		And as needed
	Light scrub and recondition (wax/finish) floors								
	Polish/Protect Concourse Floors							X	Project Work - Additional Service
	Floor Brooming, Spot Cleaning							X	On-going, during operating hours
Floor Mats:									
	TBD Determined per Client								During non-operating hours and as needed
Ceilings:									
	Ceiling Dusting/Cleaning & Spider Web removal							X	Project Work - Additional Service
	Clean, Wipe Down and Dust all Overhead Signage, fans, Light Fixtures, Piping and Utility Lines							X	Project Work - Additional Service
Walls:									
	High dust, wipe down and spot clean wall fixtures,signage, frames, ledges, rails, counter tops, chairs, tables, grills and vents, etc. (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians).					X			During non-operating hours and as needed
	Remove gum, tape ,adhesive, residue and graffiti from all walls				X				And as needed

WINTRUST Arena Housekeeping Specifications

Area(s): Common Areas (Includes Service Corridors & Stairwells)
Building(s): WINTRUST Arena

		Pre-Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Maintain all areas free of dust, dirt, cobwebs, etc. including, but not limited to: seating, angled columns, light fixtures, ductwork, doors, planters, telephones, overhead doors and wall surfaces.				X				During non-operating hours and as needed
	Cleaning of Walls, Signage, Columns, and Doorways				X				During non-operating hours and as needed
	Entry Glass, Doors, Hand Rails:								
	Dust and wipe down, remove finger prints, smudges and tape including cleaning entrance glass				X				And as needed
	*Safety Glass - Suites and Seating Bowl							X	Included on Event Day Cleaning
	All glass doors, window panels, sills and ledges interior should be cleaned (up to 8 feet) on a daily basis and spot cleaned as necessary.				X				
	Clean Glass Door Fronts throughout the facility				X				
	Waste Receptacles:								
	Empty, spot clean (interior / exterior) receptacles and replace liners				X			X	And as needed
	Concourse Cleaning & Trash Removal				X			X	On-going during operating hours
	Water Fountains:								
	Wipe clean free of smudges and water deposits				X				And as needed
	Recycling Receptacles:								
	Recycling Receptacle Cleaning and Emptying (interior / exterior) to Designated Compactors and replace with clear recycling liners				X			X	On-going, during operating hours
	Fire Cabinets:								
	Check,remove debris and clean					X			And as needed
	Patrol/Inspect:								
	Check and clean spills and debris in all interior and exterior locations				X			X	On-going during operating hours - Non Event
	2. Restrooms								
	Comply with the Restroom Requirements	X	X	X	X	X	X	X	On-going to meet or exceed all restroom requirements
	3. Escalators, Elevators, Stairs and Handrails								
	Daily sweeping, mopping and dusting of all stairs.				X				
	All objects in all stairwells must be dusted, including railings, fire hose cabinets, walls and doors, ledges				X	X			And as needed
	Vacuum all carpet stairs, corners and edges				X				And as needed
	Extract all carpeted stair areas							X	Every 3 months and as needed
	Remove spots, gum, candy and tape from all stairs				X				And as needed
	Clean the interiors of the elevator cabs including the tile flooring, track, stainless steel doors (interior and exterior). Stainless steel door finishes are to be streak free. remove all graffiti, clean and shampoo carpeting and mats				X				During non-operating hours, and as needed
	Clean all hand railings throughout				X				And as needed

WINTRUST Arena Housekeeping Specifications

Area(s): Common Areas (Includes Service Corridors & Stairwells)
Building(s): WINTRUST Arena

		Pre-Event	Post-Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Clean all escalators including spot cleaning of glass, bright work and handrails				X				During non-operating hours, and as needed
	Clean escalator steps					X			During non-operating hours, and as needed
4. Entrance Ways									
	Thoroughly clean all building entrance/exit door glass, metal fixtures, and store fronts (floor to ceiling)				X				And as needed

WINTRUST Arena Housekeeping Specifications

Area(s): Restrooms (Public, Office, Locker Rooms)
 Building(s): WINTRUST Arena

		Pre-Event	Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Restrooms										
	Inspect, spot clean and service: receptacles, wipe basin and remove litter, spot mop and spot clean walls, mirrors and partitions.	X	X	X						Cleaned every 30 minutes or less
Walls:										
	Spot clean walls (keep tile grout clean)					X				And as needed
	High dust the top of partitions, ledges and picture frames					X				And as needed
	Detail cleaning walls and partitions						X			And as needed
Toilet Bowl / Urinal:										
	Sanitize with disinfectant, including urinals					X				And as needed
	Install urinal disinfectant block screens & urinal floor pads								X	Replace as needed
Wash Basin:										
	Sanitize bowl					X				And as needed
	Wipe all fixtures underneath wash basin					X				And as needed
	Spot clean basin for debris					X				And as needed
Mirrors:										
	Clean and polish all mirrors and frames					X				And as needed
Paper Supply:										
	Refill hand towels, toilet tissue (only two ply is acceptable) and sanitary napkins					X				And as needed
	Repair or provide replacement paper towel, toilet paper, tampon and kotex dispensers and maintain a sufficient stock.								X	As needed, Maintain a sufficient stock of spare dispensers
Soap Dispenser:										
	Clean and keep filled with soap acceptable to WINTRUST Arena					X				And as needed
Floor/ Non-Carpet:										
	Dust mop					X				And as needed
	Sanitize floor and clean all baseboards					X				And as needed
	Spray buff and dust mop						X			And as needed
	Light scrub and recondition floors								X	Every 2 months and as needed
Waste Receptacles:										
	Empty, damp wipe (sanitize) and reline					X				And as needed
Sanitary Napkin Receptacles:										
	Empty sanitary napkin receptacles, clean, sanitize and reline. the liner must be folded securely, collected in separate containers and disposed of with durable trash liners					X				And as needed
	Feminine product dispensers must be furnished, stocked, repaired, replaced and maintained at all times.					X				The dispensers must be checked on a regular basis and must be repaired or be replaced as needed
Hardware:										

WINTRUST Arena Housekeeping Specifications

Area(s): Restrooms (Public, Office, Locker Rooms)
 Building(s): WINTRUST Arena

		Pre-Event	Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Clean and polish all nickel and chrome hardware					X				And as needed
Air Fresheners:										
	Install and maintain air fresheners to a minimum of one quarter full at all times with a scent which has been approved by WINTRUST Arena Management.								X	And as needed
General Inspection:										
	Operate and inspect all fixtures including sinks, automatic faucets, soap dispensers, waste cans, paper towel dispensers, stalls, toilets, urinals, sanitary napkin dispensers, and toilet paper dispensers for graffiti, damage, and general operability.					X				And as needed
	Perform restroom inspections every 30 minutes during events.		X						X	Every 30 minutes during events

WINTRUST Arena Housekeeping Specifications

Area(s): Suites & Premium Areas
 Building(s): WINTRUST Arena

		Pre-Event	Post-Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Suites									
Floors & Stairs Carpet:									
	Vacuum all carpet, corners and edges	X	X		X				And as needed
	Remove spots, gum, candy and tape	X	X		X				And as needed
	Spot shampoo all carpet	X	X		X				And as needed
	Extract all carpeted areas							X	Every 3 months and as needed
Ceilings:									
	Ceiling Dusting/Cleaning & Spider Web removal	X			X				
Walls:									
	High dust and wipe down (floor to ceiling) and spot clean wall fixtures, signage, frames, ledges, rails, counter tops, chairs, tables and vents etc.	X	X				X		And as needed
	Remove gum, tape adhesive, residue, candy and graffiti from all walls	X	X	X					And as needed
	Clean glass windows and door frames, including Safety Glass	X	X		X				And as needed
Furniture:									
	Dust all furniture with a treated cloth, e.g., office equipment doors, horizontal surfaces such as credenzas, tables, partition, file cabinets, chairs rails	X	X		X				And as needed
Waste Receptacles:									
	Empty, clean (interior and exterior) and replace liners	X	X	X	X				And as needed
Recycling Receptacles:									
	Empty all recyclables in a separate bin	X	X	X	X				And as needed
Seats:									
	Cleaning of all seats, floor areas, dusting, spider web removal, pan and broom and clean between all seats	X	X	X	X				As needed, before and during performances
	Wipe seats, spot clean, remove gum, candy and tape	X	X						And as needed for performances
	Deep Clean seats						X		
Safety Glass, Hand Rails:									
	Dust and wipe down, remove finger prints, smudges and tape	X	X					X	And as needed
	*Safety Glass - Seating Area	X	X					X	Included on Event Day Cleaning
2. Premium / Club Areas									
Floors & Stairs Carpet:									
	Vacuum all carpet, corners and edges	X	X	X	X				And as needed
	Remove spots, gum, candy and tape	X	X	X	X				And as needed
	Spot shampoo all carpet	X	X	X	X				And as needed
	Extract all carpeted areas							X	Every 3 months and as needed
Ceilings:									
	Ceiling Dusting/Cleaning & Spider Web removal	X			X				

WINTRUST Arena Housekeeping Specifications

Area(s): Suites & Premium Areas
 Building(s): WINTRUST Arena

		Pre-Event	Post-Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
Walls:									
	High dust and wipe down (floor to ceiling) and spot clean wall fixtures, signage, frames, ledges, rails, counter tops, chairs, tables and vents etc.	X		X	X				And as needed
	Remove gum, tape adhesive, residue, candy and graffiti from all walls	X		X	X				And as needed
	Clean glass windows and door frames, including Safety Glass	X		X	X				And as needed
Furniture:									
	Dust all furniture with a treated cloth, e.g., office equipment doors, horizontal surfaces such as credenzas, tables, partition, file cabinets, chairs rails	X		X		X			And as needed
Waste Receptacles:									
	Empty, clean (interior and exterior) and replace liners	X	X	X	X				And as needed
Recycling Receptacles:									
	Empty all recyclables in a separate bin	X	X	X	X				And as needed

WINTRUST Arena Housekeeping Specifications

Area(s): Court & Exhibit Floor
 Building(s): WINTRUST Arena

		Pre-Event	Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Court Surface										
	Detail mop corners, pockets and edges	X		X						
	Mechanical scrub, remove spots, stains			X	X					Subject to Manufacturer Specifications
	The Contractor hired by the Authority must be prepared to perform any such								X	
	Housekeeping personnel should be available at the request of Operations for	X	X	X					X	
	Floor Sanding & Refinishing								X	Project Work - Additional Service
	The contractor must ensure that there is adequate supervision of their employees at all times, including overnight and weekends.									
	The contractor must be familiar with the cleaning and maintenance of wooden temporary surfaces, i.e. basketball courts, and present a care plan based on manufacturers' best practices.									
2. Exhibit Floor										
	Detail mop corners, pockets and edges			X						
	Remove tape when the floors are stripped twice a year			X					X	
	Remove and dispose all debris during move in/move out of all shows	X	X	X					X	As needed for each show
	The Contractor hired by the Authority must be prepared to perform any such cleaning work, such as floor scrubbing, to the extent required on short notice.	X	X	X					X	
	Housekeeping personnel should be available at the request of Operations for specific housekeeping needs related to performance courts	X	X	X					X	
	Mechanical scrub, remove spots, stains			X						

WINTRUST Arena Housekeeping Specifications

Area(s): Seating Bowl
 Building(s): WINTRUST Arena

		Pre-Event	Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	
1. Seating Bowl										
Floors:										
	Mop all floor, base board sections and damp wipe all corners and edges			X						And as needed
	Remove spots, gum, candy and tape			X						And as needed
	Detail Clean floor and risers - Seating Section							X		
	Housekeeping personnel should be available at the request of Operations for specific housekeeping needs related to Seating Bowl	X	X	X						X
	The contractor must ensure that there is adequate supervision of their employees at all times, including overnight and weekends.									
Seats:										
	Cleaning of all seats, floor areas, dusting, spider web removal, pan and broom and clean between all seats	X	X	X			X			As needed, before and during performances
	Wipe seats, spot clean, remove gum, candy and tape	X		X						And as needed for performances
	Deep Clean seats							X		

WINTRUST Arena Housekeeping Specifications

Area(s): Compactor & Loading Dock Locations
Building(s): WINTRUST Arena

		Pre-Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Requirements For All Compactor & Loading Dock Locations									
General Requirements:									
	The refuse/recycling compactors must be scrapped, power washed as needed and must be maintained in a clean, sanitary condition at all times.				X				On-going as needed during all hours
	The interior loading dock bay areas have to be kept clean, particularly during show activity. Cleaning should include all floor surfaces, walls and doors. The show dock area must be cleaned after every show or event as needed.			X	X			X	On-going as needed during all hours
	The exterior truck dock bay areas have to be maintained in a clean condition, with the removal of all crates, debris, etc., particularly during show operations. This area must be cleaned after every show or event as needed.			X	X			X	On-going as needed during all hours
	Refuse Compactor Monitor and pressure washed as needed to ensure all City of Chicago requirements are in compliance.					X		X	On-going as needed during all hours staffing will be provided as necessary to keep all compactor locations and loading docks in compliance with City of Chicago requirements
Walls:									
	High dust, wipe down and spot clean wall fixtures, frames, ledges, rails, and vents (all return air vents will be maintained by the engineers and light fixtures will be maintained by the electricians.							X	During non-operating hours and as needed
	Remove gum, tape, adhesive, residue and graffiti from all walls				X				And as needed
	Cleaning, dusting and wiping down ledges, countertops, signage, chairs, tables, etc.					X			During non-operating hours and as needed
Waste Receptacles:									
	Empty, spot clean (interior / exterior) receptacles and replace liners							X	And as needed
Recycling Receptacles:									
	Recycling Receptacle Cleaning and Emptying (interior / exterior) to Designated Compactors and replace with clear recycling liners				X			X	On-going, during operating hours
Fire Cabinets:									
	Check, remove debris and clean					X			And as needed
Patrol/Inspect:									
	Check and clean spills and debris in all interior and exterior locations				X			X	On-going during operating hours
2. Compactor Monitor Requirements									

WINTRUST Arena Housekeeping Specifications

Area(s): Compactor & Loading Dock Locations
Building(s): WINTRUST Arena

		Pre-Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	The Compactor Monitor(s) must be posted as often as necessary to ensure garbage placed is placed in the proper garbage or recycle compactors and to ensure garbage, debris and waste is not left outside the compactors. The Contractor should contract the Director of Facility Services, their designee and/or the refuse scavenger vendor to empty the compactors as necessary. The loading dock refuse and recycling compactors must be scraped, power washed and maintained in a clean condition at all times.		X	X					Monitored during and at the close of large events - subject to approval of client.
	The Housekeeping Contractor must contact the Director of Facility Services or designee and/or the scavenger company for collection and/or mechanical service as needed.							X	Daily and on-going during operating hours

WINTRUST Arena Housekeeping Specifications

Area(s): Administrative Offices and Back of House
 Building(s): WINTRUST Arena

		Pre-Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
1. Offices									
Floor/ Carpet									
	Vacuum all carpet, corners and edges					X			Once per week after office hours.
	Sweep/Remove Debris from floor surfaces			X					Business Days
	Remove spots, gum, candy and tape				X				Once per week after office hours.
	Spot shampoo when needed				X				Once per week after office hours.
	Extract carpet							X	Yearly and as needed
Floor/ Non-Carpet:									
	Dust mop				X				Once per week after office hours.
	Sanitize floor and clean all baseboards				X				Once per week after office hours.
	Spray buff and dust mop				X				Once per week after office hours.
Walls:									
	High dust and spot clean wall fixtures, frames, ledges, piping, blinds, rails and vents				X				Once per week after office hours.
	Remove gum, tape and candy from all walls				X				Once per week after office hours.
Furniture:									
	Dust, clean and wipe down all office areas (Partitions, furniture, office equipment, doors and horizontal surfaces such as desks, credenzas, tables, chairs, file cabinets, shelves, file cabinets and rails with a treated cloth), e.g., (Moving furniture from office to office or building to building)				X				Once per week after office hours.
								X	By Request
Waste Receptacles:									
	Empty, clean (interior and exterior) and replace liners			X					Business Days
Recycling Receptacles:									
	Empty all recyclables in a separate bin			X					Business Days
Windows:									
	Clean all interior glass floor to ceiling			X					Business Days
2. Shops									
	Dust mop and wet mop/scrub floors				X				Minimum of once a week
	Vacuum all carpet, corners and edges				X				Minimum of once a week
	Empty, clean (interior and exterior) and replace liners				X				Minimum of once a week
	Spot shampoo						X		And as needed
	Extract carpet				X				Every 6 months and as needed
3. Back Corridors									
	Dust mop and mechanical scrub			X					And as needed
	Spot clean walls and high dust			X					And as needed

WINTRUST Arena Housekeeping Specifications

Area(s): Exterior
 Building(s): WINTRUST Arena

		Pre-Event	Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
<u>1. WINTRUST Arena Sidewalks</u>										
	A general policing of this area shall take place every day and shall include the collection of any paper debris in the area and it's proper disposal. All garbage cans shall be emptied.				X				X	
	All garbage cans shall be monitored several times throughout the day and evening and emptied as needed. Periodic policing is also required to assure a high level of cleanliness.				X					Grounds Team for WINTRUST to be deployed in afternoon/evening - 3pm-11:30pm coverage
	All public walkways shall be kept accessible to the general public at all times during periods of snow. The entire length and width of all walks shall be cleared of snow.								X	On-going as needed
	Broom Sidewalks and blacktop and spot sweep and remove debris				X					Check daily and broom as necessary
	Pressure wash or scrub sidewalk and blacktop areas								X	As needed
<u>2. Prairie District Park</u>										
	A general clean-up will be required consisting of the removal of all debris and its appropriate disposal, the emptying of all trash and recycling receptacles and the wiping and cleaning of all trash/recycling receptacles, lids and benches.				X				X	As needed
	Police Areas For Litter and Empty Refuse and Recycling Receptacles				X				X	As needed
	Clean debris from landscaped and planter box areas				X					
	Sweep and remove debris				X					And as needed
	All public walkways and bike paths shall be kept accessible to the general public at all times during periods of snow. The entire length and width of all walks and bike paths shall be cleared of snow.								X	On-going as needed
	Pressure wash or scrub sidewalk and blacktop areas					X				Check daily, broom as necessary and power wash as needed.
<u>3. Prairie Ave</u>										
	All public walkways and bike paths shall be kept accessible to the general public at all times during periods of snow. The entire length and width of all walks and bike paths shall be cleared of snow.								X	On-going as needed
	The entire area shall be kept free of paper, debris and spider webs at all times. All ash urns and garbage cans shall be kept clean and emptied as required at all times. This area shall be kept free of cigarette butts and gum.				X				X	As needed
<u>4. Patrol/Inspect</u>										
	Check and clean spills and debris in all interior and exterior locations								X	On-going during operating hours
<u>5. Oil and Fluid Leaks</u>										
	Oil and Fluid Leaks from equipment, buses, cars and delivery trucks must be cleaned up with oil dry and power washed as necessary.								X	On an as needed basis

WINTRUST Arena Housekeeping Specifications

Area(s): Snow Removal
 Building(s): WINTRUST Arena, Prairie District Park,
 and Prairie Ave between Marriott Hotel and WINTRUST Arena

Snow Removal		Pre-Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
	Conduct snow and ice removal and apply rock salt and/or calcium chloride, if necessary, for the following areas: ...front entrance of all buildings ...walk-ways, door ways, stairs and fire hydrants around all buildings ...all ramps and roadways ...all dock areas (top and bottom) ...roof top garden terrace ...all terraces				X				To be completed anytime snow or ice is present. Snow removal service shall include snow plowing, removal and disposal of snow, removal of ice and ice build-up, calcium chloride and salting as needed to maintain bare pavement as weather will permit, and ensuring proper and safe access to the building and parking lots during normal hours of operation and events

WINTRUST Arena Housekeeping Specifications

Area(s): Event Spaces
 Building(s): WINTRUST Arena

		Pre-Event	Event	Post Event	Daily	Weekly	Bi-Weekly	Monthly	Other	Notes
<u>1. Meeting Equipment Set-up</u>										
	All meeting room "set-ups" must be set up to the prescribed meeting plan. All tables, chairs, podiums, table linens, skirts, etc. and other equipment necessary for events in meeting room locations will be set up by, removed and stored upon the event's conclusion. WINTRUST Arena will provide (all equipment necessary for meeting room events.)	X	X	X						Per the direction of WINTRUST Arena staff according to predetermined schedule
	Set-up rooms in accordance with time and specifications of work orders	X	X	X						Or as requested
	Set-up portable concessions in accordance with time and specifications of work orders	X	X	X						Or as requested
	Modify sets in previously set rooms, based on changing customer or facility needs	X	X	X						Or as requested
	Set-up and tear down of meeting rooms for events & meetings (risers, stairs, flags, skirting for tables, and/or risers, etc.)	X	X	X					X	Per the direction of WINTRUST Arena staff according to predetermined schedule
	Perform all activities necessary to prepare the meeting rooms for use by Authority clients and personnel according to the procedures and schedules established by WINTRUST Arena management. These activities include set-up, refresh, tear-down, water service, linens and cleaning of the meeting rooms and meeting room equipment. Activities also include placing equipment in the proper storage areas.	X	X	X						Per the direction of WINTRUST Arena staff according to predetermined schedule
	It is customary in our industry and for our events that there be many short term and short notice changes and additions to meeting room set-ups and cleaning schedules for events. The areas to be cleaned, as well as the frequency schedule, and hours of cleaning, can be expected to vary widely depending on the use of the facilities at any particular time. Variations in the services required will be continuous, and will often be required on short notice. The contractor must be able to quickly and efficiently perform these short notice changes and additions in order to satisfy our clients and customers.	X	X	X						Contractor must be prepared to handle meeting room schedule variations in services required on short notice to satisfy our clients and customers.
	The staffing levels for events must be sufficient to ensure that cleaning and set-up services may be performed at a minimum in accordance with the specifications and performance criteria to enable WINTRUST Arena to be fully responsive to client and customer demands.	X	X	X						Per the direction of WINTRUST Arena staff according to predetermined schedule
	The contractor must ensure that there is adequate supervision of their employees at all times, including overnight and weekends.									
<u>2. Meeting Room Tear-down</u>										
	Strike meeting room sets and return equipment to appropriate storage areas or reset to specifications of work order	X	X	X					X	Per the direction of WINTRUST Arena staff according to predetermined schedule
	Strike and remove concessions tables and chairs	X	X	X						Per the direction of WINTRUST Arena staff according to predetermined schedule
	Separate and tag any damaged or defaced equipment for repair	X	X	X	X					