

EXHIBIT D
JANITORIAL SCOPE OF SERVICES

ARTICLE I

Scope of Services: Contractor agrees to furnish personnel and equipment necessary to provide selected janitorial services for the Department of Child Support Services facility located at 3057 Briw Road Suite B, Placerville, California. Services shall be provided in accordance with the following:

1. Lessor Responsibility

- a. Lessor shall be responsible for providing direction to Contractor. These directions shall include but are not be limited to the following:
 - i. Identify Lessor's designated contact(s) for each suite. The Lessor's designated contact(s) shall submit in writing to Lessor the names of Lessor personnel that shall have authority to make changes or additions to the contracted items. Changes or additions made by anyone other than Lessor authorized personnel shall not be accepted or paid for by Lessor.
 - ii. Provide training assistance to Contractor's staff in security protocols and procedures.
 - iii. Establish time and frequency of direct meetings with Contractor's Project Manager.
 - iv. Schedule inspections with Contractor's Project Manager. Quality service and strict adherence to Agreement shall be expected from Contractor.

2. Contractor Responsibility

- a. Contractor shall provide all personnel, equipment, tools, materials, supervision and all other items and services necessary to perform the janitorial services as described in the specifications detailed herein. The required result is to maintain the facility(s) in such a manner as to provide a clean, healthy and safe work environment for all occupants of and visitors to Lessee-leased office building(s). The specifications contained in this document have been developed to establish the minimum level of janitorial services required by Lessor. Contractor will be responsible for completing a janitorial check sheet similar to that of "Janitorial Check Sheet", incorporated herein by reference.
- b. Janitorial services shall be provided between the hours of 7:00 p.m. and 5:00 a.m., Monday through Thursday. Services for Friday may be provided Friday between the hours of 7:00 p.m. and 5:00 a.m. or on the following Saturday or Sunday between the hours of 8:00 a.m. and 5:00 p.m., excluding Lessee holidays unless otherwise specified or with prior approval of Lessor's designated contact(s). Lessor shall provide Contractor with a list of Lessee holidays and, when possible, shall provide advance notice of building closures due to unforeseen circumstances.
- c. Contractor shall be responsible for all coordination and supervision of personnel associated with the janitorial service at Lessee facilities. These activities shall include but may not be limited to the following:
 - i. Recruit, screen, background checks and train personnel to ensure Contractor's staff is capable of fulfilling the requirements of this Agreement.

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- ii. Train employees in Lessee's security protocols and procedures including confrontation avoidance and ensure employees abide by said procedures.
- iii. Cooperate with Lessee officials in investigation of suspected criminal activity committed by Contractor's employee(s) or witnessed by Contractor's employee(s).
- iv. Provide a Project Manager who shall be responsible for the performance of Contractor under this Agreement and who shall remain Lessor's primary contact person for the duration of the Agreement. The Project Manager shall establish a routine for communications with Lessor's designated contact(s) to ensure prompt and timely response to any concerns or problems that may arise. Time and frequency of direct meetings may vary as determined by the Lessor's designated contact(s). The Project Manager shall contact the Lessor's designated contact(s) to review overall performance, receive special instructions regarding cleaning items or discuss other pertinent items regarding the Agreement and Contractor's performance.
- v. Provide adequate field supervision to ensure Contractor's janitorial staff arrive at assigned post on time, perform their duties throughout their assigned shift and provide backup as needed during all required hours. A detailed written plan for providing supervision including a detailed written back up plan(s) in the event janitorial staff is absent or leaves premises prior to completion of duties, must be provided in writing to Lessor.
- vi. Development of an internal monitoring system that shall be used to ensure service quality. Said internal monitoring system shall include non-scheduled spot checks as well as regularly scheduled written inspections with a copy to the Lessor's designated contact(s). Lessor's designated contact(s) may choose to inspect with or independently of Contractor.
- vii. Evaluating staff performance.
- viii. Report vandalism and/or damage of Lessee's property to the Lessor's designated contact(s) immediately upon discovery.
- ix. Inform Contractor's employees that Lessee's equipment shall not be used by Contractor or Contractor's employees without prior written approval of Lessee.
- d. Contractor shall conform to all applicable Federal, State and local laws, and to the requirements of this Agreement. In performing work under this Agreement, Contractor shall:
 - i. Take all reasonable steps and precautions to prevent accidents and to preserve the health and safety of any person(s) performing or in any way coming into contact with the performance of this Agreement; and
 - ii. Take all reasonable precautions to prevent the release of hazardous chemicals into the environment; and
 - iii. Take such additional precautions as the Lessor's designated contact may reasonably require for health, safety and environmental protection; and
 - iv. Any violation of these health, safety and environmental rules and regulations, unless promptly corrected as directed by the Lessor's designated contact, shall be grounds for termination of this Agreement in accordance with the Default, Termination and Cancellation clause of this Agreement; and
 - v. Damage Reports. In all instances where Lessee's property or equipment is damaged, Contractor shall submit to the Lessor's designated contact a full report

of the facts and extent of such damage verbally within an hour by leaving a message at Lessor's designated contact's phone number and in writing within 24 hours of the occurrence.

- vi. Accident Reports. Contractor shall comply with State of California, OSHA and all other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma or occupational illness. All accidents shall be reported to Lessor's designated contact in person or by phone within one hour of accident. A full written report of the accident, including all known facts and the extent of such damage, shall be provided in writing to the Lessor's designated contract within 24 hours of the occurrence.
- vii. Chemical Spills. The Contractor shall provide a plan that addresses incidental and emergency spills of any chemicals brought on-site.
- viii. Hazard Communications. Contractor must maintain a minimum of three (3) updated Material Safety Data Sheets (MSDS) files on-site as follows:
 - One (1) shall be given to Lessor's designated contact
 - One (1) shall be placed in Contractor's Agreement file and
 - One (1) shall be kept in each janitorial closet located on premises.

3. Contractor Responsibilities re: Employee Recruitment

- a. Applicant Screening: Contractor shall be required to conduct the following screening process for all employees that shall be assigned to work at Lessee facilities:
 - i. Verify residency for the past seven (7) years.
 - ii. Conduct background checks based on residency location every three (3) years. Background checks must be applicant or employer paid.
 - iii. Have employee obtain and provide results of a live scan fingerprint background check. Live Scan fingerprinting services are available to the public and locations and hours of operation can be found at the following website address: <http://ag.ca.gov/fingerprints/publications/contact.php>
 - iv. Persons with any history of drugs, violence of any type including weapons violations, theft of all types, fraud and/or forgery shall not be assigned to work at any Lessee facility.
 - v. Conduct a nine (5)-panel drug screen with emphasis on methamphetamine and ecstasy. Drug tests must be applicant or employer paid.
- b. Contractor must demonstrate the ability to provide trustworthy, reliable employees and shall make a good faith effort to retain the same employees on the same schedule in the same area for as long as possible. If a change of staff is to occur, the designated Lessor contact(s) shall be notified prior to the change. In addition, staff shall have the ability to:
 - i. Read, write, speak and understand the English language.
 - ii. Have the necessary public relations skills to deal with employees and patrons in a professional, courteous, businesslike manner.
 - iii. Understand written and oral rules and regulations and apply them in a tactful and non-confrontational manner.
 - iv. Maintain poise, self-control, tact, diplomacy and mature judgment under stress.
- c. Lessor shall be the sole judge of efficiency and acceptability of each janitorial employee's performance while on site. Lessor reserves the right to require Contractor to remove any janitorial personnel from further duty at Lessor without cause and without the right to recover damages by such janitorial employee or by Contractor from Lessor. If Lessor

requires the removal of any janitorial personnel from duty, Lessor may, at its discretion, provide Contractor reasons for the removal demand. However, Lessor is not required to provide such reasons, Contractor may not challenge such reasons and Contractor shall promptly remove and replace an individual janitorial employee when requested to do so by Lessor.

4. Contractor Responsibility re: Identification and Conduct of Contractor's Employee(s)

- a. Contractor shall ensure that only their properly identified employees listed with the Lessor's designated contact(s) are permitted on the premises during the performance of daily duties.
- b. Contractor shall be held strictly accountable for damages or breaches of security caused by its employees.
- c. Contractor's employees will be required to wear clean and neat clothing or uniforms supplied by the Contractor at all times while on the job.
- d. Contractor's employees must wear a badge in plain view indicating the employee's name and company name in letters not less than ¼ inch in height.
- e. Contractor's employees must not consume food or beverages while performing their contractual duties. If available, Contractor's employees may use the individual Department's lunchroom for normal breaks and lunch periods.
- f. Contractor's employees shall not consume alcoholic beverages nor use narcotics while on duty nor be under the influence of any intoxicating liquor or other substance when reporting for duty.
- g. Contractor's employees must not receive nor initiate personal telephone calls from Lessee-owned telephones.
- h. Contractor's employees must not fraternize with Lessee staff, Clients or visitors to the building nor unnecessarily disrupt Lessee employees from their work while performing their contractual duties.
- i. Contractor's employees must not play radios or other sound equipment while performing their contractual duties without the prior approval of Contractor and Lessor's designated contact(s).

5. Contractor Responsibility re: Confidentiality

- a. All data, together with any knowledge otherwise acquired by Contractor during the performance of services provided pursuant to this Agreement, shall be strictly treated by Contractor and Contractor's staff as confidential information. Contractor and Contractor's staff shall not disclose or use, directly or indirectly, at any time any such confidential information.
- b. Contractor shall be bound to confidentiality any information its employees may become aware of during the course of performance of contracted tasks. Breaches of confidentiality by Contractor or by its staff shall constitute grounds for immediate cancellation of the Agreement and may result in legal action.
- c. Each of Contractor's employees, including temporary staff, shall be required to sign an "Employee Confidentiality Agreement" and as more fully described in Exhibit "A" attached hereto and by this reference made a part hereof. Contractor shall keep a copy of the Employee Confidentiality Agreement. The original copy shall become the property of the Lessor, given to the Lessor's Contract Administrator and filed in Contractor's

Agreement file. Each of the Contractor's employees will be required to the "Employee Confidentiality Agreement" on an annual basis.

6. Contractor Responsibility re: Security

- a.
 - i. Lessor shall provide Contractor with entry cards and/or keys ("keys") necessary to perform the janitorial services required under this Agreement.
- b. Contractor shall be responsible for all keys issued for access to the premises and shall return said keys immediately upon termination of this contract. All costs accrued by Lessor in reinstating facility security occasioned by loss of keys due to Contractor's and/or its employees' negligence shall be billed to Contractor.
- c. Contractor must maintain a secure environment while cleaning the facility.
 - i. Contractor shall be given instructions on Lessee's sign in/out procedures. It shall be Contractor's responsibility to assure sign in/out procedures are strictly followed.
 - ii. No one is allowed access to or into the facility except Contractor's employees who are responsible for performing actual janitorial services.
 - iii. Contractor's employees shall not have relatives or other personal visitors at the work site.
 - iv. Upon completion of work each day, Contractor's staff shall be responsible for securing all entrances and exits to building prior to their departure, including but not limited to gates, and entries to management offices, and shall ensure that Lessee employee "open" signs are turned to "closed." Immediately prior to leaving the premises at the end of their shift, employees shall ensure building's security alarm is properly alarmed. Failure to maintain a secure environment, properly secure the building or set the security alarm shall result in a complaint to vendor and possible cancellation of the contract.
 - v. Contractor shall be responsible for all costs associated with their or their employee's failure to set any required alarms or secure any facility properly upon their departure (i.e. false alarm fees, stolen items or equipment, damage repairs, etc.). In addition, should the Agreement be canceled for failure of Contractor or Contractor's staff to properly secure the building or set the security alarm, the cost of changing the building locks and re-coding the security alarm, if applicable, shall be charged to Contractor. These costs may be deducted from any monies due to Contractor by Lessor.

7. Supplies

- a. Contractor agrees to
 - i. Furnish all supplies and materials necessary for the proper performance of each janitorial service. Supplies and materials including but not limited to brooms, brushes, dust cloths, wet and dry mops, ladders, sponges, squeegees, porcelain ware cleaner, liquid and powder detergents, disinfectants, glass cleaner, floor polish, waxes (UL approved slip-resistant), wax stripper, metal and furniture polish and any other compounds necessary to properly maintain the premises. At a minimum, these supplies and materials shall be of a quality to conform to applicable federal specifications. Contractor shall, as much as feasibly possible, use "scent free" material and supplies. Contractor shall not use any material or

- supplies which the Lessor's designated contact(s) determine would be unsuitable for the purpose, or offensive or harmful to any part of the facility, its contents, equipment, employees or patrons; and.
- ii. Provide all necessary cleaning equipment including but not limited to buffing machines, industrial type vacuum cleaners, hot water extraction equipment and supplies needed for the performance of the work under this Agreement. Such equipment shall be of the size and type customarily used in work of this kind and shall meet the approval of the Lessor's designated contact(s). Said approval shall not be unreasonably withheld. Equipment deemed by the Lessor's designated contact(s) to be of improper type or design or inadequate for the purpose intended shall be replaced by Contractor.
 - iii. Contractor shall provide to the Lessor's designated contact(s) Material Safety Data Sheets (MSDS) for all chemicals used or stored in the buildings and posted the MSDS in all janitorial closets.
 - iv. Contractor shall provide hazardous chemical training to Contractor's employees.
 - v. Contractor agrees to ensure all supplies stored in the janitor closet(s) shall meet Fire Code requirements, including, but not limited to, 18" ceiling clearance.
 - vi. Contractor agrees to submit a supply order to designated Lessor contact(s) at least one (1) week before they anticipate that they shall run out of Lessor-provided consumable supplies.
- b. Lessor agrees to:
- i. Supply necessary consumable supplies for facility and restroom. Consumable supplies shall include but not be limited to trash bags, hand soaps, paper towels, toilet tissue, sanitary napkins and tampons, toilet seat covers, electric light bulbs and fluorescent tubes.
 - ii. Provide storage (janitor closet) for Contractor to store any necessary supplies, materials and equipment.
 - iii. Furnish electrical power at existing power outlets for Contractor's use to operate equipment as is necessary in the conduct of the required work. Hot and cold water shall also be made available as necessary for that purpose.

8. Contractor Daily Services

a. General

- i. Hard Surface Floor Areas:
 - Sweep and Dust Mop. Thoroughly sweep and dust mop all hard surface areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). All items moved shall be replaced in their original found position. Dust mops shall be treated with water based dust control chemical. Dust and dirt shall be placed into plastic trash bags, tied off and removed outside to the dumpster. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks. No dirt shall be left in corners, under furniture, behind doors, etc. No dirt shall remain where sweepings were picked up. No dirt, trash or foreign matter shall be left under desks, tables or chairs.
 - Damp Mop. Thoroughly damp mops all hard surface floor areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables

on wheels, typing stands, boxes, etc.). All items moved shall be replaced in their original position after floor has dried completely. A clean cotton mop head that is in good condition shall be used for mopping. Clean water shall be used at all times and water shall be changed often. Mop head must be only damp and no excess water shall be left behind on floor. Approved proper chemicals shall be used at all times and at proper dilution. Finished floor shall be clean and streak free.

- ii. Remove all fingermarks and dirt smudges from walls, doors, doorjamb, windows, window partitions, woodwork, light switch cover plates, light switches, doorknobs and handles, entrance door push rails (front and back) and all associated surrounding areas.
 - iii. Empty and clean the interior and exterior of all interior and exterior trash receptacles:
 - Collect all designated waste paper and trash in either plastic leak-proof trash bags or in leak proof containers and dispose of immediately in dumpster, and
 - Replace interior and exterior trash receptacles with leak-proof trash bags or liners on as “as needed” or “as requested” basis; and
 - Wipe down the interior and exterior of all garbage cabinets, including the floor area beneath the trash receptacle inside each garbage cabinet; and
 - Ensure all trash receptacles and sanitary napkins/tampon disposal receptacles have fresh trash bags or liners.
 - iv. Empty and clean cigarette urns outside building’s exterior doors:
 - Remove cigarettes, cigarette butts and trash from cigarette urn ashtray and place in a metal container separate from other waste material, and
 - Sift and/or stir sand to ensure all cigarette butts and trash has been removed, and
 - Empty trash from trash receptacle located under cigarette urn ashtray.
 - v. Break down any cardboard boxes generated by supplies, materials or equipment used by Contractor and placed in the designated recycling dumpster area.
 - vi. Any articles or items of apparent value found by Contractor’s staff in any area of the building or outside area(s) shall immediately be turned over to Lessor’s designated contact(s). Any articles of suspicious nature that may be found, or persons loitering or conducting themselves in a manner to arouse suspicion or possibly in need of help, shall immediately be reported to the police and to Contractor’s Project Manager. Project Manager shall immediately contact Lessor’s designated contact(s) to apprise them of the situation.
- b. Lobby/Reception Areas
- i. Wipe down and disinfect all lobby furniture, including chairs and children toys.
 - ii. Straighten furniture and printed material in the lobby and reception area.
 - iii. Clean, disinfect and deodorize all reception, screening booth and interview booth countertops.
- c. Restrooms
- i. Clean, disinfect and deodorize all sinks, commodes, toilet seats, urinals and baby changing stations.
 - ii. Clean, disinfect and deodorize all dispensers, mirrors, counters and fixtures. All mineral and calcium deposits shall be removed.
 - iii. Clean, disinfect and deodorize all restroom floors.

- iv. Order and restock restroom supplies as required or requested:
 - Maintain adequate supplies of toilet paper, seat covers, sanitary napkins and tampons, toilet and urinal deodorizers, room deodorizers, paper towels and soap in restrooms.
- v. Check function of all dispensers and fixtures in all restrooms and ensure adequate amount of appropriate product remain in dispensers. Refill said dispensers if product level is low.
- vi. Pour one to two cups of water in p-trap drain located in each restroom floor to ensure a proper liquid seal between building and potential sewer gases.
- vii. Floor drains shall receive an enzyme treatment weekly or more often if requested by Lessor's designated contact.
- d. Other
 - i. Perform all other services necessary to maintain premises in a clean and sanitary condition.
 - ii. Report any noted maintenance problems to designated Lessor contact(s).
 - iii. At end of each work shift, ensure that all necessary doors and windows are closed and locked, all lights are turned off, the employee "open" card is turned to "closed," Contractor's staff has signed out and, immediately prior to leaving premises, has properly armed alarm system.

9. Weekly Service (Once Per Week Unless Required or Requested More Often)

- a. Carpeted Floor Areas (twice per week):
 - Vacuum all carpeted areas. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to the dumpster. As part of the vacuuming process, carpet spot cleaning is required on a daily and ongoing basis. Lessor requires that a motor-driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meet these standards be used exclusively in all carpeted areas.
- b. Thoroughly dust all surfaces "high and low" using a treated duster. Dusting high and low includes but is not limited to file cabinets, partition tops, pictures, chair rungs, bookcases, all baseboards, chair rungs, ledges, windowsills and window coverings, tops of doorframes, air vents and inside of florescent light coverings, etc. Contractor shall accomplish dusting by the removal of soil from the area by the most effective means appropriate, i.e., treated dusting cloths, feather dusters or vacuum tools, and not by moving dust from one surface to the other. Contractor shall leave no dust streaks nor leave any oil spots or smudges on dusted surfaces caused by dusting tools. Contractor is to take care not to disturb any documents, files or work papers left on interior desks, office equipment, reception desks or interview booths.
- c. The sides of all furniture shall be cleaned and waxed to remove smudges and/or marks on an as needed basis. Contractor is not to disturb any computers, papers, folders, etc., on desk. Desks are to be thoroughly cleaned when all items are removed from desk surfaces.
- d. Remove cobwebs from ceilings, ceiling corners, ledges, molding, crevices and corners.
- e. Clean glass of all wall-hung picture frames.
- f. Clean metal thresholds and trim around doors.
- g. Spot clean upholstered furniture in lobby area.
- h. Clean and wipe down outside of refrigerators.

- i. Change air fresheners in bathrooms.
- i. Clean, disinfect and deodorize all restroom entry area walls and doors.

10. Monthly

- a. Steam clean carpets where required or requested using hot water extraction equipment and supplies and completely re-vacuum steam cleaned areas. Contractor shall steam clean inaccessible areas, including but not limited to corners, with manual scrubbing devices.
- b. Spot clean carpet in lobby area.

11. Quarterly (Every Three [3] Months)

- a. Dust vertical wall surfaces, ceiling fixtures, vertical blinds, moldings, overhead pipes, fire alarm bells, emergency lighting, clocks and other high dusting requiring use of ladder.
- b. Hard scrub and rewax all hard surface floors, shall remove carpet stains, shall completely vacuum and steam clean carpets using hot water extraction equipment and supplies and shall completely re-vacuum all carpets after steam cleaning carpets. Contractor shall steam clean inaccessible areas, such as but not limited to corners, with manual scrubbing devices. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor-cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations and shall be left in a clean condition.

12. Additional Requirements

- a. All monthly, quarterly and semi-annual cleaning services are to be scheduled and calendared in advance of service and with the prior knowledge and approval of Lessor's designated contact(s).
- b. Contractor and all Contractor's employees agree to adhere to Lessee's non-smoking policy at all times they are working in or around the building.
- c. Contractor is responsible for repair, replacement or clean up as necessary due to carelessness or negligence on the part of the Contractor or his/her employees.

13. Emergency Clean Up/Blood Borne Pathogens/Additional Cleanup Duties

- a. Lessor's designated contact(s) shall assign additional cleanup duties to Contractor on an "as needed" basis or when an emergency occurs. Additional cleanup tasks may include but are not limited to dusting, vacuuming, mopping, carpet extraction, window washing, cleaning and sanitizing an area in order to facilitate the removal of bodily fluids including but not limited to urine, blood, fecal matter, mucus, vomit, etc. from the premises. Services requested by the Lessor's designated contact(s) and performed by Contractor and which are beyond the scope of this Agreement shall be billed separately at the reimbursement rates as set forth in detail in Article III-Compensation.
- b. Contractor must provide their employees with basic blood borne pathogen training including required Hepatitis B immunization for personnel exposed or working on-site

- with blood or other potentially infectious materials. The full text of these two OSHA standards is found in 29 CFR 1910.1030 and 29 CFR 1910.1200, respectively.
- c. Specified waiver and compliance must be in accordance with the current Federal blood borne pathogen regulations. Any cost for vaccinations required will be the responsibility of Contractor. Contractor must also provide Lessor with a copy of proof of such vaccination(s).

14. Supervision

- a. Contractor agrees that its staff shall have adequate supervision to ensure that facilities are maintained consistently in accordance with the terms of this contract. Contractor shall furnish to each facility the name of an immediately available Project Manager to be contacted by Lessor when problems occur.
- b. All services shall be provided under the direction of the Lessor's designated contact(s). However, as required, Contractor agrees to meet on-site with key personnel at each office to discuss cleaning needs, view service and receive direction and feedback during regular business hours.

15. Quality Assurance Plan

- a. Contractor shall submit a Quality Assurance Plan, and the plan must be acceptable to Lessor. Contractor shall not begin work under this Agreement until the Quality Assurance Plan, incorporating any changes required has been approved by Lessor Department of Human Services. The Contractor shall maintain and update the plan annually and within 30 days of the start of any extension. Contractor's Quality Assurance Plan shall include:
 - i. The names and qualifications of individuals performing inspections and the extent of their authority;
 - ii. Methods of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable, with descriptions of sampling techniques;
 - iii. Methods of documenting and enforcing quality assurance operation, including inspections and testing;
 - iv. The format for Contractor's quality assurance report; and
 - v. Method of control site keys and locks.
- b. Quality Assurance Files. A file of all quality assurance inspections, inspection results, and any corrective action required and/or performed, shall be maintained by Contractor throughout the term of the Agreement. This file shall be the property of Lessor and be made available upon request by the Lessor's designated contact within ten (10) days after completion or prior to termination of the Agreement. Final payment may be withheld pending Lessor receipt of requested quality assurance files.
- c. Quality Assurance Reports. Contractor shall submit to the Lessor's designated contact by close of business the fifth (5th) working day of each month a Quality Assurance Report listing the results of the previous month's Quality Assurance Inspections.
- d. Acceptability. For purposes of acceptance, Contractor's Quality Assurance Plan will be considered as work of service and shall be subject to acceptance throughout the term of the Agreement, including any extensions of Agreement term. Contractor shall notify the Lessor's designated contact in writing of any proposed change to Contractor's Quality

Assurance Plan. No change will be implemented prior to review and written approval by the Lessor's designated contact.

16. Inspection And Correction Of Deficiencies

- a. Inspections by Lessee's designated contact(s) will be conducted on a random basis for all specifications outlined in this Agreement.
- b. Performance evaluations noting deficiencies in the Agreement's specifications will be provided to Contractor on a regular basis by Lessor's designated contact(s). Any deficiency for a daily, weekly or monthly task must be corrected within four (4) hours of notification. Any quarterly, semi-annual or annual task deficiency must be corrected within twenty-four (24) hours of notification.
- c. Lessor's designated contact(s) shall make the final decision as to whether or not any cleaning task has been satisfactorily performed.
- d. If it is determined that the task has not been properly performed as intended, Contractor must immediately make the necessary changes.

17. Communication

Lessee and Contractor shall communicate special janitorial requests or other issues by posting them in the log located near each janitor closet. Lessor shall provide Contractor with a floor plan of the facility that includes workstation and room numbers to help facilitate special janitorial requests or other issues.