

Updated July 24th 2025

PRO \$ RFP

Bank of America Scope of Work

This guide explains what to clean, where, and how often inside Bank of America retail sites. Tasks are organized by area and frequency (daily, weekly, monthly, quarterly, annually) with equipment and outcome goals listed for every section. All work should be performed during non-business hours unless otherwise noted. Pay attention to "First Impression" areas like entrances, ATMs, teller stations, and customer-facing glass. Day cleaning may be required for select exterior and visible areas.



1 [Break Rooms]

Daily

- ☐ Clean interior and exterior of microwave and sanitize
- ☐ Clean refrigerator exterior and sanitize
- ☐ Damp clean and sanitize tabletops and countertops
- ☐ Refill all paper product dispensers with 7-day inventory on site
- ☐ Empty all trash and recycling receptacles; replace liners and sanitize
- ☐ Stage trash in designated area for removal
- ☐ Pour 1/2 gallon water down floor drains

Weekly

- ☐ Clean kitchen cabinet exteriors
- ☐ Sweep/dust/mop/vacuum break room floors and baseboards

Monthly

- ☐ Sweep/dust/mop/vacuum storage and file rooms (if applicable)

Basic Equipment & Supplies Needed

- Germicidal cleaner
- Disinfectant wipes
- Microfiber cloths
- Mop and bucket
- Upright and backpack vacuum
- Trash liners
- Duster

Post Cleaning Goals Break rooms must look tidy, smell clean, and feel disinfected. Surfaces should be free of stains, trash emptied, and appliances smudge-free.

2 [Restrooms]

Daily

- ☐ Clean and sanitize bowls, basins, urinals, and toilets
- ☐ Clean sinks, counters, and mirrors
- ☐ Refill all paper and feminine product dispensers with 7-day inventory
- ☐ Empty and sanitize trash and sanitary receptacles
- ☐ Mop floors with germicidal cleaner
- ☐ Pour 1/2 gallon of water into all floor drains

Weekly

- ☐ Clean and sanitize restroom ceramic walls (10 ft and under)
- ☐ Replace or sanitize mop heads

Monthly

- ☐ Scrub restroom floors, base, and coving
- ☐ Scrub tile walls with germicidal detergent
- ☐ Wash all restroom partitions and walls with disinfectant

Basic Equipment & Supplies Needed

- ☐ Germicidal cleaner
- ☐ Toilet bowl brush
- ☐ Mop and bucket
- ☐ Disinfectant wipes
- ☐ Glass cleaner
- ☐ Floor drain water supply
- ☐ Trash liners

Post Cleaning Goals Restrooms should be odor-free, polished, and fully stocked. Floors and surfaces must feel sanitized and safe.

3 [Lobby, Customer Areas, Vault Viewing Rooms]

Daily

- ☐ Clean glass, including teller windows and partitions (interior/exterior)
- ☐ Wipe flat surfaces, desks, and tables (10 ft and below)
- ☐ Clean doors, walls, frames, and light switches
- ☐ Dust stanchions, check stands, writing counters, and teller equipment
- ☐ Dust vault viewing room furniture, sanitize all surfaces
- ☐ Vacuum all carpeted areas and rugs
- ☐ Mop all hard flooring with germicidal cleaner
- ☐ Remove gum/tar from floor surfaces

Weekly

- ☐ Polish interior glass and vestibules
- ☐ Dust and polish desks, fixtures, lamps
- ☐ Dust drinking fountains and metalwork
- ☐ Remove interior cobwebs
- ☐ Vacuum/sweep vestibule and entryway with upright vac
- ☐ Detail vacuum all corners, mats, door/elevator tracks
- ☐ Replace liners in trash and sanitary receptacles

Monthly

- ☐ Sweep/dust/mop/vacuum all customer-accessible rooms
- ☐ Wash teller lines and partitions

Quarterly

- ☐ Dust and clean light fixtures, pipes, high ledges, door frames, blinds
- ☐ Wash/disinfect wall and ceiling vents
- ☐ Mop stairs with germicidal cleaner
- ☐ Spot clean carpet stains (under 6")

Basic Equipment & Supplies Needed

- Upright vacuum with beater bar
- Germicidal cleaner
- Microfiber cloths
- Mop and bucket
- High dusting tools
- Glass cleaner

Post Cleaning Goals All customer-visible surfaces must appear spotless, polished, and inviting. No visible debris or dust should remain. Floors should feel clean and safe.

4 [ATM and Teller Equipment]

Daily

- ☐ Clean and polish ATM counters and surrounding glass
- ☐ Wipe keypads and teller touchpoints (CSTs)

Weekly

- ☐ Clean and polish ATM surfaces; check for streaks and debris

Quarterly

- ☐ Dust vault doors, ATM room fixtures, safety deposit boxes

Basic Equipment & Supplies Needed

- Microfiber cloths
- Approved electronic-safe disinfectant
- Glass cleaner

Post Cleaning Goals ATMs and teller areas should be streak-free, smudge-free, and highly presentable. Equipment should feel clean and well-maintained.

5 [Exterior – Sidewalks, Entrances, Trash Area]

Daily

- ☐ Sweep sidewalks, steps, and site perimeter
- ☐ Remove trash/debris around entrance and trash enclosure
- ☐ Ensure trash is removed to proper bins (trash vs recycling)

Weekly

- ☐ Clean and sweep/blow drive-up lanes, exterior stairs, side/back entryways
- ☐ Remove cobwebs and bugs from awnings and lighting
- ☐ Police dumpster area and report misuse or overflow

Monthly

- ☐ Sweep/blow entire trash enclosure area

Annually

- ☐ Pressure wash drive-thru, ATM areas, signage, and walkways

Basic Equipment & Supplies Needed

- Outdoor broom/blower
- Dustpan
- Trash liners
- Pressure washer (for annual task)
- Germicidal spray (as needed)

Post Cleaning Goals Exterior must be debris-free, visually clear of cobwebs, and pathways safe. Entrance should feel welcoming.

6 [Janitor Closet & Maintenance]

Daily

- ☐ Rinse and hang all mops/rags
- ☐ Pour water down janitor sink drain

Weekly

- ☐ Sanitize slop sink
- ☐ Replace or sanitize mop heads
- ☐ Empty vacuum bags, check belts
- ☐ Sweep/spot mop closet floor
- ☐ Organize all equipment

Basic Equipment & Supplies Needed

- Germicidal spray
- Mop hanger
- Slop sink
- Maintenance checklist

Post Cleaning Goals Closet must be organized, tools clean and dry, and supplies ready for the next shift. A tidy closet signals quality and care.

7 [Secure Areas – File Rooms, Utility Rooms, Vaults, NER Rooms]

Quarterly

- ☐ Dust all surfaces
- ☐ Damp mop or vacuum floors

Basic Equipment & Supplies Needed

- Vacuum
- Mop and bucket
- Duster

Post Cleaning Goals Secure areas must appear orderly and dust-free, with clean, non-slip floors and no visible buildup or debris.

8 [Final Notes]

- All tasks must be completed during service days as assigned.
- Always separate trash and recycling and dispose of accordingly.
- Notify facility manager if anything requires repair or specialized attention.