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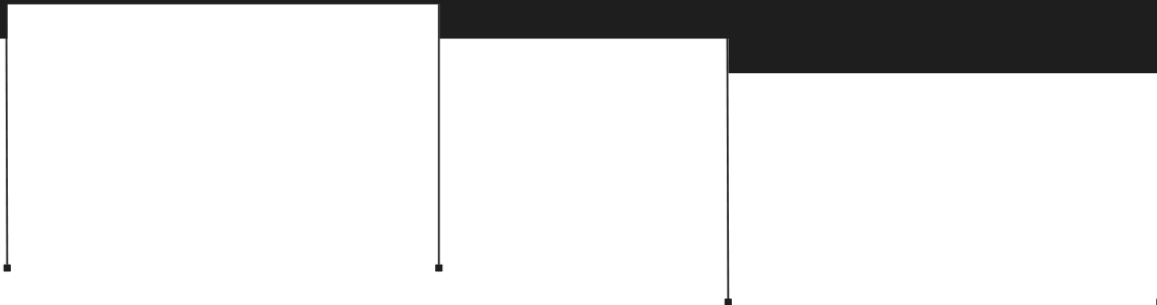
PRO RFP

Humana Scope of Work

Welcome to your cleaning guide for Humana. As a Pro RFP ProTech, your work helps maintain a safe, professional, and welcoming space for patients, staff, and visitors.

This scope outlines exactly what to do daily, weekly, and monthly—organized by area so you always know where to focus. Follow the listed tasks, use the right supplies, and hit the post-cleaning goals to ensure high-quality results.

Stay consistent, stay on schedule, and take pride in your work. Let's get to it.



General Areas

(Includes Offices, Lobby, Conference Rooms, Corridors, Public Areas, Utility Spaces)

Daily Tasks

- ☐ Vacuum all carpeted areas and rugs.
- ☐ Sweep and mop hard surface floors.
- ☐ Wipe clean all horizontal table and counter surfaces.
- ☐ Empty wastepaper baskets and replace liners.
- ☐ Handle recycling containers as directed.
- ☐ Do not disturb items on desks, tables, or cabinets.
- ☐ Turn off all lights upon completion.

Weekly Tasks

- ☐ Detail vacuum edges and corners.
- ☐ Dust reachable horizontal surfaces.
- ☐ Spot clean glass on interior partitions, lobby doors, and entrance areas.

Monthly Tasks

- ☐ Dust blinds and window sills.
- ☐ High dust horizontal surfaces (e.g., shelves, partitions, window frames).
- ☐ Wipe and clean elevator, stairway, office, and utility doors and frames.
- ☐ Machine scrub corridor floors (as directed by management).

Quarterly Tasks

- ☐ High dust ventilation, ducts, diffusers, and other unreachable areas.
- ☐ Scrub and/or buff resilient floor areas.

Basic Equipment & Supplies Needed

- Upright and backpack vacuum
- Dust mops and wet mops
- All-purpose cleaner and disinfectant
- Glass cleaner
- Microfiber cloths
- Step ladder for high dusting
- Floor scrubber (as needed)

Post Cleaning Goals

- All surfaces should be dust-free and spotless.
 - Floors must be free of debris, visibly clean, and streak-free.
 - No unpleasant odors; lights turned off after work.
 - No disruption of client's personal workspace.
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Restrooms

Daily Tasks

- ☐ Sweep and mop floors with germicidal solution.
- ☐ Wash mirrors, counters, and fixtures.
- ☐ Disinfect basins, bowls, urinals, and toilet seats.
- ☐ Empty and sanitize receptacles.
- ☐ Fill all dispensers (toilet paper, soap, towels, sanitary).
- ☐ Remove stains and clean rims and undersides.
- ☐ Report non-working fixtures to supervisor.

Monthly Tasks

- ☐ Wash partitions, tile walls, and enamel surfaces from ceiling to floor.
- ☐ Dust exterior light fixtures and ventilation louvers.

Quarterly Tasks

- ☐ Machine scrub flooring with germicidal detergent.

Basic Equipment & Supplies Needed

- Germicidal detergent
- Toilet brushes and bowl mops
- Cleaning cloths/sponges
- Dispenser refill stock (soap, tissue, etc.)
- Buckets and mop
- Personal protective equipment (gloves)

Post Cleaning Goals

- Restrooms should be visibly sanitized and odor-free.
- No buildup on fixtures or under toilet rims.
- Fully stocked dispensers with clean surfaces.

Corridors

Daily Tasks

- ☐ Vacuum all carpeted areas.
- ☐ Sweep and mop hard floors.
- ☐ Clean elevator car thresholds, saddles, and door edges.

- ☐ Wipe signage.

Weekly Tasks

- ☐ Detail vacuum corners and edges.

Monthly Tasks

- ☐ Scrub floors (as directed).
- ☐ Clean door and elevator frames.

Annually

- ☐ Clean exterior lights, diffusers, and fixtures (non-disassembly only).

Basic Equipment & Supplies Needed

- Vacuum with edge tools
- Mop and bucket
- Glass cleaner and cloths
- Mild detergent

Post Cleaning Goals

- All traffic areas are spotless and dry.
- Thresholds and signage free of debris and smudges.

Lobby

Daily Tasks

- ☐ Sweep/mop all public area floors.
- ☐ Clean window sills, entrance glass, frames, and lobby runners/mats.

- ☐ Clean lobby features such as security desks and directories.
- ☐ Spot clean vertical surfaces.

Weekly Tasks

- ☐ Wash away smudges and scuff marks from all vertical surfaces.

Monthly Tasks

- ☐ Machine scrub lobby floors.

Annually

- ☐ Clean exterior lights, globes, and diffusers.

Basic Equipment & Supplies Needed

- Mop and bucket
- Disinfectant spray
- Glass cleaner
- Entry mat vacuum
- Scrubbing machine (monthly)

Post Cleaning Goals

- Sparkling lobby area free of dust, marks, and debris.
- Glass and frames spotless with a welcoming first impression.

Elevators

Daily Tasks

- ☐ Clean thresholds and saddles.

☐ Wipe down exterior doors.

☐ Maintain elevator floors.

Basic Equipment & Supplies Needed

- Small broom and handheld vacuum
- Disinfectant and cloths
- Mop for hard surfaces

Post Cleaning Goals

- Elevator areas look fresh, polished, and ready for customer use.
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Break Room / Kitchen

Daily Tasks

- ☐ Disinfect tables, chairs, counters.
- ☐ Refill and polish napkin holders.
- ☐ Disinfect containers, drinking fountains, phones, vending machines.
- ☐ Dust mop floors and vacuum mats.
- ☐ Spot clean doors, frames, switches.
- ☐ Clean microwaves and coffee makers inside/out.
- ☐ Wipe down Keurigs, drip trays, and surfaces.
- ☐ Empty and clean coffee pots.

Weekly Tasks

- ☐ Clean table bases.

- ☐ Low and high dust horizontal surfaces and outlets.
- ☐ Disinfect pedestals and chair legs.
- ☐ Clean refrigerator and freezer exteriors.

Bi-Weekly Tasks

- ☐ Clean refrigerator/freezer interiors and discard old items.

Monthly Tasks

- ☐ Vacuum HVAC vents and returns.
- ☐ Dust curtains, drapes, and blinds.

Basic Equipment & Supplies Needed

- Food-safe disinfectant
- Cleaning cloths and gloves
- Mop and vacuum
- Refrigerator-safe cleaner
- Coffee equipment brush set

Post Cleaning Goals

- All surfaces sanitized and odor-free.
- No food residue, crumbs, or stains.
- Appliances are clean and ready for use.

Staircases

Daily Tasks

- ☐ Wipe handrails with disinfectant.

Weekly Tasks

- ☐ Sweep stairs; wet mop as needed.

Basic Equipment & Supplies Needed

- Mop and bucket
- Handheld broom
- Disinfectant wipes

Post Cleaning Goals

- Staircases dry, slip-free, and hygienic with clean railings.
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Miscellaneous / On-Demand

As Needed (By Work Order)

- ☐ Window cleaning (interior/exterior)
- ☐ Any additional special services as directed by property management.

Basic Equipment & Supplies Needed

- Determined per request

Post Cleaning Goals

- Responsive, professional service with no disruption to facility operations.