

Project Name: B-Line Stations Janitorial and Snow Removal Services

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## 1. DESCRIPTION OF WORK – GENERAL

Except as otherwise expressly provided herein, Contractor shall supply all adequate and competent labor, supervision, tools, equipment, consumable materials, services, and warehousing and each and every item of expense necessary for the supply, application, handling, hauling, unloading and receiving and quality of the work of Denver Union Station (DUS), 38<sup>th</sup> and Blake, 40<sup>th</sup> and Colorado, Central Park, Peoria (Light Rail and Commuter Rail sides), 40th and Airport, 61st and Peña and DIA Stations Janitorial Services hereinafter called the Work.

## 2. SPECIFICATIONS, DRAWINGS, ATTACHMENTS AND EXHIBITS

All Work shall be performed in strict accordance with the following described specifications, drawings and other documents, which by this reference are made a part hereof.

### 2.1. Attachments

- Attachment A – DTO System Safety Program Plan
- Attachment B – DTO General Safety Instructions
- Attachment C – Contract Daily Log
- Attachment D – Snow Storm Log
- Attachment E – Additional Information
- Attachment 15 – RTD Specified Requirements

### 2.2. Exhibits

- Exhibit A – Westminster Station Janitorial Drawing
- Exhibit B – Westminster Station Snow Drawing
- Exhibit C – Westminster Snow Removal Level of Effort
- Exhibit D – 41<sup>st</sup> and Fox Station Janitorial Drawing
- Exhibit E – 41<sup>st</sup> and Fox Station Snow Drawing
- Exhibit F – 41st and Fox Station Snow Level of Effort
- Exhibit G – Pecos Station Janitorial Drawing
- Exhibit H – Pecos Station Snow Drawing
- Exhibit I – Pecos Station Snow Level of Effort

## 3. DESCRIPTION OF WORK – SPECIFIC

The Work described in Articles 1.0 and 2.0 of this Part I shall include, but not be limited to, the following:

### 3.1. Janitorial Scope of Work

3.1.1. **41<sup>st</sup> and Fox, Pecos and Westminster Stations** - Provide janitorial services for these stations located along the Commuter Rail system in the Northwest Corridor as described in the scope of work included below. All cleaning requirements to be performed at the Stations (Daily, Weekly and Monthly) are to be performed during the following service hours. At the Westminster Station Company requires service between 0500 and 0900 hours, unless indicated differently in a specific task. At the Pecos Station, Company requires service between 0700 and 1100 hours,

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unless indicated differently in a specific task. At the 41<sup>st</sup> and Fox Station, Company requires service between 0600 and 1000 hours, unless indicated differently in a specific task. An afternoon porter services shall be provided from 1200 to 0100 hours, who will be inspecting and maintaining the scope of work at all 3 stations as specified below. All cleaning requirements are to be performed in a manner that minimizes any disruption of the Commuter Rail service. If any of the requirements cannot be performed on a specific date, written and voice notification will be required.

**3.1.1.1. Passenger Areas****I. Station Daily Cleaning**

- A. All requirements below are to be performed within the station area, including all bus shelters and walkways (pedestrian bridges).
- B. Sweep the concrete platform including the tactile warning strip floor area.
- C. Remove debris and trash including cigarette butts, from all areas and scrape discarded gum from all surfaces.
- D. Remove and monitor any graffiti on walls or all other surfaces and take the following action if it is discovered:
  - a. Cover offensive or profane tags immediately by temporary means
  - b. Paint over or clean the graffiti within eight (8) hours of discovery by Contractor or notification by the Owner
- E. Remove any dirt from walls and floors.
- F. Empty trash receptacles before they reach a 75% of their capacity and wipe them down with a disinfectant solution before inserting new liners. Trash can liners are to be replaced with clear liners for security reasons.
- G. Clean all spills from all surfaces, including platforms, benches, stairs and elevators interiors.
- H. Sweep and mop elevator cab interior.
- I. Remove and sanitize beverage and food spills, human/animal bodily fluids and bio hazard clean up on the station will be performed on an as needed basis. Bodily Fluids and Bio Hazard clean-up of the interior of trains in DUS will be requested on an on-call basis.

**II. Station Weekly Cleaning**

- A. Remove grease, residual stains, stickers, etc. from all glass (including access area to elevator and bus station up to eight (8) feet), hand rails, concrete, and metal area.
- B. Remove leaves and dirt accumulation in all areas. A backpack blower or a similar equipment is recommended.
- C. Dust all lighting and signage fixtures.
- D. Wipe, clean and polish all stainless steel and aluminum railings.
- E. Wipe, clean and polish all stainless-steel structure column base coves.
- F. Wipe down the benches and metal barriers using a germicidal disinfectant solution.

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- G. Clean, polish and remove all fingerprints from all the glass walls and surfaces
- H. Weekly cleaning includes all Daily Cleaning requirements.

**III. Station Monthly Cleaning**

- A. Power wash trash receptacles including parking lot receptacles.
- B. Clean the platform canopies structure up to eight (8) feet high.
- C. Pressure wash pedestrian areas including ramps, sidewalks, plaza areas, stairs, stair landings and station platform. This requirement is to be performed from 0800 to 2000 hours. (Weather Dependent)
- D. Pressure washing machines with no less than 3800 psi and no higher than 4000 psi will be required. Wash needs to be done with hot water. We will prefer circular motion nozzles.
- E. Monthly cleaning includes all Weekly Cleaning requirements.

**IV. Station Quarterly Cleaning**

- A. Clean the structural beams and other hard to reach areas, up to eight (8) feet, not included on any of the above requirements.
- B. Dust out the notice boards and display cabinets in full.
- C. Quarterly Cleaning needs to be coordinated with the Supervisor of Facility Maintenance.
- D. Quarterly Cleaning will be performed during Non-Service hours, 0100 – 0300 hours from Sunday to Friday.

**3.1.1.2. Driver's Relief Stations (Restrooms)****I. Relief Stations Daily Cleaning**

- A. Sweep and mop the floors with a germicidal disinfectant solution.
- B. Rinse the floor with clean water and wipe dry with a mop. (Note: The rinse water is to be changed after each use. Disinfectant may be used twice).
- C. Wipe down the walls and the toilets with germicidal disinfecting solution.
- D. Clean all lighting switch covers.
- E. Clean and polish the mirrors and all stainless-steel surfaces.
- F. Disinfect, wipe dry and polish the sinks and fixtures.
- G. Remove any scuff marks or dirt from cove base using germicidal disinfectant solution.
- H. Replenish all paper supplies and hygiene products.
- I. Empty all trash receptacles before they reach a 75% of their capacity and wipe them down with a disinfectant solution. Trash can liners are to be replaced with clear liners for security reasons.
- J. Check and clean as required, all floor drains; pay particular attention to a build-up of mop strings and debris in the drainage holes.
- K. These requirements will need to be maintained during the time period specified.

**II. Relief Station Monthly Cleaning**

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- A. Light fixtures and ventilation vents.
- B. Pour drain cleaner into each floor drain.
- C. Clean ceiling tiles
- D. Monthly cleaning includes all Daily Cleaning requirements.

I. Parking Lots - Parking Lots Daily Cleaning

- A. Empty all exterior trash receptacles. Replace the plastic liners as necessary.
- B. Tour the parking lots to remove all trash as necessary.
- C. Monitor any graffiti on walls or all other surfaces and take the following action if it is discovered:
  - a. Cover offensive or profane tags immediately by temporary means
  - b. Paint over or clean the graffiti within eight (8) hours of discovery by Contractor or notification by the Owner

II. Parking Lots Monthly Cleaning

- A. Sweep the sidewalks and stairs.
- B. Sweep and clean the gutters and drains to prevent clogs.
- C. Pressure wash the sidewalks, stairs and dumpster area.
- D. Pressure wash the parking lot at spot locations on as needed basis.
- E. Pressure washing machines with no less than 3800 psi and no higher than 4000 psi will be required. Wash needs to be done with hot water. We will prefer circular motion nozzles.
- F. Contractor needs to coordinate with DTO Facilities maintenance
- G. Supervisor for schedule above tasks.
- H. Monthly cleaning includes all Daily Cleaning requirements.

III. Parking Lots Bi-Annual Cleaning

- A. Sweep parking lot using a DTO approved mechanical equipment.

### 3.2. Snow Removal Scope of Work

#### 3.2.1. Standard for Specific Scope

##### 3.2.1.1. Introduction

This provides a description of the plan for deployment of the Contractor resources during a snow and/or ice event. This plan is deemed necessary for the safety, convenience and mobility of Eagle Project patrons, the Company and RTD employees at the stations.

##### 3.2.1.2. Goal Objective Time

The goal of this risk management plan is to ensure efficient, timely, and effective management of snow and ice conditions. The objective of snow and ice management is to

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improve pedestrian and vehicular traction and remove obstacles and hazards that impede the movement of pedestrians and vehicles while minimizing impact to landscape and air and water quality.

**3.2.1.3. Centralized Management: Snow Captain**

The Contractor shall designate a Snow Captain for the performance period of the contract, who has overall reasonable management control of all resources during a snow event and shall serve as the single point of contact immediately, prior to and during a snow event. The Snow Captain is responsible for monitoring weather conditions, managing communication, directing forces, monitoring progress, adjusting priorities if warranted, and reporting conditions to the Company as directed in Section G Article III. The area that is subject to the snow event must be clean and ready to be accessed in a safe manner, free of ice buildup and accumulation (once the storm has ceased). If the snow event is in progress, the Snow Captain and the Company will manage the snow removal and make decisions on how to handle the snow event properly.

**3.2.1.4. Priorities**

Subject to the necessary application of reasonable judgment given the actual circumstances, snow and ice management shall adhere to the following priorities:

- I. First: Pedestrian walkways and stairs that allow access to and from the passenger train platforms.
  - A. Walkways in front of Ticket Vending Machines and Elevators
- II. Second: all remaining pedestrian walkways, parking lots and plaza areas within the station.
- III. This areas are all defined in the Exhibits that supplement this contract.

**3.2.1.5. Basic Procedures For Snow Events**

- I. A snow event is the accumulation of snow and/or ice sufficient to reduce traction and to create hazards for pedestrian and/or vehicular movements. Several types of situations are foreseeable, each of which calls for a different response on the part of the Contractor.
- II. Inevitably, however, judgment must be applied to each situation to determine the most effective response. Deployment shall occur with enough lead time, in no case in excess of 2 hours, to maintain safe pedestrian and vehicular conditions.
- III. If Company determines that the safety is compromised, due to ice or snow conditions, it reserve the rights to remove snow or treat ice as required using Company personnel.

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- IV. Service shall commence at no more than one-quarter (1/4) inch accumulation on walks and/or one (1) inch accumulation on parking and driveway lanes, access & maintenance roads or if icy conditions exist. Contractor will need to maintain the walks and on parking and driveway lanes, access & maintenance roads during the snow event keeping free of ice and snow safeguarding the traveling public. The duration of a snow event starts as stated above and ends twenty-four (24) hours after the snow ceases to fall on the premises.
- A. Snow Storage: During periods of heavy snow accumulation, the storage of plowed snow may substantially constrain vehicle movements and reduce available parking.
  - B. Procedure: The Company shall designate additional snow storage areas that minimize impact on traffic, parking, landscape, and air and water quality.
  - C. Follow-up Event: The freeze/thaw cycle often results in isolated ice conditions along pedestrian routes. This event will be referred as "Ice Watch" on all communications and reports and could last up to 24 hours as directed by the Company.
  - D. Procedure: Contractor shall monitor such conditions and act as directed by the Company in order to avoid pedestrian hazards.
  - E. Snow Hauling: If conditions warrant that snow needs to be hauled offsite, the Contractor shall do so with written approval from the Company prior to the start of hauling.
  - F. Lookout Personnel: At the Westminster Station platform overhang (directly above the tunnel) contractor will be required to safeguard the traveling public entering and exiting the tunnel area as well as the stairs while snow removal efforts are in progress, to prevent injuries due to snow falling off of the platform. At Peoria Light Rail side of the station in the pedestrian crossing section Contractor will be required to safeguard their personnel while snow removal efforts are being performed. On both instances the contractor will use a regular shoveler to lookout at no additional cost.
  - G. Denver Union Station: Company will provide Contractor with a map designating areas to be cordoned from public access using Contractor provided barriers. In areas directly adjacent to Amtrak distribution power box use manual methods of snow removal as necessary. This areas will be demarked in the Exhibit
  - H. Pedestrian Crossings at Stations: Contractor will only use shovels, no ice melt or any other product will be used on these areas.
  - I. Grade Crossings: Contractor will only use shovels, no ice melt or any other product will be used on these areas.

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## 3.2.1.6. Level Of Effort

- I. White Level – In this level the Company discusses the event with the Snow Captain and the Company decides the level of effort that will be deployed. The Company, at its discretion, can increase or decrease the personnel to be deployed without going to the next level.
- II. Ice Level – This level is define in Attachment. Contractor must deploy the amount of resources dictated in the table per station.
- III. Yellow Level - This level is define in Attachment. Contractor must deploy the amount of resources dictated in the table per station.
- IV. Red Level - This level is define in Attachment. Contractor must deploy the amount of resources dictated in the table per station.

## 3.2.1.7. Best Management Practices (BMP)

Snow and ice management comprises physical removal and chemical treatment. These processes can have significant impact on landscape, soils, and air and water quality. In order to minimize adverse impacts to patrons, employees, and the environment, Contractor will adapt best management practices from Urban Storm Drainage Criteria Manual, Volume 3, Best Management Practices, Chapter 5, and Section 10 (UDFCD 2010).

- I. Snow and Ice Melt Mixtures - Contractor will use magnesium chloride pellets meeting the following requirements:

Chemical Magnesium Chloride	Percent Present 46.0 – 47.0 %
Calcium Chloride	2.0 – 3.0 %
Potassium Chloride	0.5 – 1.0 %
Sodium Chloride	0.5 – 1.0 %
Sulfates	Not Specified
Bulk Density	53.00 – 59.00 lbs./cu.ft.
Freezing Point	-15o F (solution)

The Contractor can propose an alternate product that meets the same standards as the one set forth above and it will be considered by the Company but it cannot be used until approved in writing by the Company. A responsible Winter Maintenance Program is recommended for Public safety and to minimize the potential damage to

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the concrete pavement. The effect of deicers can have a negative impact on concrete pavements, because of high cement hydration, on aggregate compositions and reinforcing steel. The chemical composition of treatments will be carefully selected and evaluated during every event. Should damage occur, Contractor will assume full responsibility if the damage was caused by the selected chemical usage.

- II. Compliance with EPA Clean Air Standards - The Company's commitment to annual PM-10 reduction and compliance with EPA Clean Air Standards requires that magnesium chloride be applied on the street by means of an approved de-icing distributor. The objective is to reduce the amount of particulates in the air during the winter months while providing adequate snow/ice management.
- III. Application of Melting Agent. In all areas where snow compaction and/or freezing conditions have occurred or are likely to occur, the Contractor shall apply a melting agent using a handheld or vehicle-mounted commercially available broadcast mechanical spreader (such as, Drop Spreader or a hand-held or similar type spreader) appropriately sized for the surface to which the agent is being applied and calibrated to discharge the agent appropriately. Melting agents will not be over-applied. At no point spreading will be applied by hand.
- IV. Plowing and Storage. Plowing speeds will be reduced where practicable to avoid exposure to deicing chemicals. Snow storage areas will be designated and revised as necessary to direct runoff into storm water detention ponds or filter through the ground.
- V. If the Contractor wishes to deviate from the above Best Management Practices for Snow Events, the Contractor must submit the requested deviation to the Company in writing with the suggested method, full description, reasoning why the change is requested and any cost decreases/increases that may be associated with this change. Written approval must be granted by the Company for the Contractor proceed with the change.

**3.2.1.8. Communication & Reporting**

Communication is essential before, during and after the deployment of snow and ice management resources. This plan makes use of the following information sources of modes and communication:

- I. Monitoring Weather Conditions: Company will monitor weather conditions working with the Snow Captain to coordinate the best information available for consensus of the decision-making process.
- II. Dispatch: The Snow Captain working with Company serves as a central point through which deployment and re-deployment can be accomplished.

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- III. Periodic Reporting: Cell phones with voice/data and/or e-mail using Company approved application (i.e. Free Application GroupMe) will provide a means by which periodic reports can be provided to the Company.
- IV. For each snow event, daily reports are required providing the following details at a minimum: date/time stamp; air temperature; ground temperature; accumulation; hours worked and assignment performed by each employee including Snow Captain and others; equipment utilized, and data sheets for materials used. All rates for labor, equipment, material and any other associated costs must be approved by the Company in writing prior to any work being performed. The Contractor shall fill out the Snow Storm Log in Attachment D and submit it to the Company within 24 hours after the end of a snow event.

If the designated Snow Captain will not be available should a snow or ice event arise, a qualified and previously Company approved Alternate Snow Captain must be designated. The Company must be notified immediately with the contact information for the designated Alternate Snow Captain.

#### 3.2.1.9. Facility Resources And Responsibilities

A pre-established set of responsibilities and resources shall be developed, including emergency notification and call-out lists of all personnel and contractors involved in snow and ice management. This shall include resources established for each location requiring management, and descriptions of the properties and elements to be managed, including ADA ramps, walkways, stairs, plaza, transit lanes, driveways lanes, access/maintenance roads, parking areas, shelters, and sidewalks.

### **4. MATERIAL, PERMANENT EQUIPMENT, OR PERMANENT WORK SITE SERVICES FURNISHED BY COMPANY**

#### 4.1. Furnished by Company

Company will supply or cause to be supplied the following temporary construction facilities and utilities to Contractor, without cost to Contractor, for or in connection with performance of the Work.

##### 4.1.1. Miscellaneous Items

- 4.1.1.1. Contractor is responsible for all small tools
- 4.1.1.2. Contractor is responsible for all standard expendable or consumable supplies.
- 4.1.1.3. Contractor shall supply all cleaning detergents, solvents, chemicals, etc. SDS is to be provided for approval for each detergent, solvent, chemical, etc. prior to bringing on company property.
- 4.1.1.4. Transportation facilities on and off site. Only Contractor's company vehicles, as approved by Company, will be allowed on the Work Site. Personnel vehicles may

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be in Company designated parking areas when made available. Otherwise personal vehicles must be kept off site.

4.1.1.5. Contractor is responsible for all first aid facilities.

4.1.1.6. Contractor shall provide their personnel with DTO required PPE and any other PPE necessary to protect their personnel from the hazards of performing their duties.

4.1.1.6.1. Green Safety Vest with an X on the back.

4.1.1.6.2. Eye protection (when required in the SDS of a product or Snow Removal)

4.1.1.6.3. Safety shoes with safety toe and electrical hazard rated.

4.1.1.6.4. Long pants.

4.1.1.6.5. Winter Gear for Snow Removal personnel.

4.1.1.6.6. Gloves

## 5. PERFORMANCE SCHEDULE AND SEQUENCE OF WORK

Contractor shall commence performance of the work and shall complete the work in accordance with the dates set forth in article 5.0 of the contract signature document.

5.1. General scheduling, reporting and coordination requirements shall be described in Part III, General Terms.

5.1.1. Specific scheduling and coordination requirements may include, but not necessarily be limited to the following:

5.1.1.1. Mobilization time for manpower and equipment

5.1.1.2. Material deliveries to Work Site

5.1.1.3. Start and completion of different segments of Work (early and late starts)

5.1.1.4. Any qualifying conditions of Company or Owner

5.1.1.5. Other as necessary

5.1.2. Work site availability will be as approved by company. Work hours and days will be as required to meet schedule requirements. There will be no reimbursement for overtime.

## 6. REPORTING REQUIREMENTS AND COORDINATION MEETINGS

Contractor shall promptly submit the schedules and reports set forth in Attachment C and in addition, those reports as requested by Company pursuant to the Article entitled "Scheduling, Reporting and Coordination" set forth in Part III - General Terms.

6.1. Other Meetings

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Contractor participation in certain additional activities shall also be required. These activities shall include, but not be limited to:

6.1.1. Indoctrination and orientation of all Contractor's employees prior to commencing Work at the Work Site. (This includes the entire labor force and all new hires). All employees must take, pass and have a current certification card for Denver Transit's On-Track Safety Training class. Course material is located at [www.railroadeducation.com](http://www.railroadeducation.com). There is a \$25.00 fee per employee at Contractor's cost.

6.1.2. Daily safety briefing organized and conducted by Contractor and attended by all of Contractor's craft employees. Contractor shall be responsible for arranging and conducting these meetings with its craft employees. The meetings will last approximately ten to fifteen (10 to 15) minutes (per day) per station. Sign in sheet and form stating safety topics covered will be turned with the daily report. Failure to comply with this will result in a penalty of \$50.00 per missing sign in sheet.

**6.2. Additional Reporting Requirements**

6.2.1. Contractor is required to submit a Daily Report each day work is performed on site. The Daily Report should include the Supervisor name as well as the crew members name that work in each station.

6.2.2. Daily Reports will be submitted every Monday morning via email for the previous seven (7) days. This report needs to include the safety briefing reports.

6.2.3. Failure to comply with Article 3.2.1.8 Section IV or Article 6.2.2 will result in a penalty of \$50.00 per missing Report per station per day.

**7. DATA REQUIREMENTS**

7.1. Contractor shall submit the following data to Company:

7.1.1. All necessary quality control documentation as Work is completed.

7.1.2. At completion of Work, a complete report of all work.

7.1.3. Contractor's Safety and Security Plan which should comply with Article 8.1 below.

7.2. Contractor's performance of its obligations hereunder shall not be deemed complete until Company is in receipt, on proper forms, of all technical data, as-built drawings, and other documents to be submitted to Company as part of Contractor's scope of work. Failure of Contractor to comply with the above data requirements will entitle Company to withhold any progress payment, or final payment, pending Company's receipt of all the above data without prejudice to any other remedy of Company.

7.3. Contractor shall show the Company Contract number and identifying item numbers, if applicable, on all data submitted pursuant to this Article 8.0.

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## **8. CLEAN-UP, SAFETY, WORK RULES AND REGULATIONS**

- 8.1. Contractor shall perform the Work in a safe manner and keep the Work Site in a clean condition and shall comply with all Work rules and regulations set forth in Attachment A, System Safety Program Plan and Attachment B General Safety Instructions.
- 8.2. All work shall conform to the FRA On-Track safety regulations. Contractor shall not foul a track, i.e. get within 4 ft. of the nearest rail, without obtaining permission from a Company qualified employee.
- 8.3. Once Contractor's staff is certified as required in Article 6.1.1 Contractor will coordinate with the Company's Sponsor to get a Company badge that will authorize its employees to work on the premises. Results from the test of each individual are required to determine authorization.

## **9. QUALITY CONTROL**

Contractor shall be responsible for the performance of all inspection and testing activities per industry standards, as specified.

## **10. EXECUTIVE SPONSOR**

Contractor shall nominate an Executive Sponsor for the Contract. The role of the Executive Sponsor is to be the Senior Management contact to become involved and take a proactive approach to the successful execution of the Work.

Contractor's Executive Sponsor will contact Company's Executive Sponsor on any potential problems in Contractor's Organization or in Company's Organization or other major issues that may negatively impact the progress of the Work. Contractor's Executive Sponsor will be available to meet with Company's Executive Sponsor or other Company Project or Construction Management Representative at the worksite to review the status of the Work and the Contract.

Contractor's Executive Sponsor for the contract is XXXXXXXX who can be reached at (xxx) xxx-xxxx.

## **END OF PART I – SCOPE OF WORK**