



Preventative Maintenance & Detailed Cleaning Scope of Work

Our professionally trained technical service team will go through each console desk performing intensive cleaning and inspecting your console furniture for any abnormalities. Any issue found that can be resolved immediately will be repaired. The team is trained to work in an active environment so there is no need to halt operations. We will cooperate with your organization to ensure seamless execution of the following services: (page two is a very specific itemized list of what the service includes)

We will provide the following specific service actions as they apply to your center and console desks:

Vacuum, clean, and/or sanitize all reachable interior & exterior surfaces including:

- Counters attached to the console desk
- Cavity shelves
- Exterior of your PC and radio equipment
- Miscellaneous peripherals located on console desks: phones, printers, etc.
- Fabric*, laminate or metal surfaces
- Beneath the console desk*
- Mice
- Keyboards
- Monitors

*Stained fabric: We will attempt to remove stains from fabric

*Pet Stains on carpet: We will attempt but do not guarantee complete odor or stain removal.

Inspect, repair (if possible), and report findings for follow-up:

- The entire console desk for abnormalities
- Alignment and level of console desk
- Fans & control panels
- Doors/door hinges for working order and proper alignment
- Lights*
- Loose screws/bolts
- Edge molding
- Fabric edges
- Duct arms
- Environmental controls*

(*we can replace bulbs and filters made available to our team by your center)

We will visually inspect electrical equipment and cables for any abnormalities such as connection issues, frayed wires and any other defects we may find. These findings will be reported to our onsite contact and documented in your end of service report.

Cleaning product & Vacuum system:

- Green cleaning solution: Engineered water for cleaning rather than harmful chemicals.
- Professional, contractor-grade, certified HEPA filtered (99.97% at 0.3 microns) vacuum with low-noise level and fully-automatic filter cleaning system.

CCS - Communication Center Specialists PO Box 538 Chehalis, WA 98532 855-227-2329

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Preventative Maintenance & Detailed Cleaning Itemized List Of Service

(Please request in bid specification format if needed)

Dispatch Area Specifications:

- Services performed while your center stays LIVE.
-Dispatchers/Call takers will not need to be relocated outside the dispatch floor.
- Vacuum/clean cabinetry inside and out
- Vacuum accessible/reachable console panels – front, rear & sides
- Attempt to remove stains from console panels
- Inspect and attempt repair to edge molding on top and bottom of panels
- Vacuum under console
- Clean all counters that are part of the console
- Clean & disinfect all high touch areas
- Clean & disinfect all peripherals including keyboards, mice, phone and input surfaces
- Check post caps
- Check alignment and fit of work surfaces to console side surfaces
- Re-level and orient primary surfaces if needed
- Check all consoles for level, return consoles to level
- Align individual positions to room if necessary
- Align & check doors under consoles and rear access doors
- Check door stops on foundation
- Visually & physically check and inspect all electrical (PC Case, radio, USB, Ethernet and monitor) equipment for any anomalies including physical connections, frayed wires and other defects in the console. Report findings.
- Inform of any wiring concerns (We offer wiring services at an additional charge – ask for an estimate)
- Re-fasten console leg and comfort control wires if needed
- Check all filters in the air controls units (If filters are provided by center, we will replace as needed)
- Inspect & repair console duct arms if possible
- Inspect fans and control units
- Tuck & tighten cloth on panels
- Check and/or re-hang panels to posts
- Tighten screws or bolts on mechanical parts or wire management of console
- Inspect console lights (If bulbs are provided by center, we will replace as possible)

Cleaning Products & Vacuum Unit: Green cleaning solution; Engineered water for cleaning rather than harmful chemicals. Professional, contractor-grade, certified HEPA filtered (99.97% at 0.3 microns) vacuum with low-noise level and fully-automatic filter cleaning system.

Performance Criteria:

- Have performed the above, in 911/Public Safety Dispatch Centers and government agencies, since 2008
- We can provide a detailed inspection report following service upon request
- Personnel has experience cleaning within a live 911 center, is sensitive to operational activities and will adjust to the needs of emergency dispatch
- All employees have background checks available upon request
- All employees are CJIS certified

References:

We can provide excellent references from Public Safety Dispatch/911 Centers who have utilized our Preventative Maintenance & Detailed Cleaning service.

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