



Maryland Green Purchasing Committee Approved Specification – Janitorial Services –

HOW TO USE THIS DOCUMENT:

All procurement contracts for janitorial services (or housekeeping services) with an estimated value of \$200,000 or greater must include the minimum requirements set forth in this specification with which Contractors are required to comply. Agencies are encouraged to include these requirements in all other contracts.

This document also includes additional service options for organics recycling (i.e., composting) that procurement officers may include in solicitations, based on the requesting agency's need.

Many of the requirements in this specification are from Green Seal's *Environmental Standard for Commercial Cleaning Services* (GS-42). The full text of the GS-42 standard, certification checklist, and list of certified service providers can be found on the [Green Seal website](#).

NOTE: This specification identifies the *Building Services supervisor* or *designated representative* as the Contractor's main point of contact with the State. Agencies or procurement officers should identify who the Building Services Supervisor or designated representative is in the solicitation.

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1. ENVIRONMENTALLY PREFERABLE PURCHASING: LEGISLATION, STATUTES, AND REGULATIONS

For Procurement Officers and Agencies

Environmentally Preferable Purchasing (COMAR: [21.11.07.09](#))

“All procurement agencies must purchase environmentally preferable products and services unless purchasing environmentally preferable products and services would limit or supersede any requirements under any provision of law or result in the purchase of products and services that:

- (1) Do not perform adequately for the intended use;
- (2) Exclude adequate competition; or
- (3) Are not available at a reasonable price in a reasonable period of time.”

For Contractors, Bidders, and Offerors

Verifying Environmental Claims (State Finance and Procurement Article [§14-410\(g\)](#))

“A bidder or offeror for a procurement contract must certify in writing that any claims of environmental attributes made relating to a product or service are consistent with the Federal Trade Commission’s *Guidelines for the Use of Environmental Marketing Terms*.”

Limitations and Prohibitions on Toxics in Packaging (Environment Article [§9-1901 et seq.](#))

“Except as provided in § 9-1903 and § 9-1904 of this subtitle, on or after July 1, 1993, a manufacturer or distributor may not sell or offer for sale or for promotional purposes any package or packaging component or any product in a package or packaging component to which any of the following was intentionally added during manufacture or distribution:

- (1) Lead;
- (2) Cadmium;
- (3) Mercury; or
- (4) Hexavalent chromium.

The sum of the concentration levels of lead, cadmium, mercury, and hexavalent chromium incidentally present in a package or packaging component may not exceed: ...By July 1, 1995, 100 parts per million by weight or 0.01%.”

2. OFFEROR AND CONTRACTOR QUALIFICATIONS

Bidders may submit third-party certification for environmentally preferable janitorial services such as Green Seal’s GS-42 or [International Sanitary Supply Association’s Cleaning Industry Management Standard-Green Building](#) certification (CIMS-GB).

Bidders may submit references or other qualification alternatives to show their ability to perform the needs of this contract and meet the requirements of this specification.

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3. COVID-19 PRECAUTIONS

For the duration of the COVID-19 pandemic, the Contractor and its personnel must follow safety precautions (e.g. using Personal Protective Equipment (PPE) protocols, daily sign-in sheets for contact tracing, etc.) set forth in Section 4: Minimum Requirements to minimize the risk of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

All personnel who have been potentially exposed to SARS-CoV-2 must leave the site and not return until they can submit evidence of a negative COVID-19 test result. The Building Services Supervisor or designated representative must require the personnel to provide documentation of the negative test result before the personnel is permitted to return to the site.

4. MINIMUM REQUIREMENTS

The Contractor must submit a Building Specific Cleaning Plan to the Building Services Supervisor or designated representative. The Plan must address the requirements in this section, parts A and B.

A. Procedure Requirements

In addition to the requirements listed below, all personnel are required to follow [CDC cleaning protocols](#).

I. Restroom Cleaning

- a) Restroom cleaning and disinfection must be performed, at a minimum, daily. The Building Services Supervisor or designated representative may request increased frequency of cleaning and disinfection.
- b) Restroom cleaning must be performed from high to low, toward the doorway, with dry cleaning tasks performed prior to wet cleaning operations. After cleaning, surfaces must be free of dust, smudges, streaks or residue.
- c) High-touch areas and other areas where pathogens can collect must be cleaned and then disinfected, at a minimum, daily. The Building Services Supervisor or designated representative may request increased frequency of cleaning and disinfection.
- d) Standing moisture must be removed from floors and bathroom surfaces.
- e) Restroom cleaning tools (including mop heads/pads, mop buckets, and cloths) and equipment must be used specifically for restroom cleaning only and, with the exception of powered equipment, must not be used to clean any other areas of the building.
- f) At least once a day, bathroom trash liners must be pulled, and trash receptacles disinfected.

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1. Sanitary napkin receptacles must be emptied, cleaned, disinfected, and provided with a new plastic bag liner daily.

For more info on surface disinfection, see section B, subsection I.

II. Kitchen, Dining and Break Rooms Cleaning

- A. Surfaces in food preparation and consumption areas must be cleaned and sanitized, at a minimum, daily. The Building Services Supervisor or designated representative may request increased frequency of cleaning and sanitization. Food-contact sanitizers are encouraged for use in these areas.
- B. High-touch surfaces (e.g., faucet handles, drinking fountains, cafeteria serving lines, lunchroom tables and chairs) must be cleaned and disinfected, at a minimum, daily. The Building Services Supervisor or designated representative may request increased frequency of cleaning and disinfection.

III. Waste/Trash Collection

- A. All trash must be disposed of daily.
- B. Trash liners must not be oversized for containers.
- C. All liners are required to be compliant with Maryland Green Purchasing Committee's Specification for Environmentally Preferable Janitorial Supplies:
 1. Trash can liners must:
 - a) If low-density, have minimum 10% post-consumer recycled content, OR
 - b) If high-density, be less than 0.7 mils (17 microns) in gauge thickness, OR
 - c) Be certified by the Biodegradable Products Institute, or equivalent*, for commercial compostability.

*BPI is the primary commercial compostability certifier in the United States. Other equivalent international certifiers include Vinçotte OK Compost and DIN CERTCO.

IV. Floor Maintenance

a) Routine Floor Maintenance

1. Heavy-traffic areas (e.g., entrances, corridors, main passageways, breakrooms, etc.) must be vacuumed and/or mopped, at a minimum, daily. The Building Services Supervisor or designated representative may request increased frequency of cleaning and disinfection.

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2. Light-traffic areas (e.g., conference rooms, limited access areas, etc.) must be vacuumed or mopped as necessary or on a schedule predetermined by the Building Services Supervisor or designated representative.
3. Mats must be vacuumed and cleaned daily and as needed to prevent tracking of contaminants into the building.
4. Spot and stain removal must be performed as necessary and/or by request of Building Services Supervisor or designated representative.
5. The State will furnish all walk-off mats. It is the Contractor's responsibility to keep the mats and flooring under the mats clean.

Periodic and Restorative Floor Maintenance

1. The Contractor must provide reasonable notice to the Building Services Supervisor or designated representative before non-routine floor maintenance operations commence. The Contractor must coordinate with building management to identify the timing and method of the notice.
 - o Non-routine floor maintenance operations include floor scrubbing, stripping, refinishing, carpet cleaning, carpet extraction, and recoating of flooring.
2. Floor stripping, refinishing, and carpet extraction must be scheduled during periods of minimum occupancy in order to support public health.
3. During and after stripping, floor scrubbing, and recoat operations, janitorial service staff must ventilate the area, preferably to the outside.
4. All thresholds, baseboards, cove base, and vertical surfaces that join waxed areas must be free of all old and new wax.
5. When performing carpet cleaning and extraction, janitorial service staff must remove sufficient water from the carpet and provide airflow (e.g., by using blowers to increase exchange with outdoor air) to allow carpets to dry in under 12 hours.

B. Chemical, Equipment, Tool, and Material Requirements

I. General

- a) All housekeeping and janitorial supplies (e.g. cleaning chemicals, floor maintenance chemicals, mop heads, cloths, etc.) in support of this Contract must comply with the Maryland Green Purchasing Committee's Specification for Environmentally Preferable Janitorial Supplies which can be accessed at <https://dgs.maryland.gov/Pages/GreenPurchasing/Resources/Janitorial.aspx>.
- b) Housekeeping and janitorial supplies must be purchased from Blind Industries and Services of Maryland (BISM) to the extent they are available. Compliant products are designated by BISM as 'green' and can be found [here](#).

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- c) The Contractor must only provide chemicals, equipment, tools, materials that were included in the Building Specific Cleaning Plan submitted at the beginning of the Contract. Any other chemicals, equipment, tools, and materials intended for use must be approved in advance by the Building Services Supervisor or designated representative; these additions must be reflected in updates to the Building Specific Cleaning Plan.
- d) The State of Maryland reserves the right to inspect chemicals, tools, materials, and equipment to ensure that cleaning and disinfection requirements can be met with their utilization.
- e) The State of Maryland reserves the right to demand the Contractor change chemicals, equipment, tools or materials – using a list of approved, environmentally preferable chemicals -if the original chemicals, equipment, tools, or materials prove insufficient in providing satisfactory results (as determined by the State).
- f) All equipment provided by the Contractor must be operationally sound at all times. In the event of equipment damage or failure, repairs or replacements must occur within a 24-hour period.
- g) In the event of State-owned equipment damage or failure, if used by the Contractor’s cleaning personnel, the Contractor must inform the Building Services Supervisor or designated representative within 24 hours of learning of the damage or failure.
- h) The Contractor must ensure equipment rooms are kept orderly and free of any odors.
- i) If available on site, the Contract Monitor, Building Services Supervisor, or designated representative may request the Contractor to use chemical concentrates with appropriate dilution systems in order to minimize chemical use, limit worker exposure, and facilitate proper dilution control.

II. Prohibitions

- a) Aerosol containers/canisters are prohibited for use in State facilities.

III. Personal Protective Equipment (PPE)

- a) Must be used by all personnel and in a manner consistent with prevailing CDC guidelines and Executive Order [20-07-29-01, Part IV](#).
- b) Must be stored on-site and in accordance with prevailing CDC guidelines.

IV. Hand Soap and Cleaning Chemicals

- a) Cleaning personnel must use the appropriate technology (coarse spray bottles, automatic chemical dispensers (for instance on powered equipment), etc.) for applying chemical products in a manner that does not result in overuse and waste of the product.

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- b) All cleaning chemicals must be issued to cleaning personnel in labeled containers, which must define the instructions for use and all pertinent warnings or safety instructions.
- c) The Contractor must purchase chemical products and supplies in quantities that minimize the amount of packaging and container waste generated.
- d) Hand soaps and cleaning chemicals must comply with the Maryland Green Purchasing Committee’s Janitorial Supplies Specification.

V. Surface Disinfectants and Sanitizers

- a) Disinfectants must be used on all surfaces where pathogens can collect and breed, including but not limited to:
 - 1. Elevator call buttons on each floor/level of the facility
 - 2. Onboard handrails and button panels in each elevator car
 - 3. Light switches
 - 4. Refrigerator handles
 - 5. Restroom touch points (e.g., door handles, toilet flush handles, faucets, soap dispensers, paper towel dispensers)
 - 6. Stairway handrails
 - 7. Water cooler and water fountain buttons and bubbler heads, etc.
- b) Disinfection of these surfaces must be performed, at a minimum, daily. The Building Services Supervisor or designated representative may request increased frequency of cleaning and disinfection.
- c) Disinfectant label directions must be followed for proper dilution control and use after the area has been cleaned. This includes ensuring proper dwell time is adhered to and whether post-application rinsing is required (post application rinsing may not be required for all products, and air drying may be recommended on the product label).
 - 1. For more information regarding proper disinfection protocols, please refer to CDC guidelines.
- d) Cleaning personnel must only use disinfectants registered or devices regulated by the U.S. Environmental Protection Agency (EPA). *Disinfectants must comply with the Maryland Green Purchasing Committee’s Janitorial Supplies Specification.*

VI. Cleaning Cloths and Floor Pads

- a) Whenever practicable, reusable microfiber cloths must be used in lieu of paper products in order to minimize waste.
- b) Reusable cloths must be cleaned or laundered prior to reuse.

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- c) Reusable cloths used to clean restrooms must be a different color than those used to clean non-restroom areas.
- d) Reusable cloths must be color coded as follows:
 - o Red for toilets and urinals
 - o Yellow for other restroom surfaces
 - o Blue for general cleaning, dusting, glass surfaces
 - o Green for kitchens, eating areas, water fountains and coolers

VII. Mops

- a) Mops must be equipped with reusable/cleanable collection heads or equivalent.
- b) Mops must be color coded as follows:
 - o Red for the bathrooms
 - o Green for the kitchens
 - o Blue for general cleaning

VIII. Powered Equipment Operations

- a) Each piece of equipment delivered to the Contract work site for use under this Contract must be serially numbered and appropriately identified with an affixed plate.
- b) Vacuum Cleaners:
 - 1. Must be equipped with the proper filter or bag; the filters must be changed or cleaned according to manufacturer recommendations.
 - 2. Bags or canisters must be changed or replaced when half full or when indicated by a sensor, if vacuum is so equipped.
 - 3. Precautions must be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.
- c) Automated Scrubbing Machines
 - 1. Must be equipped with on-board chemical metering to optimize the use of cleaning fluids OR must use only tap water with no added cleaning products.

C. Training Requirements

- 1. The Contractor must:
 - a) Provide written daily instructions to staff in checklist format.

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- b) Provide employees with proper initial, on-site, or site-specific and annual in-service training. Training must be done in a manner that respects any unique needs of the employee, such as limited English proficiency, physical challenges, or learning disabilities.
2. Contractor management/supervisors must have at least 24 hours of in-service training and/or education on an annual basis.
3. Contractor management/supervisors must be trained in the selection of green cleaning products.
4. All cleaning personnel must undergo:
 - 1) Initial Training (minimum of 8 hours; 12 hours recommended)
 - a) This training may occur before personnel are assigned to a facility or it may be conducted at the site, before beginning independent work.
 - b) The curriculum must include training on:
 - i. Standard operating procedures
 - ii. CDC protocols for cleaning and disinfecting
 - iii. The proper sequencing of cleaning steps. The plan must include, but is not limited to, training on:
 - a) Disinfection: Proper use of disinfectants and sanitizers only where needed and as directed.
 - b) Restrooms: Cleaning, sanitizing and disinfection; not mingling equipment with that for other areas.
 - iv. The proper use and storage of personal protective equipment (PPE) in line with CDC guidelines
 - v. Standard safety precautions including:
 - a) How to reduce and prevent ergonomic injuries
 - b) How to reduce exposure to hazardous substances encountered by janitorial service providers and their personnel
 - c) How to safely handle and dispose of chemical products
 - vi. Proper use of certified green cleaners
 - 2) Site-Specific Training (minimum 4 hours)
 - o The curriculum must include training on:
 - a) Standards for the facility to which the cleaning personnel will be assigned.

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- b) The facility-specific cleaning plan.
 - c) Hazardous substances communication standards
 - d) Equipment: Proper use and maintenance of powered equipment.
 - e) Solid Waste and Recycling: Reduction and reuse of supplies; compliance with facility waste reduction and recycling program.
 - f) Floor care: Specifics for routine and restorative maintenance of floors and carpet, including walk-off matting.
 - g) Chemicals: Efficient use to limit waste and exposure; hazards of use, maintenance, storage, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.
- 3) Continuing Training and/or Education (minimum of 8 hours annually; 12 hours annually recommended)
- o This training must be provided on an annual basis to maintain knowledge of correct procedures for safety, tools, techniques (e.g., latest CDC guidelines), and pertinent environmental standards.

D. Communications Requirements

1. The Contractor must ensure that a system is in place for cleaning service employees to provide comments and suggestions about workplace issues and suggestions for improvements in the provision of services.
2. The Building Services Supervisor or designated representative will notify the Contractor on the method of communication between the Building Services supervisor or designated representative and cleaning personnel.
3. The Contractor may request facility managers to identify building occupants with special needs or sensitivities (to dust, chemicals, noise levels, etc.) and have a process in place to work with those individuals and the Contractor to mitigate the problem.

E. Record Keeping Requirements

I. Daily Sign-In Sheet for Contact Tracing

1. The Contractor must generate and maintain a daily sign in sheet of all personnel working on site for the duration of the COVID-19 pandemic and unless otherwise notified by the Building Services Supervisor or designated representative.
2. It is the responsibility of the Contractor to notify all Contractor Staff who have been potentially exposed to SARS-CoV-2 if an individual tests positive. The Contractor

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must also notify the Building Services supervisor or designated representative who will then notify state employees.

II. Standard Operating Procedures:

1. Must include, but are not limited to:
 - a) Day-to-Day protocols
 - b) Emergency protocols
2. Must be provided upon contract signing and on an annual basis in Word or PDF format and delivered via email to the Contract Monitor, Building Services Supervisor or designated representative.

III. Building Specific Cleaning Plan:

1. Must address all requirements listed in this specification and per serviced building.
2. Must be provided within 30 days of signing the contract and twice a year throughout contract duration.
3. Must be provided in Word, Excel or PDF format and delivered via email to the Building Services Supervisor or designated representative.

IV. Inventory Keeping:

1. The Contractor must furnish the Building Services Supervisor or designated representative with a listing of all equipment it supplies to the building with the corresponding serial numbers and manufacturer's recommended maintenance. The Contractor must also furnish the Building Services Supervisor or designated representative with a listing of all State-owned equipment used by Contractor's cleaning personnel with the corresponding serial numbers per serviced building (the State will identify what State-owned equipment (if any) is available to the Contractor prior to contract commencement).
2. The Contractor must furnish the Building Services Supervisor or designated representative with a listing of all chemicals. This listing must include manufacture name, product number, and any third-party environmental certifications. For all disinfectants and sanitizers, the Contractor must also provide the EPA registration number and list the active ingredients in the product.
3. The equipment and chemical lists:
 - a) Must be provided within 30 days of signing the contract and twice a year throughout contract duration.

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- b) Must be provided in Word, Excel or PDF format; the Building Services Supervisor or designated representative may provide a template for inventory records.
 - c) Must be delivered via email to the Building Services Supervisor or designated representative.
4. On a schedule established by the Building Services supervisor or designated representative, inventory will be taken of all equipment and products used under this Contract. Information must include the operating condition of the equipment.
 5. The Contractor must accompany the designated State employee during the inventory check.

V. Material Safety Data Sheets and Product Labels:

The Contractor must, for each building it services, maintain a binder containing:

1. Material Safety Data Sheets (MSDSs) and product labels for all cleaning products it uses or plans to use and must update the binder whenever it makes changes to those products.
2. The name, address, and phone number of the Contractor's main representative at the site.
3. A statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDSs) of each product used in the building.
4. Information that the label or MSDSs are available for review upon request. The contact person must be available for information and comment.
5. The binder must also be available digitally and must be delivered via email to the Building Services Supervisor or designated representative upon request.

The Contractor must update the Binder whenever it changes the products it uses.

The Contractor must maintain digital copies of the information contained in the binder and deliver the information via email to the Building Services Supervisor or designated representative upon request.

VI. Equipment Maintenance Information:

1. The Contractor must submit records of all equipment maintenance and repairs per serviced building to the Building Services Supervisor or designated representative on a quarterly basis or on a predetermined schedule. This information must be provided in Word, Excel or PDF format and submitted via email.
2. Maintenance and repair records must be available at any time for audit by the Building Services Supervisor or designated representative.

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VII. Training Curriculum:

1. Must address the requirements listed in this specification.
2. Must be provided annually from date of contract signing and whenever changes are made.
3. Must be provided in Word or PDF format and delivered via email to the Building Services Supervisor or designated representative.

VIII. Training Records:

1. The Contractor must keep a record of each training session. This record must include the trainer's qualifications, a written curriculum (including a general outline of information covered during the session), and documentation of personnel in attendance. The Contractor must also maintain a training record for each employee showing that the employee received all training required by the Contract.
2. Current employees' training records must be retained for two years from their hiring date.
3. The Contractor must retain individual training records for former employees for one year from their employment termination date.
4. Training session records and records of each employee's training must be provided annually from date of contract signing in Word or PDF and delivered via email to the Contract Monitor.

5. ADDITIONAL SERVICE OPTIONS

Instruction to Procurement Officers: The following service option(s) may be added to the solicitation based on the requesting agency's need.

A. Organic Materials Recycling - Collection and Removal

1. The Contractor must cooperate and work in conjunction with the State's provider of Trash and Recycling Services or Organics Recycling Vendor to off-set waste volume through organics material waste diversion.
2. Organic materials must be collected from all containers located in the areas where the Contractor provides cleaning services; collected materials must be deposited in designated organics recycling bins/dumpsters.
3. Clean, empty organics recycling containers must be returned to their original location.
4. Liners and collection bags must be certified compostable by Biodegradable Products Institute.
5. If the dumpster is full, cleaning personnel must contact the Building Services Supervisor or designated representative for instructions on where to place the organic recycling material.
6. All outdoor organic recycling bins/dumpsters must be kept upright, lids secured, doors close/locked, and the collection area must be kept clean of debris.

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6. ENVIRONMENTALLY PREFERABLE PURCHASING LANGUAGE

Instruction to Procurement Officers: Please include the following language in your solicitation if it does not already exist.

A. On Environmentally Preferable Purchasing:

The State of Maryland is committed to purchasing environmentally preferable products and services (EPPs). Maryland’s State Finance & Procurement Article §14-410 defines environmentally preferable purchasing as “the procurement or acquisition of goods and services that have a lesser or reduced effect on human health and the environment when compared with competing goods or services that serve the same purpose.”

Accordingly, Bidders are required to meet the standards set forth in Maryland’s Green Purchasing Specification for Janitorial Services. Bidders are also encouraged to go beyond these standards to fulfill this contract, to the maximum extent practicable when such services are cost-competitive and meet the State’s form, function and utility requirements.

B. On Maryland’s Green Purchasing Reporting Requirements:

The State of Maryland requires the Contractor to submit at a minimum quarterly sales data over the life of this contract per a schedule established and deemed reasonable by both parties, or by request by the Department of General Services. This information must include details about the recycled content, third-party sustainability certifications such as Green Seal and UL EcoLogo, and other environmental attributes of products and services sold on this price agreement per the contract specifications. The Contractor must notify the State if a product contains mercury.

To facilitate consistent reporting on this contract, the Contractor will be provided with a VENDOR GREEN SALES REPORT template from the Green Purchasing Committee (GPC), the Office of State Procurement (OSP) or the Department of General Services (DGS).

C. On Environmental Claims

All environmental benefit claims made by the Contractor concerning products or services offered on this contract must be consistent with the [Federal Trade Commission’s Guidelines for the Use of Environmental Marketing Claims](#).

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Appendix – Definitions

Biodegradable Products Institute (BPI): An organization that certifies “commercially compostable” products such as food service ware and bags that meet the requirements of either ASTM D6400 (for compostable plastic such as PLA) or ASTM D6868 (for paper-coated with bioplastic), based on testing in an approved laboratory. Beginning in 2020, BPI is not certifying any products that contain PFAS (fluorinated non-stick chemicals).

Cleaning Personnel: The Contractor’s personnel employed to provide cleaning services for the State of Maryland and its building owners and operators.

Concentrate: A product that must be substantially diluted with water to form the appropriate solution for use (typically at least 1:16).

Cradle to Cradle (C2C): A non-profit organization that certifies a wide array of institutional and consumer products based on environmental, health and social criteria using a tiered rating system that includes the following five levels: basic, bronze, silver, gold and platinum. C2C at the silver and higher levels are often specified because restrictions on chemicals of concern are only included in those tiers.

Dilution Control: A procedure that controls the proper dilution of a concentrated product while limiting worker exposure. Examples include tablets, dissolvable film pods, closed dilution systems, and pre-measured pouches

Disinfect: Destroying infectious microorganisms present on hard surfaces.

Environmentally preferable: Products and services that have a lesser or reduced effect on human health and the environment when compared to other products and services that serve the same purpose.

Green Seal: A non-profit organization that certifies products based on standards that address multiple health and environmental impacts. Its standards typically ensure that certified products are free of carcinogens, reproductive toxins, asthmagens and other chemicals of concern found in each type of product it covers.

Hazardous substance: 1) Material posing a threat to human health and/or the environment, that can be toxic, corrosive, ignitable, explosive, or chemically reactive; 2) substance that must be reported to the EPA if released into the environment.

Personal Protective Equipment (PPE): As defined by the Occupational Safety and Health Administration (OSHA), it is specialized clothing or equipment worn by an employee for protection against infectious materials.

Restorative Carpet Cleaning: Used when accumulated soils and cleaning residues need to be extracted to return the carpet to a relatively clean (free of unwanted matter) condition or when interim cleaning systems are not achieving desired results.

Safer Choice: A certification program developed and maintained by the US Environmental Protection Agency’s Design for Environment (DfE) Program. It verifies that consumer and institutional products meet its criteria for safer chemicals.

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Sanitize: Reducing microorganisms to levels specified by public health codes or regulations.

UL EcoLogo: A multi-attribute environmental certification program maintained by Underwriters Laboratories (UL). The certifier compares products and services with others in the same category, develops a standard based on rigorous, lifecycle- and scientifically-based criteria, and awards the UL ECOLOGO to those that meet the standard.

Vulnerable Population: Occupants, customers, or employees who are more susceptible than the general population to health risks that may be posed by cleaning operations. Examples of such populations include children, pregnant women, asthmatics, the elderly and infirm, and people with chemical sensitivities (e.g., to fragrances).