

REQUEST FOR PROPOSAL

RFP-1920-28

NOTICE is hereby given that the City of Norman will receive proposals at the **OFFICE OF THE CITY CLERK, 201 W. Gray, Norman, Oklahoma, 73069, until 5:00 p.m. on Thursday, October 10, 2019**, for the following:

Request for Proposal RFP-1920-28 – Custodial Services for the Norman Central Library for a period of one year with two one year renewal options.

A mandatory Pre-Proposal Conference shall be conducted on Tuesday, October 1, 2019, at 9:00 AM for all who desire to submit a proposal. The meeting will be held at the **Norman Central Library, 103 West Acres Street, Norman, Oklahoma**, to allow all interested parties to tour and evaluate the facility in order to submit their proposal. All who wish to be considered for this agreement are required to attend this meeting.

ALL WRITTEN PROPOSALS MUST BE RECEIVED IN THE OFFICE OF THE CITY CLERK AT 201 WEST GRAY STREET, BY THURSDAY, OCTOBER 10, 2019, AT 5:00 P.M.

All questions concerning this proposal are to be submitted via email to Brenda Hall, City Clerk, brenda.hall@normanok.gov. Phone: 405-366-5386.

IV. PROPOSAL INSTRUCTIONS, PRE-REQUISITES & SUBMISSIONS:

Proposal costs should include providing all equipment and cleaning supplies/products used by the contractor. The contractor shall also provide urinal blocks and sanitary napkin disposal bags required for proper maintenance of the building. The City of Norman shall provide products for soap dispensers, toilet paper dispensers, paper towel dispensers, and trashcan liners. The contractor shall be responsible to restock these dispensers as necessary.

Only proposers who can comply with the following should submit proposals:

The proposer shall have been in the cleaning business handling commercial or industrial accounts for at least three years prior to submission of its Proposal, and shall have experience in cleaning a large (75,000 sq. ft. or more) office (private or public) building for one year or more.

The proposer shall furnish all equipment as required to successfully perform the cleaning per these specifications.

The proposer shall have an adequate number of full-time employees on the payroll engaged directly in cleaning work as of the date of the submission of its proposal and if awarded the contract, the vendor shall maintain such minimum number of employees throughout the term of the contract, as necessary to satisfactorily perform the duties and obligations of said contract. A day porter is essential Monday through Saturday for eight (8) hours each day and four (4) hours on Sunday with regular cleaning duties. This person must be able to respond to emergency clean up and meeting room duties as required. Subcontractors or franchise participants shall not be used or counted toward the full-time employees unless the Proposer shall have received prior written approval from the City Clerk or her designee for the use of the subcontractors or franchise participants. The granting of such written approval shall rest in the sole discretion of the City Clerk or her designee, and if given, shall be subject to revocation without cause upon 10 days written notice being given to the Contractor. Failure of the Contractor to comply with this subsection shall constitute cause for termination of the contract. Approved subcontractors shall be required to submit the same insurance certificate required of the Contractor. It is the Contractor's responsibility to notify subcontractors of the City's insurance requirements and obtain and submit the insurance certificate to the City of Norman prior to any services being provided. It is the Contractor's responsibility to ensure subcontractors abide by all terms and conditions of this agreement.

GENERAL HOUSEKEEPING

Empty trash cans inside and outside service with new liners, dusting, and high cob web removal, general straightening of furniture, window ledges, doors, baseboards, outside of doors and inside air locks. Intervals of time for this cleaning to be part of the proposal daily, weekly, monthly, etc.

SPECIFICATIONS

Specifications for the facility and recommended best practices for cleaning are outlined below. The successful proposal will be held to these practices; therefore, the proposal should reflect the cost of using the specified cleaners and processes. Any exceptions to the practices must be approved by the City Clerk or her designee.

1) Square feet of space: 78,642 GSF

2) Number of restrooms:

1st floor: Five (5) toilet stalls, one (1) urinal and one (1) unisex restroom in main restroom, one (1) unisex restroom with shower in Staff area and 2 unisex restrooms in Children's area

2nd floor: Five (5) toilet stalls, one (1) urinal and one (1) unisex restroom in main restroom, two (2) unisex restrooms in Staff area

3rd floor: Five (5) toilet stalls, one (1) urinal and one (1) unisex restroom in main restroom.

3) Furniture finishes:

- Leather upholstered seating
- **Aniline Leather**

General upkeep requires only an occasional dusting with a clean cloth. Never use oils, saddle soaps, harsh cleaners or cleaners containing abrasives. Should soiling remain, a solution of lukewarm water and a mild soap such as Ivory® or a mild cleanser such as Woolite® may be used. Never apply the solution directly to the leather. Rinse completely with a clean cloth to ensure all cleaner is removed. To avoid harming the leather, do not rub vigorously or for an extended period.

- **Semi Aniline Products**

For Stubborn Spots and Stains: Apply Leather Cleaner from our Leather Cleaning Kit to a clean, wet sponge and rub gently.

Do Not Use: Any saddle soaps, oils, abrasives, furniture polish, varnish or ammonia water. These may harm the finish and permanently damage the leather.

- **Solid maple, butcher block table top**

Varnished butcher block countertops can be cleaned with Murphy's Oil Soap or with white vinegar and water (1 cup of vinegar to 1 gallon of water). White vinegar is a good antibacterial cleaning agent. Do not use abrasives or powder cleansers.

Solid surface tops - Caesarstone – Concrete

Weekly, the surface should be cleaned with Soft Scrub Liquid Gel with Bleach and thoroughly dried.

What to avoid:

Prolonged exposure to cleaning solutions may cause permanent damage/ discoloration to the countertop surface.

Avoid exposing the surface to chemicals, such as oven grill cleaners, floor strippers, paint removers/ strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, battery acid, dishwasher detergent, etc.

Access flooring:

- *Wood/Concrete on raised floor*
- Dry mop, tack rag mop or vacuum regularly. DAMP Mop (the mop should not drip water when removed from the wringer in the mop bucket) with a mild detergent when necessary. Clean in the interim with NEMA approved cleaning chemicals with a damp lint-free rayon mop as required.
- If necessary, you can spot clean stubborn stains with a non-flammable organic cleaner. Most organic solvents will dissolve the adhesive used to attach laminate to the panel surface. Make sure that the cleaner does not get into cracks between the support panel and the laminate where it could adversely affect the bond. DO NOT use on perforated panels or at the edges of solid panels.
- Vacuum understructure and subfloor at least two times a year.
- Remove surface wax immediately from laminate surface - Never wax access floor
- Vacuum carpet panels three times a week with a vacuum equipped with a static dissipating rod.
- Clean carpeted access floor at least twice yearly by extraction.
- **DO NOT** use strong solvents, abrasives or scrapers to remove stains.
- Have surface professionally cleaned by professional raised floor maintenance company once a year.
- **DO NOT** clean with steel wool, nylon pads or abrasives of any kind, manually or power machinery as they are unnecessary and can damage surface of floor.
- *Carpet on raised floor*
- Low-moisture methods and techniques are generally preferred.
- **No** 'Hot Water Extraction' method of cleaning for any of our products installed on to raised floor systems.
- heavy duty upright vacuums with a brushing action are recommended.
- *Rubber tile on raised floor [ECOsurfaces]*
- Any acidic or acetone-based chemical cleansers or any solution that contains turpentine will badly stain your floor. Scouring pads, and steel wool sponges can slice and scar the surface of the rubber, damaging it during the cleaning process.

VI. CUSTODIAL PERSONNEL:

All employees shall complete an Oklahoma State Bureau of Investigation (OSBI) background check for felony convictions. OSBI background checks must be submitted to the City Clerk's Office, attn: Brenda Hall, P.O. Box 370, Norman, OK 73070 prior to beginning work.

Identification badges (to be visible at all times); access cards and keys shall be issued to the contractor who shall be responsible for their use. The contractor shall return all keys, key fobs, and identification badges upon demand if deemed necessary by the City at any time. Loss of keys, key fobs, and/or identification badges must be reported immediately to the City Clerk or her designee. **Under no circumstances shall children, animals or personnel not employed by the successful vendor accompany the custodial personnel while performing this job.**

The Contractor shall replace the services of any employee whose conduct the City's designee feels is detrimental to the best interest of the City. Final determination shall rest with the City.

VII. GENERAL SAFETY AND SECURITY:

The selected contractor shall be responsible for the safety of its employees and to provide to the Facility Maintenance Superintendent of the City of Norman copies of all Material Safety Data Sheets of products used on this property and to keep them updated in accordance with OSHA standards.

It shall be the contractor's responsibility to secure all exterior doors of each building during and after work is performed. Leave interior doors either locked or unlocked in the condition that they are found. All work must be performed at agreed upon scheduled times. No personnel shall perform work outside of this schedule without prior pre approval by the Facility Maintenance Superintendent.

CLEANING PROCESS AND PROCEDURE: The Proposer shall include in their proposal the process and procedure their staff will use in each of the following areas.

- Floor Vacuuming
- Mopping
- Spray Buffing
- Floor Stripping and Rewaxing
- Commodes
- Urinals
- Wash Bowls
- Drinking Fountains
- Toilet Room Cleaning
- Care of Dispensers
- Trash Removal
- Training of contractor staff
- Window cleaning
- Carpet Spot Cleaning and Stain Removal (Complete spotting kits supplied by carpet manufacturers are preferred. Vendor must pay for replacement of carpet ruined due to the negligence of their employees or the use of improper (not manufacturer's recommended) cleaning/spotting products.)

REPAIR OF BUILDING: The Facility Maintenance Superintendent shall be notified immediately by phone call, of any fixtures, building equipment or materials that have become loose, out of order, or in need of repair or replacement.

XII. INSURANCE:

LIABILITY & PROPERTY DAMAGE INSURANCE: The contractor assumes all risks incident to or in connection with its purpose to be conducted hereinunder and shall indemnify, defend, and save the City of Norman harmless from damage or injuries of whatever nature or kind to persons or property arising directly or indirectly out of the contractor's operations and arising from acts or omissions of his employees and shall indemnify, defend, and save harmless the City of Norman from any penalties for violation of any law, ordinance, or regulation affecting or having application to said operation or resulting from the carelessness, negligence, or improper conduct of contractor or any of his agents or employees.

In the connection therewith, the contractor shall carry Workers' Compensation in accordance with State Laws and Employer's Liability Insurance in the following amounts:

Property Damage Liability – Limits shall be carried in the amount of not less than twenty five thousand dollars (\$25,000.00) to any one person for any number of claims for damage to or destruction of property including but not limited to consequential damages arising out of a single accident or occurrence.

All Other Liability – In an amount not less than one hundred thousand dollars (\$125,000.00) for claims including accidental death, personal injury, and all other claims to any one person out of a single accident or occurrence.

Single Occurrence or Accident Liability – In an amount not less than one million dollars (\$1,000,000.00) for any number of claims arising out of a single occurrence or accident.

The City shall be furnished with a Certificate of Insurance which shall provide that such insurance shall not be changed or canceled without ten (10) days prior written notice to the City of Norman. Certificates of Insurance shall be delivered to the City of Norman prior to the commencement of the agreement. THE POLICY SHALL LIST THE CITY OF NORMAN AS "CO-INSURED" OR "ADDITIONAL INSURED."

This RFP does not commit the City of Norman to award a contract, or to any obligation for costs incurred in the preparation in response to the RFP. Furthermore, the City reserves the right to accept or reject any or all proposals received as a result of this RFP and to negotiate with any qualified source or to cancel in part or in its entirety this RFP, if it is determined to be in the best interest of the City to do so.

CERTIFICATE OF NONDISCRIMINATION

In connection with the performance of work under this contract, the contractor agrees as follows:

- A. The contractor agrees not to discriminate against any employee or applicant for employment because of race, color, religion, ancestry, national origin, age, place of birth, disability, sex, sexual orientation, gender identity or expression, familial status, or marital status, including marriage to a person of the same sex. The Contractor shall take affirmative action to ensure that employees are treated without regard to their race, color, religion, ancestry, national origin, age, place of birth, disability, sex, sexual orientation, gender identity or expression, familial status, or marital status, including marriage to a person of the same sex. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruiting or recruitment, advertising, lay-off, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor and Subcontractor shall agree to post in a conspicuous place, available to employees and applicants for employment, notices to be provided by the City Clerk of the City of Norman setting forth the provisions in this section.
- B. In the event of the Contractor's noncompliance with this nondiscrimination clause, the contract may be canceled or terminated by the City Council. The Contractor may be declared by the City Council ineligible for further contracts with the said agency until satisfactory proof of intent to comply shall be made by the Contractor.
- C. The Contractor agrees to include this nondiscrimination clause in any subcontracts connected with the performance of this agreement.

I have read the above stated clauses and agree to abide by their requirements.

Contractor

ATTEST:

Name and Title

VENDOR LIST

Capitol Cleaning, Inc.

111625 N. Santa Fe, Suite A, Oklahoma City, OK 73114
405-208-1345/cell 405-748-3030/office 405-748-3535/fax
tiffany.capitolcleaning@gmail.com

Source One

10400 E. 21st Street, Tulsa, OK 74129
405-753-4144/OKC 918-551-6300/Tulsa 918-551-6302/fax
info@sourceone-usa.com

Strategic Janitorial Solutions

3030 NW Expressway, Suite 200, Oklahoma City, OK 73112
405-720-9900/Office 405-949-1234/fax
abarnhart@StrategicJanitorial.com

Miller-Norris Services

P.O. Box 272305, Oklahoma City, OK 73137-2305
405-236-8624/Business 405-236-8634/fax
milnorservices@coxinet.net

The Executive Look

4804 Baker, Norman, OK 73072
405-360-3604
bob@ecsoklahoma.com

Alliance Maintenance

ATTN: Colby Burress
2770 Washington Dr, Suite 110
Norman, OK 73069
405-863-3005
colby.burress@alliancemaintenance.com



CITY OF NORMAN

ADDENDUM NO. 1

October 8, 2019

FOR

Central Library Custodial Services

(RFP-1920-28)

City of Norman, OK

Central Library Custodial Services

(RFP-1920-28)

Addendum No. 1

ALL WRITTEN PROPOSALS MUST BE RECEIVED IN THE OFFICE OF THE CITY CLERK AT 201 WEST GRAY STREET, BY THURSDAY, OCTOBER 10, 2019, AT 5:00 P.M.

Addendum: (The requirements of this Addendum No. 1 supercede any referenced requirements in the original proposal.)

WINDOW CLEANING:

1. Are there anchor points on the top of building?
No. Access to windows must be by means of mechanical lifts or ladders. The concrete on the South side of the building has been reinforced for this purpose.
2. Does the metal shelving hold weight?
No. These elements are not structural in nature and not intended to be weight bearing.

In the specifications section on Page 6 of the RFP it refers to the '*Wood/Concrete on raised floor*' under the **Access flooring** section

1. On bullet 3, it states to vacuum understructure and subfloor at least two times a year. What is the weight of the concrete sections on the raised floor? Is this section included?
The weight of each concrete access panel is approx. thirty pounds per panel. Bidders are to break out this part of the bid, which shall be used by the Owner on an "as needed basis". Payment for these services shall be per the unit price for this work effort, typical.
2. On bullet 5, it states to vacuum carpet panels 3x per week. Does this mean that vacuuming carpeted areas is ONLY required 3x per week?
See also, work requirements for Day Porter.
3. On bullet 6 it states to clean carpeted access floor at least twice yearly by extraction. On bullet 11 it states 'NO Hot water extraction method of cleaning for any of our products installed on to raised floor systems'
What would be your preferred method of carpet cleaning for all carpeted areas? On page 3 under General Information – Floors it is stated for steam cleaning to be part of the proposal.
Refer to page 3 of proposal for reference to steam cleaning for carpet.
4. On the last bullet of this section it mentions 'or auto-scrub with soft nylon brush' which would match up with some small footprint scrubbers that have a low moisture feature. Can we confirm with the any manufacturer literature or rep that this machine would be ok to use on this floor, and if the low moisture feature would be ok to use on the concrete raised floor?
See Access Flooring on pages 6 and 7.
The successful bidder shall apply WOCA Diamond Oil (Specification Sheets Attached) to Wood Flooring, and perform regular cleaning of Wood Flooring with WOCA Natural Soap or WOCA Oil Refresher, as needed. **Bidders are to break out this part of the bid, which shall be used by the Owner on an "as needed basis". Payment for these services shall be per the unit price for this work effort.**

Cleaning Times:

Day Porter works Monday – Saturday 8hrs per day (8am – 5pm)

Day Porter works Sunday 4 hr shift (9am – 1pm)

Night Crew work 7 nights a week (between 10pm and 6am)

1. Would the admin office spaces and secure areas need to be cleaned on Saturday and Sunday nights? This would lower the square footage of what needs to be cleaned for the Weekend Nights and lower labor cost.

Bidders are to break out this part of the bid, which shall be used by the Owner on an “as needed basis”. Payment for these services shall be per the unit price for this work effort.

General Notes:

In addition to previous references in this Addendum No. 1 requiring bidders to break out certain portions of their bid, Bidders are to break the following portions of their bids, which shall be used by the Owner on an “as needed basis”. Payment for these services shall be per the unit price for this work effort:

Floors

Exterior Windows

Interior Windows

Bathrooms/Mechanical & Janitorial Rooms/Break Rooms

General Housekeeping

Vacuuming Underfloor and Substructure

End of Addendum No. 1

Attachments: WOCA Technical Data Sheets (6 Sheets)



Diamond Oil

ITEM NO.

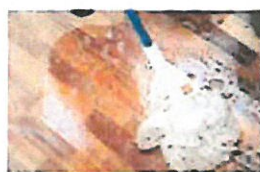
- Suitable for all types of wood floors
- Waterproof
- Extremely high solid content
- Extremely hard-wearing surface
- Fast drying

[Find dealer](#)



Product details

Diamond Oil is used for oil finishing of wooden floors with floor machine. The oil ensures an extremely hard-wearing, dirt and water repellent surface. Diamond Oil is ideal for basic finishing of any unfinished, new and newly sanded interior woodwork. Content of solvent is less than 1%. Floor machine is recommended for the polishing of bigger areas.



- 1** The floor can be cleaned with WOCA Wood Cleaner mixed with water 1:40 if necessary. Leave floor to dry fully before oil application.
- 2** Shake oil container well before and during use. Containers with different batch numbers should be mixed before use to avoid colour differences. Apply the oil with a short-haired paint roller in an even coat onto approx. 5-10 m² of floor.
- 3** Leave the oil to be absorbed for 5-10 minutes. If dry spots appear, apply more oil.
- 4** The area is now polished with beige polishing pad under doodlebug or with floor machine until surface appears saturated.
- 5** Polish the floor after using cotton cloth under floor pad to remove any possible excess oil. Continue stepwise till the whole floor has been polished. The floor should not appear wet and there should not be any excess oil left on the surface after polishing.
- 6** After 6-8 hours, the floor should be dry-buffed with Extra White polishing pad. If a silk-mat surface is required, the finished floor may be buffed with 100 ml. of Diamond Oil to 10 m² of floor. This is done between 6-12 hours after first application. The oil must be polished carefully into the floor. Remove any excess oil from the surface.
- 7** After 24 hours the floor can be used with caution.
- 8** Tools may be cleaned with WOCA Solvent.
- 9** Do not expose the floor to water during hardening time - approx. 3 days depending on air-temperature and moisture (ideally >18°C/64°F and low to moderate humidity).
- 10** After the hardening time, the floor should be cleaned with Natural Soap or Oil Refresher, which leaves a protecting layer on the surface.

Regular cleaning: Natural Soap or Oil Refresher. Re-oil with Maintenance Oil or Maintenance Paste when required.

⚙ Technical data

Product properties

Declaration:	Vegetable oil components, pigments (Extra White). Solid matter content >99%.
Form:	Liquid
Flash point:	>100
Density:	0,9-1,1
Weight:	1,094
Colours:	9 colours
Odour:	Faint
Application tools:	Either polishing machine or doodlebug for the manual finishing. Paintroller and cotton cloths.
Cleaning of tools:	With Solvent.
Disposal	Empty containers and residues to be disposed of according to local regulations.
Available pot sizes:	1 and 2,5 litre
Storage	Store safely, out of reach of children. Do not expose to heat (e.g. sunlight). Store frost-free.



Use Maintenance Oil Diamond Active for the ultimate care and maintenance of your oiled wood floor. This exclusive, low-odour, extremely tough maintenance oil is made from the absolute highest quality raw materials, to benefit both you and your oiled floor. In addition to being very easy to use and assuring minimal product waste, the maintenance oil refreshes the natural, warm glow of the wood and increases resistance to stains, via a unique hyper cross linking technology. Maintenance Oil Diamond Active is suitable for both manual and machine application to oiled floors.

- **Resistant to liquids such as water, coffee, tea and red wine**
- **Resistant to scratches and marks**
- **Gives the wood a beautiful, breathable surface**
- **IBR-certified**



Application area

For oiled surfaces.

Work description

Preparation	Product, room and floor temperature should be 59-86°F. Make sure that the room is well-ventilated for optimal evaporation and drying time. Wash the floor with WOCA Intensive Wood Cleaner and leave the floor to dry for at least 8 hours before application of the maintenance oil. Always remember to test on a less visible spot to check the compatibility of the surface with the product.
Treatment	Shake the container well. Apply approx. 3 fl. oz. of Maintenance Oil Diamond Active per 45 sq. ft. floor using a pad, short-bristled paint roller (1/4") or a buffing machine with a white pad on slightly larger areas. Make sure that the oil is polished well into the wood. Continue polishing until the wood seems saturated and the surface has an even, uniform appearance. Remove excess oil with clean, lint-free cotton cloths, before proceeding to the next section. The surface should not appear wet and no excess oil should remain on the surface. Continue, following the aforementioned method, until the whole floor has been treated.

Drying time

Drying time when machine polished	4 hours at 68°F.
Drying time when hand polished	24 hours at 68°F.
Fully hard	3 days.
Note	Do not expose the floor to water or clean it for the first 3 days, while the oil is hardening.



Maintenance Oil Diamond Active
Revitalises oil-treated wood

Technical Data Sheet
27.06.2019 – p. 2/2

Technical data

Binder	Vegetable oil components.
Shelf life	3 years.
Application Temperature	+59-86°F.
Coverage	430-540 sq.ft./L
Colours	Natural and White
Cleaning of tools	WOCA Solvent or turpentine.
Storage	+50-77°F. Keep out of reach of children. Do not expose to heat (e.g. sunlight). Store frost-free during winter and cool during summer (max. +77°F).
VOC	VOC-Max: 20 g/l.
Packaging	84.54 fl. oz.
Migration test of non-desired materials	EN 71-3:2013
Authorisations	Danish Indoor Climate Labelling IBR: TVOC28/A+, AgBB Z-157.10-198

Maintenance and related products

Weekly cleaning	Natural Soap
Monthly care	Oil Refreshing Soap
Re-oiling	Diamond Oil Active
Related products	Intensive Wood Cleaner
Accessories	Pad, short-bristled paint roller or a buffing machine. Lint-free cloths.

Contact

WOCA Denmark A/S
Tvæervej 6
DK - 6640 Lunderskov
T +45 9958 5600
info@wocadenmark.com
wocadenmark.com

This information is based on extensive laboratory testing and practical experience. Because the conditions under which the product is used are often beyond the control of WOCA Denmark, we can only guarantee the quality of the actual product. WOCA Denmark A/S accepts no liability for incorrect use and handling of the product. In principle, this product can be considered an intermediate product, as results depend on construction, the nature of the surface, pre-treatment, temperature, air humidity, application etc. WOCA Denmark A/S reserves the right to change the product and the stated information without notice. This label/product description replaces all previous versions.



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WOCA WOOD CLEANER INSTRUCTIONS

WOCA Wood Cleaner is used for deep cleaning of lye treated, soaped, and oiled as well as lacquered surfaces. It is also well suited for cleaning of unfinished woodwork, such as wall- and ceiling panels, furniture etc. Wood Cleaner neutralizes tannins in wood, which helps to prevent water spotting.

Work instructions:

A. Unfinished wood floors and woodwork

1. Mix 3 ounces of Wood Cleaner into each gallon of lukewarm water. Mop floor thoroughly with Wood Cleaner solution.
2. Repeat cleaning if extremely dirty.
3. Let dry completely before oiling!

B. Oiled floors and woodwork

4. Mix 3 ounces of Wood Cleaner into each gallon of lukewarm water. Mop floor thoroughly with Wood Cleaner solution.
1. Repeat if floor is extremely dirty. Let dry completely!
2. Re-oil floor or woodwork with Maintenance Oil/Paste, Master Floor Oil or Diamond Oil.

C. Furniture, panels – lacquered, painted or otherwise finished

1. Mix 2 ounces of Wood Cleaner into each gallon of lukewarm water. Wipe surface with solution and a hard wrung cloth or mop. Always wipe a second time to minimize the exposure to water on the surface. Repeat if necessary.

Please note: Don't use microfiber as this will gradually wear down most wood finishes.