

**LA Dept. Wildlife and Fisheries  
Specifications for Custodial Services**

Section

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**General Conditions**

All Contractor personnel are expected to work in a manner which will maintain the security and best interests of the Department of Wildlife and Fisheries, hereafter referred to as the Agency. The Agency reserves the right to require the Contractor to dismiss any employees deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of the Agency. The Contractor agrees that during the term of this contract, he and his employees will conduct themselves in a careful and prudent manner and that he will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

While work is in progress, the Contractor shall ensure that only employees on the Contractor's payroll, all of whom must be at least 18 years of age, are permitted access to the facility.

The Contractor will be directly responsible for any and all damages to the buildings or their contents caused by Contractor employees.

The Contractor will be responsible for compliance with all Agency policies, security measures, and vehicle regulations. Any Contractor employee who is found to be in violation of this policy will be subject to immediate dismissal.

Although designated storage areas will be provided for storage of Contractor's equipment, materials, and supplies, the Agency will not be responsible or liable for such equipment, materials, or supplies and the security thereof.

The Contractor will procure insurance as per the insurance requirements.

The Contractor will hold and save the Agency, its officers, agents, and employees harmless from liability of any nature or kind, including costs and expenses for any lawsuit or damages resulting from injuries or damages sustained by any person or persons or property by virtue of performance of this contract by the Contractor or its agents.

The Contractor is to contract for goods, services, and employment in his firm's name only, and will not implicate the Agency directly or by inference in these transactions. The Contractor is to be in all respects an independent Contractor and none of his employees is to be regarded as employees of the Agency. The contract is not to be assigned or transferred by the Contractor to any subcontractor or any other party during the term of the contract unless prior approval is obtained.

The terms and conditions of this contract cannot be changed, altered, or modified in any way without the advance written approval of the Office of State Procurement. If, because of reasons beyond the control of the Agency (e.g. fire), business operation in any or all of the facilities is interrupted or stopped, the Agency will have the right to terminate this contract upon 10 days' certified written notice without any penalty thereof.

Contractor's price includes all applicable federal and state withholdings, workmen's compensation, insurance, and licenses, and complies with the current minimum wage rate.

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### **1. Description of Services**

The Contractor will provide all supervision, labor, materials, supplies, and equipment, unless otherwise specified, and shall plan, coordinate, schedule, and assure effective performance of all service described herein. The Contractor shall provide all janitorial and related services in accordance with the requirements of this contract.

### **2. Contractor Minimum Qualifications**

The Contractor must demonstrate they have been in business satisfactorily providing similar services for at least the last 3 years.

Each bidder should attach an organization profile of their company, including but not limited to the following information:

1. The year the company was formed.
2. Total number of years of company janitorial experience.
3. Total number of custodial employees employed with the company.
4. Total number of businesses (not residential) and/or same facilities under contract for janitorial services.
5. Total number of custodial employees (full-time and part-time) as well as management personnel bidder intends to utilize for all facilities in this contract.
6. Types of services performed by contractor at each facility as well as the approximate square footage of each facility.

Company profile must be submitted to the Office of State Procurement within 5 working days after request. Failure to provide the requested documents may eliminate your bid from consideration.

### **3. Supervision**

#### 3.1 General

The Contractor shall arrange for satisfactory supervision of the contract work. It shall not be considered a responsibility of the Agency.

#### 3.2 Contract Manager

The Contractor shall provide the name, address, phone number, and e-mail address for the Contract Manager. This information shall be submitted within 5 working days after request.

All calls and messages shall be returned within a 2-hour period. Failure to return calls and messages within 2 hours will constitute grounds for placing the Contractor in default. The Contract Manager is responsible for the management and scheduling of work to be performed under this contract. Any person filling this position must have prior approval. Any change in phone number or email address must be made available to the Agency within a 24-hour period. Failure to report these changes will constitute grounds for placing the Contractor in default.

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The Contract Manager will be the liaison between the Contractor and the Agency. The duties of the Contract Manager include but are not limited to work schedules, employee records, reports, and other correspondence to the campus, key security/issuance/collection, response to complaints, employee behavior/discipline, materials inventory control, and other duties.

### 3.3 Onsite Supervisor

The Contractor shall provide the name, address, phone number, and e-mail address for the Onsite Supervisor. This information shall be submitted within 5 working days after request.

The Onsite Supervisor is the person designated by the Contractor who has full authority to act on behalf of the Contractor on a day-to-day basis at the work site. Any person filling this position must have prior approval. Any change in phone number or email address must be made available to the Agency within a 24-hour period. Failure to report these changes will constitute grounds for placing the Contractor in default.

During the initial occupancy period, the Onsite Supervisor may be designated from the custodial work force provided the specified qualifications are met. Once full-time supervisory activity is warranted, the Onsite Supervisor will discontinue activities as a custodial worker and devote full attention to contract supervision.

## 4. Qualifications of Personnel

### 4.1 Qualifications of the Contract Manager

The Contract Manager shall possess recent satisfactory (within the past 3 years) experience in the management of custodial-type operations. A detailed resume containing the information specified below must be submitted to the Agency Contact. This information shall be submitted within 5 working days after request. Both new and replacement Contract Managers must provide the following documentation:

- a. The full name of the Contract Manager.
- b. The detailed description of the previous 3 years employment history of the proposed Contract Manager.
- c. The name(s) and address(s) of the companies for whom the proposed managers worked for the past 3 years along with the name(s) and phone number(s) of his/her immediate supervisor.

### 4.2 Qualifications of Supervisory Employees (Onsite Supervision)

All supervisory personnel engaged in directing work to be accomplished under this contract shall possess recent satisfactory experience (within the past 3 years) in directing cleaning operations in a supervisory capacity.

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A detailed resume containing the information specified below must be submitted to the Agency Contact. This information shall be submitted within 5 working days after request. Both new and replacement supervisors must provide the following documentation:

- a. The full name of the Supervisor.
- b. The detailed description of the previous 3 years employment history of the Supervisor.
- c. The name(s) and address(s) of the companies for whom the Supervisor worked for the past 3 years along with the name(s) and phone number(s) of his/her immediate supervisor.

### 4.3 Qualifications of Other Contract Personnel

The personnel employed by the Contractor will be capable employees, qualified in custodial-type work. The staff shall be trained and experienced cleaning personnel that exhibit the capability of performing contract services with minimum supervision. All personnel will receive close and continuing first-line supervision by the Contractor. Any non-compliance with the terms of qualification will be cause for removal from the building.

The Contractor should have in place training, education, and development programs to ensure custodians are being properly trained. This should include blood-borne pathogens, safety training, material handling, and customer service. The Contractor should provide attendance documents for employee training sessions when requested.

## 5. Scheduling Work and Reporting

### 5.1 Weekly Reports

The Contractor shall submit to the Agency Contact a monthly work report of the jobs performed for comparison with the scheduled requirements. The report shall include all periodic work performed. Such reports will specify the location where work has been completed, for example; that rooms have been damp mopped and spray buffed, and high cleaning has been performed in rooms, halls, lobby etc. The Agency Contact will examine the Contractor's work on a daily basis.

### 5.2 Quality Control Program

The Contractor shall establish a complete daily quality control program to assure the requirements of the contract are provided as specified. Within 5 working days prior to the starting date of the contract or within the time agreed upon between the Agency Contact and Contractor, the Contractor shall submit a copy of his program to the Agency Contact. The program shall include, but not be limited to the following:

- a. An inspection system covering all the services stated in the Frequency Schedule Quality Control section (section 12) of this contract. A checklist used in inspecting contract performance during regularly scheduled or unscheduled inspections. The name(s) of the individual(s) who will perform the inspection.
- b. The checklist shall include every area serviced by the Contractor as well as every task required to be performed.

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- c. A system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the State's inspectors point out the deficiencies.
- d. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to the Agency during the term of the contract.

### **6. Security Clearance Requirements/Standards of Conduct**

#### 6.1 Security Clearance Requirements

The State reserves the right to request drug testing/screening at no additional cost to the State, for all janitorial/custodial employees by a certified laboratory of drug testing for each employee, (certified according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines). The report shall identify the drugs/metabolites tested for, whether positive or negative. The report shall also indicate the date and time of specimen collection, the date received by the laboratory, and the date and time reported. Drug testing shall include testing for the presence of marijuana, opiates, cocaine, amphetamine/methamphetamine, and phencyclidine (PCP).

The State reserves the right to request additional drug screens for janitorial staff for reasonable cause. Any janitorial staff that tests positive on any drug screen(s) may be immediately dismissed.

The Contractor is to be responsible for all keys issued if any. Keys are not to be left indoors and the Contractor is not to admit anyone to offices while work is in progress unless advised by the Agency Contact. All doors are to be closed, locked, and checked before leaving the building. In the event of key loss, the Contractor shall reimburse the Agency for replacement, including re-keying of affected locations.

#### 6.2 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is also responsible for ensuring that his employees do not disturb papers on desks, open desk drawers, or cabinets, or use Agency computers, fax machines, phones, copy machines, including any and all State-owned property, materials, or supplies except as authorized. All contract employees will be required to enter and leave the premises through the front door. All employee packages or other items brought into, or out of the facility will be subject to search.

### **7. Staffing Standards**

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### 7.1 Minimum Standards

The Contractor shall provide staffing to meet or exceed the following "minimum staffing standards" on the first day of work under the contract. These standards are "minimum" levels of staffing.

The minimum daily staffing requirement is two on site custodians.

This minimum is based on the size of the facility and the coverage needed to complete all tasks within the working hours outlined in section 7.2. The facility shall be staffed to maintain optimum conditions of cleanliness. If the level of cleaning at any time is considered to be unacceptable to the Agency, then the Contractor will be required to increase his staff or take whatever measures are required at no additional cost to the Agency.

The Contractor is cautioned that the minimum daily staffing requirement may not be enough to accomplish all of the routine daily tasks and does not include special or project cleaning as required under this contract. The determination of total staff hours required above the minimum to complete the required task is the sole responsibility of the Contractor.

If at any time a change in personnel is made, the Contractor will be responsible for having a pool of at least two additional employees for the sole purpose of emergencies that may occur, and /or replacement of janitorial staff.

### 7.2 Working Hours

Working Hours –Monday, Tuesday, and Thursday. Crew must arrive after 8:00 am and must finish work before 4:30 pm each workday. A work day shall consist of a minimal of 4 hours each work day. All work shall be completed and ready for inspection by Office Manager at 5:30 pm daily.

### 7.3 Absenteeism

The Contractor shall provide relief personnel as necessary to ensure that each assignment is performed daily, per contract specifications, regardless of employee absenteeism. If Contractor cannot provide an employee for required work hours, the amount of hours of non-performance of contract will be deducted by the hourly rate of that employee from the monthly invoice.

### 7.4 Employee Records

The Contractor shall keep the records identified below for each employee performing the work described in the contract:

- a. Name
- b. Work Classification or Classifications
- c. Biweekly Hours Worked

The Contractor shall furnish a certified copy of such records to the Agency Contact at the end of each 2-week period.

## 8. Correspondence

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The Contractor shall respond to all inquiries, complaints, and/or other written correspondence from Agency personnel within the required number of days as specified in each notice. Correspondence shall be on the Contractor's official stationery.

### 9. Supplies/Equipment

#### 9.1 Furnished by the Agency

- a. Electrical power at existing outlets for the Contractor to operate equipment as is necessary in the conduct of his work.
- b. Hot and cold water as necessary.
- c. Space in the various buildings for the storage supplies and equipment, which will be used in the performance of the work under the contract. The Agency will not be responsible in any way for damage or loss to the Contractor's supplies, materials, replacement parts, or equipment.
- d. Toilet paper, paper towels, liquid soap, air fresheners, and refills.

#### 9.2 Furnished By the Contractor

The Contractor shall furnish all supplies and materials necessary for the performance of the work of this contract unless otherwise specified herein. For a list of expected supplies and materials, see section 14. Should the Contractor not furnish the proper supplies or adequate quantity, the State will make a one-time purchase of the needed supplies and charge them against the Contractor's invoice at the State's cost plus 20%. If the Contractor does not provide proper supplies after this action, the Contractor will be in danger of default. Action placing the Contractor in default will be taken on the second occurrence during this contract.

The Contractor shall provide the following products to be stocked in various dispensers:

- a. Plastic Trash Can Liners to line Agency trash cans
- b. Contractor shall supply his own liners for trash collection

The Contractor shall furnish all cleaning equipment, vacuum cleaners, mops, brooms, etc. cleaning supplies, cleaners, cleaning powders, disinfectants, wood polish, etc. and any other items necessary to maintain the cleanliness and sanitation of the building at no additional charge to Agency.

The Contractor shall not use any material which the Agency determines would be unsuitable or harmful to the surfaces to which it is to be applied. The Agency reserves the right and sole discretion to reject any material.

All necessary cleaning equipment, including power-driven floor scrubbing machines, waxing and polishing machines, industrial-type vacuum cleaners, and all necessary motor trucks, etc., needed for the performance of the work will be furnished by the Contractor. For a list of expected equipment, see section 14. Such equipment will be of the size and type customarily used for work of this kind and will meet the approval of the Agency. No equipment shall be used which is harmful to the facility or its contents. Failure to provide adequate equipment may be cause to terminate the contract.

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All equipment must be in good working condition at all times. The Contractor will be responsible for all maintenance and repair costs necessary to keep their equipment in proper working condition and for any cost necessary to repair damage to the equipment due to misuse, abuse, or neglect by his employees. Should any machine become unserviceable during the contract period, the Contractor shall furnish at his expense the equipment necessary to comply with the provisions of these specifications. Any non-working equipment shall be replaced/repared within 24 hours. The Contractor must notify the Agency Contact of any changes in their equipment for the duration of the contract.

The Agency will conduct an equipment inventory. This is to ensure that all equipment is in operating condition and that the quantity and quality agreed upon is the same. The Contractor shall accompany the designated person conducting the inventory.

The Contractor shall be responsible for maintaining the sanitary napkin/tampon waste receptacles owned by Agency in operable conditions.

The Agency will not be responsible for theft.

### **10. OSHA Guideline Compliance:**

The Contractor will be responsible for furnishing the Agency with all Safety Data Sheets applicable to the products and chemicals being furnished by him under this contract. All products and chemicals used to provide services in this contract must be used in accordance with the safety methods set forth on the Safety Data Sheets. All products, chemicals, and application devices will be disposed of and/or cleaned in accordance with the methods set forth on the Safety Data Sheets or as governed by Local, State or Federal laws. The Contractor shall be responsible for the education and compliance of all employees in the safe use, handling, and disposal of all products, chemicals, and application devices as related to the Safety Data Sheets. If the Contract is found to be non-compliant with the safety methods set forth on the Safety Data Sheets they will be referred by the Agency to local authorities for further investigation and action. Negligent and irresponsible actions by the Contractor or his employees will place the Contractor in danger of default.

The Contractor shall comply with OSHA regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.

The Contractor shall use caution signs as required by OSHA regulation 1910.144 and 1910.145 at no additional cost to the agency. Cautions signs shall be on site on commencement of the contract.

The Contractor shall comply with the OSHA standard 29CFR1910.1030 blood-borne pathogens as it pertains to the training, safety, and equipment needed for all employees engaged in providing custodial services.

### **11. Building Information**

The following is a list of the buildings to be serviced by the Contractor and included are the appropriate custodial square footage for those buildings. The square footage figures are listed for bidder convenience and no guarantees are made concerning their accuracy. The Contractor is responsible for verifying the size and condition of all facilities.

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- Louisiana Department of Wildlife and Fisheries is approximately **12,000** square feet

The Contractor is responsible for cleaning and servicing all interior space of the above buildings with the following exceptions, which will be the responsibility of the Agency personnel to maintain:

- a. All mechanical rooms, heater rooms, fan rooms, electrical rooms, etc.
- b. The inside of cabinets, cupboards, drawers, etc.
- c. Mechanical equipment area of Central Mechanical Plant, Central Stores Area, and Warehouse Area.

### **12. Frequency Schedule/Quality Control**

Contractor will provide, in writing, a calendar schedule of the exact day or date(s) all weekly, monthly, semi-annual, and annual services will be performed or commenced for the entire contract term. Schedule should be provided within one week of startup or within time agreed upon Agency Contact and Contractor.

The Agency Contact is to, at all times, have access to work while it is in progress.

The Agency will recognize the following unpaid holidays during the contract term. The Contractor will not be responsible for having any personnel in the facility on these holidays: Independence Day, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, Mardi Gras Day, Good Friday, Juneteenth, Martin Luther King Jr. Day, Veterans Day, Memorial Day, as well as proclaimed holidays

#### **A. Daily Service Requirements:**

- a. Empty and wipe clean all trash cans. Replace trash can liners. Trash placed in the dumpster.  
Quality Control Standard: Free of stains and stained litter.
- b. Sweep and/or dust mop and damp mop all non-carpeted floor surfaces.  
Quality Control Standard: Corners shall be dirt, cobweb, and lint-free. Door jams and baseboards are free of dirt and mop stain build-up. All debris, paper, lint, dust, and dirt were removed.
- c. Vacuum clean all carpeted areas.  
Quality Control Standard: All debris, paper, lint balls, dirt, and gum removed from the carpet, including in and around furniture edges (desks, tables, and chairs), and equipment.
- d. Wipe clean all entrance doors, glass, interior and exterior, and window panels at both Admin. Coordinator Offices, interior and exterior. Frame and ledges wiped clean.  
Quality Control Standard: Glass must be clean and free of water spots, streaks, and dust.
- e. Clean and polish all drinking fountains.  
Quality Control Standard: Free of water stains and alkaline deposits. Polish and dry using proper cleaners.
- f. Broom or power sweep immediate entrance exterior areas in front of doorways.  
Quality Control Standard: Must be free of lint, paper, debris, and stains.
- g. Dust all horizontal services including, but not limited to, cabinet counters, file cabinets, desktops, telephones, map cases, brochure racks, and window sills, excluding laboratory tops.

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- Quality Control Standard: Free of dust, dirt, lint, handprints and stains.

h. Properly arrange office, breakroom, and conference room furniture.  
Quality Control Standard: Chairs and stools must be placed under tables or desks.
- i. Restrooms: Sweep and wet-mop restroom floors with cleaner and disinfectant rinse, clean and disinfect bathroom sinks.  
Quality Control Standard: Free of dirt (especially in corners), stains, paper, cobwebs, water, mop stains, and debris. Baseboards and panel bases are clean of dirt build-up and stains. Drains free of debris and hair.
- j. Toilets/Urinals: Wash, clean, sanitize, and disinfect all toilets, urinals, and toilet seats.  
Quality Control Standard: Toilets and urinals free of water build-up and stains, dust, dirt, and spots. Flush valves are clean and polished. Toilet seats are up for use, and free of spots and stains.
- k. Spot wash restroom walls, partitions, and doors.  
Quality Control Standard: Walls free of writing, dust, and stains. Shower room walls are free of water buildup, body oils, and dirt. Partitions and doors must be free of stains, writing, and dust. Ceilings, walls, and corners must be free of cobwebs.
- l. Clean restroom fixtures and chrome.  
Quality Control Standard: All fixtures, faucets, and pipes (under the sink) must be clean and free of water buildup, body oils, and dirt.
- m. Clean restroom mirrors.  
Quality Control Standard: Mirrors must be clean and free of water spots, streaks, and dust. No dust on ledges.
- n. Clean and fill all restroom dispensers: soap dispenser, toilet paper, air fresheners, and paper towels.  
Quality Control Standard: Dispensers must be stocked each workday; and maintained at an adequate level (liquid, powder soap toilet paper, and paper towels). Dispensers must be clean and dust-free.
- o. Damp mop spillage from all non-carpeted floor surfaces including breakroom, vending area, and dining area.  
Quality Control Standard: No visible debris, paper, spills, stains, gum, dirt, mop stains, food particles, or lint on floor, base, corners, walls, doorframes, baseboards, furniture, and all other surfaces shall be free of watermarks and splashing from cleaning solutions.
- p. Clean and sanitize breakroom, including interior and exterior of microwave oven(s) and refrigerator(s), scrub sink and dish rack, wipe counter surface clean, empty garbage can(s), and replace paper towels as required. Wipe clean all table and chair surfaces and bases. Deodorize as necessary.  
Quality Control Standard: No visible spills, stains, watermarks, food particles, handprints, grease, dirt, or offensive odors.
- q. Spot clean carpets, shampoo, or bonnet clean, as required to remove spots, spills, and traffic dirt. Alternative carpet cleaning methods may be used if satisfactorily demonstrated and approved by the Director of Facilities management.  
Quality Control Standard: Free from spills, stains, traffic dirt, rain (when applicable), paper, etc. Maintain a reasonable, normal cleanliness.
- r. Keep custodial/janitorial closet(s) neat and orderly.  
Quality Control Standard: Clean, stocked, floor clean of stains and dirt. Equipment clean and orderly.
- s. Report burned-out lights to the Facilities Management representative.
- t. Leave only designated lights on.
- u. Turn in lost item(s) to Security.

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- v. Check and maintain building security during and upon completion of work, locking all office doors that are to be locked.
- w. When electrical service to a receptacle is interrupted due to overload by floor maintenance equipment, the problem receptacle must be reported immediately to security.

### B. Weekly Service Requirements:

To be completed by Monday of each week. Dust mop, damp mop, and buff or scrub (as needed)

### C. Monthly Service Requirements:

To be completed by the first Monday of every month.

Dust all walls from floor to ceiling (up to 12 feet) remove all cobwebs. Includes televisions mounted on walls.

Wipe clean all ceiling mounted and wall HVAC supply and return air grills. Also clean adjacent ceiling tile and wall areas as necessary to provide dust and soil free area around grills. Also clean bathroom exhaust fan vent covers.

### D. Quarterly Service Requirements:

1. Polish all desks and furniture.
2. Clean all interior blinds throughout the facility

### E. Semi-Annual Service Requirements:

Clean all interior and exterior of all windows and window walls.

### F. Annual Service Requirements:

1. Clean all overhead light fixtures.
2. Shampoo extract all carpet areas.
3. Thoroughly clean all interior glass windows and doors.

### G. Utility Work, Floor Maintenance, Frequency Schedule for Vinyl, Other Soft Flooring, Carpet, Ceramic Floor, and Terrazzo.

The Contractor's floor maintenance calendar schedule, once approved, will be used and adhered to with no changes from the schedule unless approved by the Agency representative.

1. Floor Procedures: Sweep, dust mop, remove residue from floor. Wet mop with proper cleaners. Hi-speed or scrub as required to remove black marks, let dry and apply proper coating as per manufacturer's instructions.

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Quality Control Standard: Glossy shine with no powdering or streaked appearance. Walls, doors, frames, and furniture will be free of residue.

2. Carpet Procedures: Vacuum thoroughly, spot stains with approved chemicals. Bonnet clean (method) carpets or use extraction method to remove stains or dirt build-up. Alternative cleaning methods may be used if specifically approved by the Agency Contact.

Quality Control Standard: No streaking, no light or dark shaded areas, no staining. Furniture and walls will be free of spills.

3. Ceramic Floor Tiles: Sweep, machine scrub floor using proper cleaners, hand scrub under and around partition panels, under toilets, corners, doorways, and door jamb(s). Rinse, damp mop floor and walls. Apply sealer to restroom floor only.

Quality Control Standard: Free of soap cleaner residue. Corners free of machine marks, no dirt build-up visible in base, partition panels, doors, and door jamb.

4. Building Detail Work Procedure:

- a. Dust desks, chairs, tables and other office furniture and cabinets, including chair rungs and bases.
- b. Dust all ledges, flat surfaces within reach. Remove all cobwebs from corners, walls and ceilings.
- c. Remove fingerprints and smudges from doors and walls.
- d. Clean door fascia plates and thresholds.
- e. Vacuum under cushions of upholstered furniture.
- f. Dust or vacuum air return grills and registers in walls, doors, and ceilings.
- g. Dust all window blinds and louvers.

### 13. Inspection

In order to monitor the quality of work performed by the Contractor, the Contract Manager and Agency Contact will conduct random inspections on all areas cleaned commencing at the Agency Contact's discretion. The intent of this contract is to receive acceptable, quality, complete, and uniform custodial services throughout each building or area on a daily basis. The Agency Contact will choose the area(s) to be inspected, the dates of inspection, and the number of inspections to be performed. The Agency will be the sole judge of the quality of services and the required frequency of the services.

Rating System: There are four grades of quality considered for each element; "Excellent", "Good", "Fair", and "Poor".

- "Excellent" (10 points) signifies that the quality of work or services is as good as or better than the required standard.
- "Good" (8 points) signifies that the quality of work or service in the particular element is similar to set the quality control standard required and is acceptable.
- "Fair" (6 points) indicates that the set quality is below the standard required and needs improvement.
- "Poor" (4 points) indicates the quality of work is unacceptable.

The Contractor will keep the grades at or above "good" (8 points) in all elements on a daily basis. The standard has been predetermined and entered for each element, as noted in section 12. Frequency Schedule/Quality Control.

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The Agency Contact will prepare a Quality Control Form during the inspection routine noted above; and will provide copies of the report with findings and grades after inspections.

The Office of State Procurement will notify the Contractor of reported performance issue(s) submitted by the Agency. The Contractor will respond to the reported performance issue(s), in writing to the Office of State Procurement, as instructed in the notice. The Contractor's failure to respond to the Agency's complaint of deficiencies in performance, or failure to satisfactorily respond to the Office of State Procurement notice of performance issues within the required number of days specified in each notice will constitute grounds for placing Contractor in default.

The Agency will submit to the Office of State Procurement written documentation of non-performance issues and any attempts made by Agency or Contractor to resolve the performance issue(s). Copies of all supporting documentation will always be forwarded to the Office of State Procurement for placement in the contract file as well as the Contractor's vendor file.

Incidents of unsatisfactory cleaning performance, shortage of hours, or failure to comply with other terms of the contract will constitute grounds for placing Contractor in default and may result in contract termination.

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**14. Supplies, Materials, and Equipment List**

The Contractor is expected to furnish the items within the below list for use during the contract period. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the contract rests with the Contractor:

**Items**

Plastic Trash Can Liners	Backpack Vacuum
Cleaner: Glass/Window	Floor Scrub or High Speed Buffing Machine
Cleaner: Bathroom	Carpet Steam Cleaner
Cleaner: Toilet Bowl	Broom - Indoor/Outdoor
Cleaner: Multi-Purpose	Dustpans
Floor Care: Finish	Mop - Dust
Floor Care: Sealer	Mop - Dust (treated)
Floor Care: Polish	Bucket
Metal Polish	Wringer
Furniture Polish: Vinyl	Wet Floor Signs
Furniture Polish: Wood	Mobile Trash Cans (w/caddy)
Carpet Spot/Stain Remover	Special High Cleaning Equipment
Carpet Cleaner	Dusters (Lambs wool or approved equal)
Disinfectant	Commode Brush
Tile Cleaner	Window Cleaning Tools
Gum Remover	Power Sweepers
Dust Mop Treatment	Wet/Dry Vacuum
Floor Pads	
Upholstery Cleaner	
Wood Cleaner	
Porcelain Cleaner	
Stainless Steel Cleaner	
Brass Polish	
Vacuum, commercial grade	