

Revised Attachment B – Specifications

RFx No.: 3000023405

Title: *Fax Bid* Janitorial Services - WLF

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I. General Conditions

All Contractor personnel are expected to work in a manner which will maintain the security and best interests of the LA Dept. 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.

The Contractor shall not allow any person less than 18 years of age or any person that is not on the Contractor's payroll in the facility at any time.

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 shall not be responsible or liable for such equipment, materials, or supplies and the security thereof.

The Contractor will procure insurance as per attached insurance requirements, and shall show evidence of such insurance in the form of Certificate(s) of Insurance prior to contract award.

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 or any account of any law suit or damages of any character whatsoever 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 approved by the Commissioner of Administration.

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 Purchasing. 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 shall have the right to terminate this contract upon 10 days certified written notice without any penalty thereof.

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Contractor's bid price shall be sufficient to pay for all applicable Federal and State withholdings, workmen's compensation, insurance, all licenses, and comply with the current minimum wage rate. All bidders should provide with their bid a cost breakdown detailing how the bid price was determined. The breakdown shall include the number of employees, cost of supplies, etc. This information shall be submitted within five working days after request. Failure to provide the requested documents may eliminate your bid from consideration.

1. Description of Services

The Contractor shall provide all supervision, labor, materials, supplies, and equipment 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 Qualifications

Contractors should demonstrate they have been in business satisfactorily providing similar services for at least the last 5 years. Contractors shall show proof of a positive balance sheet and profitable business operations for at least 4 of the last 5 years.

Contractors shall provide, at a minimum, three comparable references of current work being performed a preferably at other public sector facilities. These references should be for work done for comparable building(s).

Contractor should have one project of approximately two thirds or more of the square footage of this project, under a comparable scope of work, in which janitorial services have been satisfactorily rendered, for a period of not less than 2 years.

The references should be printed on the facilities letterhead, dated within the last 12 months, and should reflect the requirements listed above and should include the following:

1. Name of person, title, and telephone number to contact.
2. Type of facility.
3. Approximate square footage of facility.
4. Length of period employed at facility.
5. Company recommendation/rating of Contractor's services.
6. Types of services performed by Contractor at this facility.

If bidding as a master franchise for a franchisee, the references submitted shall be for that franchisee recommended for this contract and the recommended franchisee shall sign the bid in addition to the master franchise owner.

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 comparable facilities under contract for janitorial services.

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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.

NOTE: References and company profile shall be submitted to the Office of State Purchasing within five 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, telephone number, fax number and an e-mail address that can accept voice mail or electronic transmissions for the Contract Manager from the Office of State Purchasing, as well as, the Agency Contact. This Information shall be submitted within five working days after request. Unreasonable failure to provide the requested Information will be cause to eliminate your bid from consideration at the State's discretion.

All calls and messages shall be returned within a 2 hour period. Functioning telephone, fax, cell phone numbers, and e-mail addresses that can accept voice mail communications or electronic transmissions should be maintained by the Contract Manager. Failure to return calls and messages within 2 hours will constitute grounds for placing 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 should have prior approval. Any change in telephone, cell phone, and fax numbers or e-mail addresses should be made available to the Agency, as well as, the Office of State Purchasing within a 24 hour period. Failure to report these changes will constitute grounds for placing the Contractor In default.

3.3 Onsite Supervisor

The Contractor shall provide the name, address, and telephone number of the Onsite Supervisor in writing to the Office of State Purchasing, as well as, Agency Contact. This Information shall be submitted within five working days after request. Unreasonable failure to provide the requested documents will be cause to eliminate your bid from consideration at the State's discretion.

The term "Onsite Supervisor" means 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 should have prior approval. Any change in telephone numbers must be made available to the Agency, as well as, State Purchasing 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 Supervisor will discontinue activities as a custodial worker and devote full attention to contract supervision.

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3.4 Qualifications of Other Contract Personnel

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

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

4. The Role of Agency in Contract Administration

The Agency contact has the responsibility of determining the adequacy of performance by the Contractor in accordance with the terms and conditions of this contract; acting as the Agency's representative in charge of work at the site; ensuring compliance with contract requirements insofar as the work is concerned; and advising the Agency of any factors which may cause delay in performance of the work.

He/she is also responsible for the day-to-day inspecting and monitoring of the Contractor's work. The responsibilities include, but are not limited to, inspecting the work to ensure compliance with the contract requirements; documenting written inspection reports the results of all inspections conducted; following through to assure that all defects or omissions are corrected; conferring with representative of the Contractor regarding any problems encountered in the performance of the work and generally assisting the Contractor in carrying out his responsibilities.

Inspection of Services

All services, which include services, performed, material furnished or utilized in the performance of services, and workmanship in the performance of services, shall be subject to inspection and test by the Agency to the extent practicable, at all times, and placed during the term of the contract. All inspections by the Agency shall be made in such a manner as not to unduly delay the work.

If any services are not in conformity with the requirements of the contract, the Agency shall have the right to take necessary steps to perform the services in conformity with the requirements of the contract as outlined in Section 13C.

5. Security Clearance Requirements/Standards of Conduct

5.1 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 should include testing for the presence of marijuana, opiates, cocaine, amphetamine/meth-amphetamine and phencyclidine (PCP).

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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) shall be immediately dismissed.

If at any time a change in personnel is made the Contractor should provide the Office of State Purchasing, as well as, the Agency information on new employee(s) before they may begin work. The Contractor shall 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. (As addressed in 8.5)

Contractor is to be responsible for all keys issued if applicable. Keys are not to be left in doors and 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, Contractor will reimburse Agency for replacement, or corrective measures to include re-keying of affected locations.

5.2 Standards of Conduct

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, telephones, 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 entrance door. All employee packages or other items brought into, or out of the facility will be subject to search.

6. Staffing Standards

6.1 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 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 the routine daily task 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.

Contractor should provide a copy of a detailed per hour pay rate with the bid package, for the Contract Manager, Onsite Supervisor, and Custodians. If this information is not included in the bid package, it shall be submitted within five working days after request. Failure to provide the requested documents may eliminate your bid from consideration. Changes to the pay rate for the Contract Manager, Onsite Supervisor, and Custodians must be forwarded to the Agency and the Office of State Purchasing.

One or two custodial staff, working 4.5 - 6 hours per day on Tuesdays and Fridays, for a combined total of no more than 12 hours per week.

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6.2 Working Hours

Specified Daily Services All Building Days: All work shall be completed and ready for inspection by Agency contact the following weekday.

Services shall be performed: Tuesday and Friday. Crew should perform the work during the business hours of 8:00 am - 4:30 pm.

6.3 Contract Manager

The Contract Manager shall 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.

6.4 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.

6.5 Work Hours

The Contractor's personnel should normally be employed on a full 4.5 hour assignment. However, unless otherwise directed in writing by the Agency, the Contractor may increase the number of employees during any 4.5 hour shift provided that they will furnish at least minimum personnel hours required, and further, that approval may be granted for an assignment of an employee if warranted by occupancy level. The specified minimum of personnel hours of work and supervision, which shall actually be performed, by the Contractor's personnel or the personnel of the Sub-Contractor in connection with this contract is as noted in "Staffing Standards".

6.6 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 Agency contact at the end of each two (2) week period.

6.7 Principal Custodial Supervisor

The Contractor is to designate one employee on each shift worked as the principal custodial supervisor for that shift with full responsibility for directing the entire custodial crew working on his/her shift. Each principal supervisor is to be authorized to act for the Contractor in every detail; this person may also act as the onsite supervisor until such time as occupancy levels warrant full-time positions.

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7. Correspondence

The Contractor or his designated officers shall respond to all inquiries, complaints, and 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.

8. Supplies/Equipment

8.1 Furnished by the Agency

- a. Electrical power at existing outlets for the Contractor to operate such 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 of an inventory of 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.

8.2 Furnished By the Contractor

- a. The Contractor shall furnish all supplies and materials necessary for the performance of the work of this contract unless otherwise specified herein. 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 twenty (20) percent. If the Contractor does not provide proper supplies after this action, then the Contractor will be in danger of default. Action placing the Contractor in default will be taken on the second occurrence during this contract.
- b. 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.

9. OSHA Guideline Compliance

- a. The Contractor will be responsible for furnishing the Agency with all Material *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 should be used in accordance with the safety methods set forth on the Material Safety Data Sheets. All products, chemicals, and application devices must be disposed of and or cleaned in accordance with the methods set forth on the Material 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 Material Safety Data Sheets. Contractors found to be non-compliant with the safety methods set forth on the Material Safety Data Sheets will be referred by the Agency to local authorities for further investigation and action.

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- b. Negligent and irresponsible actions by the Contractor or his employees will place the Contractor in danger of default.
- c. Contractor shall comply with OSHA regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.
- d. Contractor shall use caution signs as required by OSHA regulation 1910.144 and 1910.145 at no additional cost to the Agency. Caution signs shall be on site on commencement of the contract.
- e. 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.

10. Certified Payroll Records

Upon request in writing by the Agency, the Contractor shall within five working days furnish a certified copy of the latest payroll period prior to the date of said request. This record shall reflect payments for all the Contractor's employees working under this contract during the payroll period. The State may request copies on any or all such payrolls during the life of this contract.

11. Building Information

The following is a list of the buildings to be serviced by the Contractor and included is the appropriate custodial square footages 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.

Main building is approximately 12,000 square feet along with a separate building on the property that is approximately another 400 square feet which includes two offices and a bathroom.

An area shall be designated for storage of the Contractor's equipment, materials, and supplies, but the Agency shall not be responsible or liable for such equipment, materials, or supplies and the security thereof

Contractor shall seek, in writing, the advance written approval of Office of State Purchasing regarding any change, modification or alteration of the contract.

The Agency representative is to, at all times, have access to work when it is in progress.

The Agency shall recognize the following unpaid holidays during the contract term. The Contractor shall not be responsible for having any personnel in the facility on these holidays: New Year's Eve, New Year's Day, Martin Luther King Day, Mardi Gras Day, Good Friday, Independence Day, Labor Day, Thanksgiving Day and Day After, and Christmas Day.

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.

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- c. Any designated storage area or building.

12. Frequency Schedule/Quality Control

The Contractor shall establish a complete daily quality control program to assure the requirements of the contract are provided as specified. Within five 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 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 of the operations serviced by the Contractor as well as every task required to be performed.
- 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.

Contractor shall provide, in writing, a calendar schedule of the exact day or date(s) all weekly, monthly, semi-annual and annual services shall be performed or commenced for the entire contract term. Schedule should be provided within 1 week of startup or within time agreed upon Agency contact and Contractor.

- A. Two times per service requirements (twice weekly):

- 1. Empty and wipe clean all wastebaskets.

QUALITY CONTROL STANDARD: Free of stains and stained litter.

- 2. 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 free of dirt and mop stain build-up. All debris, paper, lint, dust, and dirt removed.

- 3. Vacuum clean all carpeted areas.

QUALITY CONTROL STANDARD: All debris, paper, lint balls, dirt, and gum removed from carpet including in and around furniture edges (desks, tables, and chairs), and equipment.

- 4. Wipe clean front entrance door glass, interior and exterior, and window panels, immediately adjacent to entrance doors. Frame and ledges wiped clean. Remove any tape from windows once a week.

QUALITY CONTROL STANDARD: Glass should be clean and free of water spots, streaks, and dust.

- 5. Broom or power sweep immediate entrance exterior areas in front of doorways.

QUALITY CONTROL STANDARD: Should be free of lint, paper, debris, and stains.

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6. Restrooms: Sweep and wet-mop restroom floors with cleaner and disinfectant rinse.
QUALITY CONTROL STANDARD: Free of dirt (especially in corners), stains, paper, cobwebs, water, mop stains and debris. Baseboards and panel bases clean of dirt build-up and stains.

Drains free of debris and hair.

7. 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 clean and polished. Toilet seats up for use, free of spots and stains.

8. Spot wash restroom walls, shower rooms, partitions and doors.
QUALITY CONTROL STANDARD: Walls free of writing, dust and stains. Partitions and doors should be free of stains, writing, and dust. Ceilings, walls, and corners should be free of cobwebs.

9. Clean restroom room fixtures and chrome.
QUALITY CONTROL STANDARD: All fixtures, faucets, pipe (under sink) should be clean and free of water build-up, body oils and dirt.

10. Clean restroom mirrors.
QUALITY CONTROL STANDARD: Mirrors should be clean and free of water spots, streaks, and dust. No dust on ledges.

11. Clean and fill all restroom dispensers.
QUALITY CONTROL STANDARD: Dispensers should be stocked daily and maintained at adequate level (liquid, powder soap and paper products). Dispensers should be clean and dust free.

12. Damp mop spillage from all non-carpeted floor surfaces including food service and preparation rooms, 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 or wax.

13. Clean and sanitize kitchen/break room area, 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 in Staff Lounge area. Deodorize as necessary.
QUALITY CONTROL STANDARD: No visible spills, stains, watermarks, food particles, handprints, grease, dirt, or offensive odors.

14. 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 Agency.
QUALITY CONTROL STANDARD: Free from spills, stains, traffic dirt, rain (when applicable), paper, etc. Maintain a reasonable, normal cleanliness.

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15. Keep custodial/janitorial closet(s) neat and orderly.
QUALITY CONTROL STANDARD: Clean, stocked, floor clean of stains; Dirty equipment clean and orderly.
16. Report burned out lights to the Agency contact.
17. Leave only designated lights on.
18. Turn in lost item(s) to Security.
19. Check and maintain building security during and upon completion of work, locking all doors that are to be locked.
20. When electrical service to a receptacle is interrupted due to overload by floor maintenance equipment, the problem receptacle should be reported immediately to the Agency contact.

B. Monthly Service Requirements:

To be completed by the last day of the first full week of every month.

1. Clean glass in all doors and display cases in building.
2. Remove fingerprints/smudges and marks from around light switches and doorframes.
3. Wipe clean all ceiling mounted and wall mounted HVAC supply and return air grins. Also clean adjacent ceiling tile and wall areas as necessary to provide dust and soil free area around grills.
4. Wipe clean all surface areas (i.e. walls ledges and floors) around animal displays wall mounted, and floor display in halls and lobby.
5. Perform all functions specified under section 12A in unoccupied areas.

C. Quarterly Service Requirements:

1. Clean inside and outside, all windows, including mini-blinds. Wipeout all windowsills associated with said window.
2. Wipe down all desk sides and furniture

D. Annual Service Requirements:

1. Shampoo all carpeted areas.
2. Clean interior of all remaining windows and window walls in occupied areas.
3. Strip, re-wax, and buff all non-carpeted floors.

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4. Clean all overhead light fixtures

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

1. 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 contact.
2. 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.
QUALITY CONTROL STANDARD: Glossy shine with no powdering or streaked appearance. Walls, doors, frames, and furniture shall be free of residue.
3. 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.
QUALITY CONTROL STANDARD: No streaking, no light or dark shaded areas, no staining. Furniture and walls shall be free of spills.
4. 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 jambs.
5. Building Detail Work Procedure:
 - a. Dust desks, chairs, tables and other office furniture and laboratory casework cabinets, including chair rungs and bases, and glass tops.
 - b. Dust all ledges, flat surfaces within reach. Remove all cobwebs from comers, 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.

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A. In order to monitor the quality of work performed by the Contractor, the Contract Manager and Agency contact shall conduct random inspections on all areas cleaned. 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 days of inspection, and the number of inspections to be performed. The Agency shall be the sole judge of the quality of services and required frequency of the services.

B. 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 specifications state that the Contractor shall 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 contract section. “Frequency Schedule/Quality Control”.

C. Quality Control Form will be prepared by the Agency contact during the inspection routine noted above.

D. The Office of State Purchasing will notify Contractor of reported performance issue(s) submitted by Agency. Contractor shall respond to the reported performance issue(s), in writing to the Office of State Purchasing, as instructed in the notice. Contractor’s failure to respond to Agency's complaint of deficiencies in performance, or failure to satisfactorily respond to the Office of State Purchasing notice of performance issues within the required number of days specified in each notice will constitute grounds for placing Contractor in default. Agency will submit to State Purchasing 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 should always be forwarded to the Office of State Purchasing for placement in the Contractor's 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, at the State's discretion result in contract termination.