

**LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATION**

**JANITORIAL SERVICES
5056 W. Main St., Houma, LA 70360
4135 LA 308, Raceland, LA 70394**

SCOPE OF WORK

The contractor shall provide Janitorial Services for the buildings and office of the Department of Transportation and Development Houma Sub-District Facilities located at the addresses listed above. Services shall be provided two days per week at each facility in accordance with the schedule of services and specifications provided herein on Wednesday and Friday between the hours of 8:00 AM – 3:00 PM.

The Contractor shall be responsible for all supervision, labor, training, materials, equipment and supplies including but not limited to an onsite Supervisor or Lead Worker, trained janitorial personnel, mops and mop buckets, wet floor signs, brooms, vacuums, cleaning chemicals, etc., necessary to provide janitorial and related services as stated herein.

REQUIREMENTS

Staffing

The Contractor shall provide enough staffing to maintain optimum conditions of cleanliness as specified. If the level of cleanliness at any time is considered unacceptable to the Department, then the Contractor will be required, at no additional cost, to increase the number of staff onsite or take whatever measures are necessary to meet the requirements of the specifications.

Determination of the total number of employees needed to complete the required tasks is the responsibility of the Contractor. The Contractor shall increase or decrease the number of employees on site as needed to ensure all planned tasks are completed as scheduled. A pool of at least two employees shall be available for the sole purpose of replacements/relief janitorial staff to ensure that each assignment is performed per schedule regardless of employee absenteeism or dismissal.

Onsite Supervision

A Supervisor or Lead Worker must be onsite during all janitorial services performed. The terms “Supervisor/Lead Worker” (Supervisor) means 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 worksite. Supervision shall not be considered a responsibility of the Department.

The Supervisor shall be designated by the Contractor for each shift worked and shall have full responsibility for directing the entire custodial crew working on his/her shift. Supervisors must be

authorized to act for the Contractor and shall be the liaison between the contracted employees and the Department Point of Contact (POC). Issues such as late arrival, early departure, improper or unsafe cleaning practices, etc. will be brought to the attention of the onsite Supervisor.

Issues that are not resolved by the Supervisor will be reported to the Office of State Procurement through an official complaint. See the NON-PERFORMANCE section of the specification for further details.

Schedule

Services shall be performed on Wednesday and Friday of each week between the hours of 8:00 AM – 3:00 PM. All services are to be completed no later than 3:00 PM each service day.

Services shall not be performed during times of disaster, on weekends nor on a State holiday, both those observed in accordance with Louisiana Revised Statute 1:55 and those proclaimed throughout the year by the Governor. Per Louisiana Revised Statute 1:55, the State observes the following holidays:

- New Year's Day – January 1st
- Martin Luther King, Jr.'s Birthday – 3rd Monday in January
- Mardi Gras Day – Tuesday before Ash Wednesday
- Good Friday – Friday before Easter Sunday
- Juneteenth Day – Friday or Monday of the third weekend in June (verify with POC)
- Independence Day – July 4th
- Labor Day – 1st Monday in September
- Veteran's Day – November 11th
- Thanksgiving Day – 4th Thursday in November
- Christmas Day – December 25th

It is the Contractor's responsibility to communicate with the Department POC as to whether the Governor has proclaimed a State holiday. As well, during times of severe weather or emergencies, the Contractor must contact the POC to verify that services will be postponed or proceed as scheduled.

Arrival and Departure

The Contractor's employees shall arrive onsite between 8:00 AM and 12:00 PM in order to have enough time to complete the work before 3:00 PM. Onsite Supervisor shall contact the Department POC or their designee, as applicable, upon arrival, to see if there were any noted issues/deficiencies from the prior workday. In turn, the Supervisor shall inform the Department POC, or their designee of any concerns they noted such as low inventory on paper products, malfunctioning toilets, broken objects, etc.

NOTE: All employee bags/packages or other items brought into or out of the facility are subject to search.

Post Service Inspections

The Department POC or their designee will examine the Contractor's work on a periodic basis. All inspections by the Department shall be made in such a manner as to not unduly delay the work or time of departure from the facility. Deficiencies must be corrected prior to departure or before the end of services on the following shift, whichever is noted by the Department inspector.

Employee Conduct

All Contractor personnel are expected to work in a manner that will maintain the security and best interests of the Department. The Department reserves the right to require the Contractor to dismiss any employee deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed contrary to public interests or inconsistent with the best interest of the Department. The Contractor agrees that 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 here in.

The Contractor shall not allow any person less than 18 years of age or any person that is not on the Contractor's payroll into or on the grounds of the facility at any time. The Contractor will be responsible for compliance with all Department policies, security measures, and vehicle regulations and will be directly responsible for any and all damages to Department buildings and/or their contents caused by Contractor employees.

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 Department computers, fax machines, telephones, copy machines, including all State owned property, materials or supplies except as authorized.

Drug Tests and Background Checks

All employees of the Contractor that will be onsite to perform the contracted services must have passed a drug test and a background check prior to beginning work at the Department. Background checks and drug screens will be performed at no additional cost to the State. Drug tests must be performed by a certified laboratory. Drug test must meet the requirements/guidelines of the Substance Abuse and Mental Health Services Administration (SAMHSA). The screen report shall identify the drugs/metabolites tested for, whether positive or negative, as well as indicate the date and time of specimen collection, the dated received by the laboratory and the date and time reported. Drug testing must include testing for the presence of marijuana, opiates, cocaine, amphetamine/meth-amphetamine and phencyclidine (PCP).

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

Screening result reports must be kept on file by the contractor and supplied to the Department or the Office of State Procurement no later than 72 hours of request.

Training and Experience

Custodians shall be trained, experienced cleaning personnel capable of performing services with minimal supervision. The Contractor should have training and development programs in place to ensure custodians are properly trained to perform the scheduled cleaning and sanitization tasks. At a minimum, programs should include blood borne pathogens education, safety training, safe use, handling and disposal of all products, chemicals and chemical application devices, and customer service. The Contractor should be able to provide training attendance documents for those employees assigned to the Department's facility upon request.

The Contractor shall meet with the Department POC and/or their designee at a mutually agreed upon date and time prior to the start of the Contract to review the requirements of the specification, including the daily/weekly checklists, storage location(s) and tour each facility to be serviced.

COMMUNICATION AND CONTACT INFORMATION

The Contractor must supply the Department POC with a phone number that is monitored and/or has voicemail and a valid email address. Responses to messages/emails are expected by the next business day.

Department Point of Contact: Pearl Besson

Phone: (985)858-2400

Email: pearl.besson2@la.gov

The Contractor shall provide the Department with a list of employees assigned to their facility including any relief employees that will be onsite to replace a previously assigned employee.

NON-PERFORMANCE

The Department POC will communicate any deficiencies/concerns, in writing, directly to the Contractor and/or the Contractor's onsite Supervisor. If a resolution is not found, the District shall elevate the deficiency to the DOTD Procurement Office for assistance.

The DOTD Procurement Office will submit to the Office of State Procurement (OSP) written documentation of non-performance issues and any attempts made by Department or Contractor to resolve the Performance issue(s). OSP will notify the Contractor of the reported performance issue(s) as submitted. The Contractor will be given an allotted amount of time to respond in writing. Response must be directed to OSP and detail how and when the Contractor intends to resolve the deficiency. Failure to respond satisfactorily or failure to respond within the allotted number of days specified in the notice will constitute grounds for placing the Contractor in default.

Repeated incidents of unsatisfactory cleaning performance, failure to supply the required documentation, shortage of hours, or failure to comply with other terms of the contract will

constitute grounds for placing the Contractor in default and could, at the State's discretion, result in contract termination.

DOCUMENTATION

Checklists

The Department will provide a checklist for each location of service to be completed each day. Custodial staff are to initial the checklist once each item complete. The Contractor's onsite Supervisor shall be responsible for the completion and return of the document to the Department POC or their designee. They must ensure that all items marked as complete have been finished and any missing items are completed before leaving the facility.

Safety Data Sheets (SDS) / Material Safety Data Sheets (MSDS) Sheets

The Contractor shall furnish the Department with all applicable Safety Data Sheets (SDS) and Material Safety Data Sheets (MSDS) for the products and chemicals furnished by the Contractor for the performance of the specified services.

SUPPLIES, EQUIPMENT AND STORAGE

The Contractor shall furnish all supplies, materials and equipment necessary for the performance of the stated services unless otherwise specified herein. The type and quantity is to be in congruence to the job(s) to be performed.

All products and chemicals used to provide services must be used in accordance with the safety methods set forth on the SDS or MSDS. All products, chemicals, and application devices must be disposed of and/or cleaned in accordance with the methods set forth on the SDS or MSDS and as governed by local State and/or federal laws.

Storage Location(s)

A janitorial closet will be available at each facility for the storage of supplies and equipment that will be used to perform the services specified herein. Although designated storage areas will be provided for the storage of the Contractor's equipment, materials and supplies, the Department nor the State of Louisiana shall be responsible nor liable for any damage, loss or theft of such items.

Cleaning Equipment

Equipment supplied by the Contractor must be of the size and type customarily used in work of this kind. No equipment shall be used which is harmful to the facility, its contents or occupants. 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 nor neglect by their employees. The Contractor shall furnish, at his expense, the equipment necessary to comply with the provisions of the specification, should any machine become unserviceable.

The following is a list of equipment and materials to be provided by the Contractor; it is not be considered all encompassing. The responsibility of providing all necessary equipment and supplies is that of the Contractor:

- Wet/Dry Vacuum
- Floor Scrub Machine
- Buffing Machine
- Indoor/Outdoor Brooms
- Dustpans
- Dust Mops
- Wet Mops
- Mop Buckets
- Mop Bucket Ringers
- High Cleaning Equipment
- Dusters
- Toilet Brushes
- Window Cleaning Tools
- Cleaning Rags/wipes
- Floor Pad(s)

Cleaning and Sanitizing Chemicals

The Contractor shall supply all cleaning and sanitizing chemicals needed to perform the required janitorial services, including but not limited to associated tools and equipment necessary to use said chemicals. All chemical containers must be properly labeled and maintained in accordance with the most recent OSHA guidelines and regulations. Chemicals selected for use must be used as directed by the manufacturer on the label in accordance with the safety methods set forth on the SDS and/or MSDS. Chemicals shall not be used for any other purpose than its intended use.

The Contractor shall not use any material or chemical that the Department has determined to be unsuitable or harmful to the surfaces to which it is to be applied or the employees where it will be used. Chemicals and products selected shall not fade or damage flooring, furniture, or equipment. The Department reserves the right to reject the use of any cleaning chemical or product and require the Contractor to provide a replacement.

The following is a list of chemicals and cleaning supplies to be provided by the Contractor, it is not to be considered all encompassing. The responsibility of providing all necessary equipment and supplies is that of the Contractor:

- Cleaners
 - Glass/Window
 - Bathroom
 - Toilet Bowl
 - Multi-Purpose
 - Tile
 - Wood
 - Porcelain
 - Stainless Steel
 - Upholstery
- Disinfectant
- Gum Remover
- Dust Mop Treatment
- Floor Care
 - Finish
 - Sealer
 - Polish
- Polish
 - Brass
 - Metal
 - Furniture Polish

Supplies Furnished by the Department

The Department will provide the following supplies for use by the janitorial staff:

- Trashcan Liners
- Paper Towels
- Toilet Paper
- Liquid Hand Soap
- Deodorant Blocks
- Air Fresheners

LOCATIONS OF SERVICE

The following is a list of buildings and approximate square footage to be serviced by the Contractor.

Houma Sub-District Headquarters Administration Building

- Approximate Total Cleaning Area: 12,000 Square Feet
 - Foyers and Hallways
 - Offices
 - Kitchen
 - Four Restrooms
 - One with Seven Toilets
 - One with Two Toilets and Two Urinals
 - Two with One Toilet each

Raceland Maintenance Unit

- Approximate Total Cleaning Area: 700 Square Feet
 - Office
 - Breakroom
 - Two Restrooms
 - One with One Toilet
 - One with One Toilet and One Urinal

SCHEDULE OF SERVICES**Wednesdays and Fridays:****Foyers, Hallways & Offices**

- Sweep the exterior areas leading up to the entry doors of the facility.
- Wipe and clean, inside and out, all entrance door/window glass.
- Remove all trash and trashcan liners; put in new trashcan liners.
- Wipe clean all wastebaskets as needed.
- Clean and polish all drinking fountains.
- Disinfect all door knobs/handles
- Vacuum any carpeted floors.

- Sweep and/or dust mop all non-carpeted floor surfaces.
- Wet mop all offices with hard floors using a mild cleaner/disinfectant/deodorizer solution.

Kitchen and Breakrooms (as applicable)

- Remove all trash and trashcan liners; put in new trashcan liners.
- Wipe clean all wastebaskets as needed.
- Wipe clean and sanitize:
 - Sink(s) – **DO NOT CLEAN** any dishes.
 - Countertops – **DO NOT CLEAN** the interior of any cabinets.
 - Cabinet Doors and Drawers
 - Table Tops and Chairs
 - Appliance Exteriors Only. **DO NOT CLEAN** the interior of any appliance.
- Wipe clean kitchen walls as necessary to remove food, grease and stains.
- Spot clean breakroom walls to remove smudges, handprints and stains.
- Sweep and/or dust mop all non-carpeted floor surfaces.
- Wet mop all offices with hard floors using a mild cleaner/disinfectant/deodorizer solution.

Restrooms

- Remove all trash and trashcan liners; put in new trashcan liners.
- Wipe clean all wastebaskets as needed.
- Re-fill all:
 - Soap Dispensers
 - Paper Towel Dispensers
 - Toilet Paper Dispensers
- Wash, clean and sanitize all toilets, toilet seats and urinals.
- Replace all urinal mats and screens as applicable.
- Wash, clean and sanitize all sinks, faucets, other plumbing fixtures and counter surfaces.
- Clean all restroom mirrors.
- Spot clean restroom walls, partitions, doors, wall fixtures, dispensers and cabinets.
- Sweep and/or dust mop all non-carpeted floor surfaces.
- Wet mop all offices with hard floors using a mild cleaner/disinfectant/deodorizer solution.

Janitorial Closet

- Tidy up the closet.
- Ensure all wet mops have been cleaned, rinsed and rung out.
- Dispose of dirty mop water properly.

Bi-Weekly Service – 1st & 3rd Friday Each Month:

- Dust all furniture, windowsills, workstation tops, light fixtures and blinds (as applicable).
- Pick-up trash from around the following locations and dispose of it in the outside designated area:
 - Repair shop parking lot
 - Grounds 7' around the building on the South side of the facility
 - Covered walkways

Monthly Services – 1st Wednesday of Each Month:

- Clean the interior and exterior windows and glass doors.
- Dust all baseboards.

Semi-Annual Services – January and July of Each Year

- Clean restroom walls.
- Maintain hard surface floors in accordance with the best procedure per condition; procedures may include top scrubbing, waxing with three layers of wax, and/or strip wax.
- Ceramic floors, including restroom floors, shall be scrubbed and resealed.

NOTE: To ensure the most optimal date and time is secured, Contractor shall schedule all semi-annual services with the Department POC at least 30 days prior to providing these services.