

Solicitation Number:
File Number: FY26-J.S. (2025-2026)
Bid Opening Date: Dec 17, 2025 @ 2pm

South Central Louisiana Human Services Authority (SCLHSA)
158 Regal Row
Houma, LA 70360

**SPECIFICATIONS FOR CUSTODIAL SERVICES
INSTRUCTIONS, CONDITIONS, AND REQUIREMENTS**

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The intent of these specifications is to provide for a complete Custodial Service Program. The successful Contractor(s) will be required to provide specified custodial services.

I. General Conditions

All Contractor personnel are expected to work in a manner which will maintain the security and best interests of the **Behavioral Health Centers**, 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 any 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 with South Central La Human Service Authority as holder.

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 South Central La Human Services' Administration.

Method of Award: It is at the State Agency's discretion to award this contract to either one contractor for all sites or to individual contractors for each site separately.

At the option of South Central La Human Service Authority and acceptance by the Contractor, this contract may be extended for two (2) additional twelve (12) month periods at the same terms and conditions, provided both parties are mutually agreeable. Total contract time may not exceed thirty-six (36) months.

The terms and conditions of this contract cannot be changed, altered, or modified in any way without the advance written approval of South Central La Human Service Authority. 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 ten (10) days certified written notice without any penalty thereof. Any other cancellation by Agency for any reason shall be the reserved rights of the Agency or State of Louisiana to cancel this contract with thirty (30) written notice.

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 shall 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. Failure to include this breakdown with the bid may be cause to deem the bid non-responsive and rejected.

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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. The Contractor has the option of bidding on all sites or specific sites. The Contractor has the option of bidding janitorial labor service only or janitorial service with Contractor also providing equipment and supplies necessary to perform service as described herein.

2. Contractor Minimum Qualifications

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

Contractors shall provide, at a minimum, three (3) comparable references of current work being performed, preferably, at other public sector facilities. These references must be for work done for comparable building(s).

Contractor must have one (1) project of approximately two thirds (2/3) 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 two (2) years.

The references must be printed on the public sector facilities' letterhead, dated within the last twelve (12) months, and should reflect the requirements listed above and must 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 currently 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.

NOTE: References and company profile not attached shall be submitted to the Agency within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.

3. Supervision

- 3.1 General

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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, 24hr contact number, fax number and an e-mail address for the Contract Manager to Agency's Fiscal Dept., attention: Jarnell Simmons, **this information shall be submitted within five (5) working days after request. Unreasonable failure to provide the requested information will be cause to eliminate your bid from consideration at the Agency's discretion.**

All calls and messages shall be returned within a two-hour period. Functioning telephone, fax, cell phone numbers, and e-mail addresses that can accept voice mail communications or electronic transmissions must be maintained by the Contract Manager. Failure to return calls and messages within two 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 must have prior approval by both contractor and agency. Any change in telephone, cell phone, and fax numbers or e-mail addresses must be made available to the Agency's Fiscal Dept.: attention Jarnell Simmons within a twenty-four (24) hour period. **Failure to report these changes will constitute grounds for placing the Contractor in default.**

3.3 On-site Supervisor

The Contractor shall provide the name, address, and telephone number of the on-site supervisor in writing to Agency's Fiscal Dept., attention: Jarnell Simmons. **This information shall be submitted within five (5) working days after request. Unreasonable failure to provide the requested information will be cause to eliminate your bid from consideration at the Agency's discretion.**

The term "on-site 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 must have prior approval by both contractor and agency. Any change in telephone numbers must be made available to the Agency's Fiscal Dept.: attention Jarnell Simmons within a twenty-four (24) hour period. **Failure to report these changes will constitute grounds for placing the Contractor in default.**

During the initial occupancy period, the on-site 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.

4. Qualifications of Personnel

4.1 Qualifications of the Contract Manager

The Contract Manager shall possess recent satisfactory (within the past five (5) years) experience in the management of custodial type operations of the approximate size building(s) to be cleaned under this contract. A detailed resume containing the information specified below must be submitted to the Agency's Fiscal Dept.: attention Jarnell Simmons for approval; **this information shall be submitted within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.** Both new and replacement contract managers must meet these qualification standards:

- a. The full name of the proposed Contract Manager.
- b. The detailed description of the previous five (5) 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 five (5) years along with the name(s) and telephone number(s) of his/her immediate supervisor.

4.2 Qualifications of Supervisory Employees (Onsite Supervision)

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All supervisory personnel engaged in directing work to be accomplished under this contract shall possess recent satisfactory experience (within the past five (5) years) in directing cleaning operations in a supervisory capacity for buildings of the approximate size of the building(s) to be cleaned under this contract.

A detailed resume containing the information specified below must be submitted to the Agency's Fiscal Dept.: attention Jarnell Simmons for approval; **this information shall be submitted within five (5) working days after request. Failure to provide the requested documents may eliminate your bid from consideration.** Both new and replacement supervisors must meet these qualification standards:

- a. The full name of the supervisor.
- b. A detailed description of the previous five (5) years employment history of the proposed supervisor.
- c. The name(s) and address(s) of the companies for whom the proposed supervisor worked for the past five (5) years along with the name(s) and telephone number(s) of his/her immediate supervisor.

4.3 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, which is projected to begin on **Jan 2nd of 2026**. 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 properly 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.

5. Scheduling Work and Reporting

5.1 Weekly Reports

The Contractor shall submit to the site designated contact a daily 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 stripped and refinished; that rooms have been damp mopped and spray buffed, that high cleaning has been performed in room's #, 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 five (5) working days prior to the starting date of the contract or within the time agreed upon between Agency's 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, if differs from one provided, with the name(s) of the individual(s) whom 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 Agency's inspectors point out the deficiencies.

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- 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. The Role of the Behavioral Health Centers 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 through 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 Agency contact in carrying out his responsibilities.

6.1 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 14 C.

7. Security Clearance Requirements/Standards of Conduct

7.1 Security Clearance Requirements

The Agency reserves the right to request drug testing/screening at no additional cost to the Agency, 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 must include testing for the presence of marijuana, opiates, cocaine, amphetamine/meth-amphetamine and phencyclidine (PCP).

The Agency 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 must provide the Agency's Fiscal Dept.: attention Jarnell Simmons information on new employee(s) before they may begin work. The Contractor shall be responsible for having a pool of at least two (2) 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. 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 Representative. All doors are to be closed, locked, and checked before leaving the building. In the event of key loss, Contract Supervisor is to immediately notify Agency Contact: Jarnell Simmons of the lost/misplaced key. Contractor further assumes the responsibility of reimbursing Agency for replacement, or corrective measures, to include re-keying of affected locations.

7.2 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

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

8. Staffing Standards

8.1 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 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.

Contractor should provide a copy of a detailed per hour pay rate with the bid package, for the Contract Manager, On-Site Supervisor, and Custodians-attachment #3. If this information is not included in the bid package it shall be submitted within five (5) 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, On-site Supervisor, and Custodians must be forwarded to the Agency’s Fiscal Dept.: attention Jarnell Simmons.

Staff required to perform duties at minimum on site:

One (1) On-Site Supervisor/Custodian two (2) working hours per night, ten (10) working hours per week, excluding lunch, travel time, etc.

One (1) Custodian two (2) working hours per night, ten (10) working hours per week, excluding lunch, travel time, etc.

However, the Contractor is responsible for making levels over and above the minimums described in order to comply with the Standards by the Contract Documents

8.2 Working Hours

Specified Daily Services All Building Days: All work shall be completed and ready for inspection by Agency’s representative at 8:00am daily.

Services shall be performed Monday through Friday, anytime between 4:00pm and 10:00pm.

8.3 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.

8.4 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 number of hours of non-performance of contract will be deducted by the hourly rate of that employee from the monthly invoice.**

8.5 Work Hours

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The Contractor's personnel should normally be employed on a full two-hour assignment. However, unless otherwise directed in writing by the Agency, the Contractor may increase the number of employees during **any two-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 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".

8.6 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 upon request for time frame requested.

8.7 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 on-site supervisor until such time as occupancy levels warrant full-time positions.

9. 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. (See Section 14 C). Correspondence shall be on the Contractor's official stationery.

10. Supplies/Equipment

10.1 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. The Agency shall provide the following products to be stocked in janitorial closet if contractor choose to use agency supplies:
 - 1. Paper Supplies, Hand soap, and Trash Liners
 - 2. Towels, dust & wet mops (laundry weekly by agency)
 - 3. Equipment & chemical to use for disinfecting and spraying building when requested by agency due to infectious outbreaks.
 - 4. All Cleaning chemicals preferred by agency for use
- d. Space in the various buildings for the storage of inventory for 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 of supplies, materials, replacement parts, or equipment left on site by Contractor.

10.2 Furnished by the Contractor

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- 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 Agency will make a one-time purchase of the needed supplies and charge them against the Contractors invoice at the State's cost-plus twenty percent (20%). **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.**

Specifications of materials supplied by the Contractor shall be of a quality to conform to those on "State Contract" such as Johnson's Wax Products as follows:

- 1. Johnson's Floor Wax Products - "Pronto", "Plaza", "Showplace", "Technique"**
- 2. Floor Sealer**
- 3. Floor Stripper - Johnson's Products "Freedom"**

- c. Supplies and Equipment
 1. The Contractor shall submit Attachment #1 "Supply List" with the bid. The Contractor shall indicate on the Supply List the brand name and estimated quantities necessary for the performance of the contract. Failure to complete this list may be a basis for rejection of the bid. The Agency must approve the cleaning product and intended use of each of the materials proposed for use in the performance of the contract. 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 reserve the right and sole discretion to reject any material, which does not meet the specifications or proves to be unequal to the Johnson's products specified above. All supplies provided by the Contractor shall be compatible with the existing facilities dispensers. Any material which the Agency suspects of not meeting State specifications shall be tested by a recognized testing laboratory at the Contractor's expense. A copy of the laboratory report giving the results of the test and a sample of each product, if requested, shall be submitted to the Agency prior to the starting date of the contract. These products shall meet the requirements established by applicable Federal and State laws or be considered unacceptable for use.
 2. 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 shall be furnished by the Contractor. Such equipment shall be of the size and type customarily used in work of this kind and shall 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.**
 3. All equipment must always be in good working condition. 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/repaired within twenty-four (24) hours. Contractor must notify the Agency contact of any changes in their equipment for the duration of the contract.

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4. The Contractor must complete Attachment # 2 Equipment List which serves to provide the Agency a listing of all equipment to be delivered to the facility. The Contractor shall indicate on the Equipment List the manufacturer and the quantity of equipment they have available for use under the contract. Failure to complete this list may be a basis for rejection of the bid as non-responsive.
5. The Agency will conduct an equipment inventory. The purpose of the inventory is to ensure that all equipment is in operating condition and that the quantity and quality agreed upon at the award of the contract is the same. The Contractor shall accompany the designated person conducting the inventory.
6. The Contractor shall be responsible for maintaining the sanitary napkin/tampon waste receptacles owned by Agency in operable conditions.
7. The Agency will not be responsible for theft.

11. 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 Contractor 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 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. Negligent and irresponsible actions by the Contractor or his employees will place the Contractor in danger of default.**
- b. Contractor shall comply with OSHA regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.
- c. 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.
- d. 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.

12. 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.

NOTE: St Mary Behavioral Health Center (M-F)
500 Roderick St, Suite B & Suite 200
Morgan City, La 70380
Approximately 10,946 square feet

River Parish Behavioral Health Center (M, W, F)
1809 West Airline Highway
Laplace, La 70068
Approximately 5318 square feet

River Parish Assessment Center-down the road (T, TH)
232 Belle Terre Blvd
Laplace, La 70068

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Approximately 2800 square feet

An area is not designated for storage of the Contractor's equipment, materials, and supplies. Therefore, the Agency shall not be responsible or liable for such equipment, materials, or supplies and the security thereof if left on site.

Contractor shall seek, in writing, the advance written approval of the Agency's procurement officer, Jarnell Simmons, regarding any change, modification or alteration of the contract.

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

The Agency recognizes 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 Day](#), [Martin Luther King Day](#), [Mardi Gras Day](#), [Good Friday](#), [Memorial Day](#), [Louisiana's Juneteenth](#), [Independence Day](#), [Labor Day](#), [Veteran's Day](#), [Thanksgiving Day](#), and [Christmas Day](#). In addition to these named holidays, contractor will not be responsible for having any personnel in the facility on Governor declared days of closure or closure declared by Agency's Executive Director. Those days will be announced to contractor as they occurred by the Agency's procurement officer, Jarnell.Simmons@la.gov.

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, network rooms, etc.
- b. The inside of cabinets, cupboards, drawers, etc.

13. Frequency Schedule/Quality Control

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 one week of startup or within time agreed upon Agency contact and Contractor.

A. DAILY QUALITY CONTROL STANDARDS AND EXPECTATIONS:

1. Empty and wipe clean all wastebaskets...
QUALITY CONTROL STANDARD: Free of stains and stained litter.
2. Bag and remove trash from the building and place outside dumpster.
QUALITY CONTROL STANDARD: No litter/trash left in trash cans, hallways, inside building, etc.
3. 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. 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.
4. Wipe clean writing surfaces and trays.
QUALITY CONTROL STANDARD: Writing surfaces shall be wiped clean with Finney or equal erasers, using sponge side and completing with the leather side. Trays shall be wiped clean and free from dust build-up.
5. Wipe clean all entrance door glass, interior and exterior, and window panels. Frame and ledges wiped clean. Remove any tape from windows.
QUALITY CONTROL STANDARD: Glass must be clean and free of water spots, streaks, and dust.
6. Clean and polish all drinking fountains.

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- QUALITY CONTROL STANDARD: Free of water stains and alkaline deposits. Polish and dry using proper cleaners.**
7. Clean sand urns, at exterior immediately adjacent to entrance doors.
QUALITY CONTROL STANDARD: Clean (sift) until no paper, debris or cigarette butts are present.
 8. Broom or power sweep immediate entrance exterior areas in front of doorways.
QUALITY CONTROL STANDARD: Must be free of lint, paper, debris, and stains.
 9. Properly arrange office, staff dining, and lab stations.
QUALITY CONTROL STANDARD: Chairs and stools must be placed under tables, desks, or lab stations.
 10. 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 base clean of dirt build-up and stains. Drains free of debris and hair.
 11. 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.
 12. Spot wash restroom walls, partitions and doors.
QUALITY CONTROL STANDARD: Walls free of writing, dust and stains. Partitions and doors must be free of stains, writing, and dust. Ceilings, walls, and corners must be free of cobwebs.
 13. Clean restroom basins, bowls, fixtures and chrome.
QUALITY CONTROL STANDARD: All fixtures, faucets, pipe (under sink) must be clean and free of water build-up, body oils and dirt.
 14. Clean restroom mirrors.
QUALITY CONTROL STANDARD: Mirrors must be clean and free of water spots, streaks, and dust. No dust on ledges.
 15. Clean and fill all restroom dispensers.
QUALITY CONTROL STANDARD: Dispensers must be stocked daily and maintained at adequate level (liquid, powder soap and paper products). Dispensers must be clean and dust free.
 16. Staff Lounge area: Clean and sanitize vending 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. Deodorize as necessary.
QUALITY CONTROL STANDARD: No visible spills, stains, watermarks, food particles, hand prints, grease, dirt, or offensive odors.
 17. Keep custodial/janitorial closet(s) neat and orderly.
QUALITY CONTROL STANDARD: Clean, stocked, floor clean of stains and dirt. Keep equipment clean and orderly.
 18. **Other Expectations:**
 - a. Report burned – out lights to the Agency Site contact representative.
 - b. Leave only designated lights on.
 - c. Turn in lost item(s) to Agency Site contact.
 - d. Check and maintain building security during and upon completion of work, locking all doors that are to be locked.
 - e. When electrical service to a receptacle is interrupted due to overload by floor maintenance equipment, the problem receptacle must be reported immediately to Contract supervisor who will immediately contact Agency's maintenance, Troy Theriot, at 985.226.3686. The Contractor will also provide an explanation of incident in writing within 24 hours to Agency's procurement officer, Jarnell.Simmons@la.gov.

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19. 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.
20. 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(s).
21. [See attached Cleaning Check Lists of required tasks for each Site:](#)

14. Inspections

- A. 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 representative 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 ratings of quality considered for each element; as noted in contract section. "Frequency Schedule/Quality Control". **"Excellent", "Good", "Fair", and "Poor"**.

"Excellent" signifies that the quality of work or services is good as or better than the required standard.

"Good" signifies that the quality of work or service in each particular area is similar to the set quality control standard required and is acceptable.

"Fair" indicates that the set quality is below the standard required and needs improvement.

Finally, "poor" indicates the quality of work is below standards and unacceptable.

The specifications state that the Contractor shall keep the grades at or above "good" ratings 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". Custodian checklists will be prepared by the Agency representative for use in routine inspections and for noted ratings above. Copies of the report will be distributed to Agency's Fiscal, attention: Jarnell Simmons.

- C. The Agency's Fiscal, attention: Jarnell Simmons will notify contractor of reported performance issue(s) submitted by Agency. Contractor shall respond to the reported performance issue(s), in writing to the Agency's Fiscal, attention: Jarnell Simmons, 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 Agency's 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 South Central Louisiana Human Services Authority 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 must always be forwarded to the Agency's Fiscal, attention: Jarnell Simmons, 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 at the Agency's discretion, result in contract termination.

15. ****Mandatory Site Visit****

- A. Contractor must inspect jobsite(s) to verify measurements and/or number of supplies needed prior to bidding. If contractor finds conditions that disagree with the physical layout, as described in the bid, or other features of the specifications that appear to be in error, same shall be noted on proposal. Failure to do so will be interpreted that bid is as specified.
- B. Job Site Visits shall be scheduled no later than 10 days prior to bid opening date to allow for any questions/responses that will be shared with all contractors' bidding and who have completed and/or schedule job site visits.

Note: Any questions, comments, or suggestions given during walk-through **are not valid**. All inquiries shall be directed to the Agency's Fiscal, attention: Jarnell.Simmons@la.gov, and all answers/responses will be distributed to all contractors' bidding via an addendum no later than 10 days prior to opening date.

Job Site Visits are by appointment only or person(s) below may have a specific day/date:

For SMBHC, contact Amber Cavalier at 985-380-2460 ext. 242

For RPBHC & RPAC, contact Cari Edwards at 985-652-8444 ext. 111

JOBSITE VISIT VERIFICATION:

This signed statement certifies that the vendor named below has visited the jobsite and is familiar with all conditions surrounding the fulfillment of the specifications for the project. **Include this page with bid submission.**

Contractor Company Name

Contractor Signature

Site Manager Name

Site Manager Signature

16. Bid Requirements

- A. Bid delivery instructions for SCLHSA Contracts & Procurement Support:

Bids may be mailed through the U.S. Postal Service, delivered by hand, or courier service to the following address:

SCLHSA – FISCAL DEPT – BID ENCLOSED
158 REGAL ROW
HOUMA, LA 70360-6097

- B. Insurance requirements:

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the contractor, his agents, representatives, employees or subcontractors. The contractor shall maintain limits no less than:

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- i. Worker's compensation insurance: As required by Louisiana State Statute, exception; Employer's liability, Section B shall be \$1,000,000 per occurrence when Work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than \$500,000 per occurrence.
- ii. Commercial General Liability: shall provide limits not less than the following: \$1,000,000 Combined Single Limit per Occurrence for bodily injury and property damage and a minimum general aggregate of \$2,000,000.
- iii. Comprehensive Automobile liability: Bodily injury liability \$1,000,000 each person; \$1,000,000 each occurrence. Property Damage Liability \$1,000,000 each occurrence.

Additional coverage: in addition to the foregoing, contractor shall provide \$.60 per lb., if applicable to the contract type. The agency, its officers, officials, employees, boards and commissions and liability arising out of activities performed by or on behalf of the premises owned, occupied or used by the contractor. The coverage afforded the agency, its officers, officials, employees or volunteers.

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Attachment # 1

Supply List

Although some supplies are provided by the agency, contractor is required to complete the list provided. 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:

Item	Brand
Plastic Trash Can Liners	
Toilet Seat Covers	
Cleaner:	
Glass/Window	
Bathroom	
Toilet Bowl	
Multi-Purpose	
Floor Care:	
Stripper	
Finish	
Sealer	
Polish	
Metal Polish	
Furniture Polish	
Polish, Vinyl	
Polish, Wood	
Carpet Spot/Stain Remover	
Carpet Cleaner	
Disinfectant	
Tile Cleaner	
Gum Remover	
Dust Mop Treatment	
Sand for Urns	
Floor Pads	
Upholstery Cleaner	
Wood Cleaner	
Porcelain Cleaner	
Stainless Steel Cleaner	
Brass Polish	

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Attachment #2

Equipment List

Although some equipment may be provided by the agency, Contractor is required to complete the list provided. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the equipment and supplies necessary and essential for performing the work specified in the contract rests with the Contractor.

Item	Manufacturer	Quantity
Vacuum		
Commercial Grade, 1 ½ hp. Min.		
Wet/Dry Vacuum		
Backpack Vacuum		
Floor Scrub Machine		
High Speed Buffing Machine		
Low Speed Buffing Machine		
Carpet Steam Cleaner		
Broom – Indoor/Outdoor		
Dustpans		
Mop – Dust		
Mop – Dust (treated)		
Bucket		
Wringer		
Wet Floor Signs		
Mobile Trash Cans (w/caddy)		
Special High Cleaning Equipment		
Dusters (Lambswool or approved equal)		
Commode Brush		
Window Cleaning Tools		
Power Sweepers		

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Attachment # 3

Wage Statement

Job Title	Contract Hourly Pay Rate	Date
Contract Manager		
On-Site Supervisor		
Custodians		