

State of Delaware
JANITORIAL SERVICES
STATE SERVICE CENTERS
Request for Proposal
Contract No. GSS-MU-08-176-SM

March 4, 2008

***- Deadline to Respond -
Tuesday April 8, 2008
1:00 p.m. EDT***

March 4, 2008

CONTRACT NO. GSS-MU-08-176-SM

ALL OFFERORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for JANITORIAL SERVICES – STATE SERVICES. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. GSS-MU-08-176-SM

- 1 DEFINITIONS and GENERAL PROVISIONS
- 2 SPECIAL PROVISIONS, REQUEST FOR PROPOSAL, AND SCOPE OF WORK
- 3 PROPOSAL REPLY SECTION
 - A - NO PROPOSAL REPLY FORM
 - B - NON-COLLUSION STATEMENT AND ACCEPTANCE
 - C - PROPOSAL SUMMARY
 - D - OFFICE OF MINORITY AND WOMEN BUSINESS ENTERPRISE (OMWBE) APPLICATION

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number by 1:00 p.m., EDT, Tuesday, April 8, 2008 to be considered.

Proposals shall be submitted to:

**State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904**

Mandatory Pre-Proposal Meeting/Walk-Thru Schedules:

Offerors are expected to meet at the **DeLa Warr State Service Center no later than 10:00 a.m. located at 500 Rogers Road New Castle, DE** on Monday, March 17, 2008. Walk-thru will take place at the DeLa Warr State Service Center, Hudson State Service Center, Northeast State Service Center and the Porter State Service Center,

Offerors are expected to meet at the **Milford State Service Center no later than 10:00 a.m. located at 13 SW Front Street Milford, DE** on Tuesday, March 18, 2008. Walk-thru will take place at the Milford State Service Center, Georgetown State Service Center and Pyle State Service Center.

Offerors are expected to meet at the **Bridgeville State Service Center no later than 10:00 a.m. located at 400 Mill Street Bridgeville, DE** on Wednesday, March 19, 2008. Walk-thru will take place at the Bridgeville State Service Center, Shipley State Service Center and Laurel State Service Center.

It is understood that the offeror SHALL attend all three days of walk-through meetings. The omission of any day SHALL result in the offeror being disqualified and SHALL not be considered for further evaluation.

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal. Should you need additional information, please e-mail Sandra H. McKinley at sandy.mckinley@state.de.us

REQUEST FOR PROPOSAL
CONTRACT NO.: GSS-MU-08-176-SM
JANITORIAL SERVICES – STATE SERVICE CENTERS
SPECIAL PROVISIONS

1. **COMPETITIVE SEALED PROPOSAL:**

It has been determined by the Director, Office of Management and Budget, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Conduct Oral or written discussions with offerors concerning technical and price aspects of their proposals;
- Afford offerors an opportunity to revise their proposals;
- Compare the different price, quality and contractual factors of the proposals submitted.

2. **CONTRACT REQUIREMENTS:**

This contract will be issued to cover the Janitorial Services - State Service Center.

3. **MANDATORY USE CONTRACT:**

REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, Department of Elections, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

4. **CONTRACT PERIOD:**

Each contractor's contract shall be valid for a period of eighteen (18) months from June 1, 2008 through November 30, 2009. Each contract may be renewed for four (4), one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

5. **PRICES:**

Prices and/or rates shall remain firm for the term of the contract, unless further negotiations are deemed necessary by the State.

The pricing policy that you choose to submit must address the following concerns

- a. The structure must be clear, accountable and auditable.
- b. It must cover the full spectrum of services required.
- c. Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP or P.O. issued based on this contract.

6. **MOST-FAVORED CUSTOMER:**

The contractor shall not offer to others prices lower than those provided in the contract, or if lower prices are offered they must also apply to the subject contract.

7. **PRICE ADJUSTMENT:**

If agreement is reached to extend this contract for the optional year(s), the Division of Government Support Services shall have the option of offering a determined price adjustment and shall not exceed the current Philadelphia All Urban Consumers Price Index (CPI-U), U.S. City Average. If the CPI-U is used, any increase/decrease shall reflect the change during the previous published twelve (12) month period at the time of renegotiation.

8. **SHIPPING TERMS:**

F.O.B. destination; freight prepaid.

9. **QUANTITIES:**

The attention of offerors is called to the fact that, unless stated otherwise, the quantities given in the proposal are best estimates and are given as a basis for the comparison of the proposals. Quantities ordered may be increased or decreased by any eligible agency as deemed necessary during the period of the contract.

10. **FUNDING OUT:**

The continuation of this contract is contingent upon funding appropriated by the legislature.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

11. **BID BOND REQUIREMENT:**

Bid Bond Waived.

12. **PERFORMANCE BOND REQUIREMENT:**

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Government Support Services with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted in the form of good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware. If Government Support Services bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in Government Support Services Bond Form. Performance bond is due at contract execution date.

13. **MANDATORY INSURANCE REQUIREMENTS:**

Certificate of Insurance and/or copies of insurance policies for the following:

1. As a part of the contract requirements, the contractor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All contractors shall carry Comprehensive General Liability and at least one of the other coverages depending on the type of service or product being delivered.
 - a. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.
 - and
 - b. Medical/Professional Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.
 - or
 - c. Miscellaneous Errors and Omissions - \$1,000,000.00 per person/\$3,000,000 per occurrence.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

13. **MANDATORY INSURANCE REQUIREMENTS (Continued):**

or

d. Product Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

2. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.
3. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.
4. Before any work is done hereunder, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certificate holder is as follows:

**Administrator, Government Support Services
Contract No. GSS-MU-08-176-SM
State of Delaware
100 Enterprise Place, Suite 4
Dover, DE 19904**

Note: The State of Delaware shall not be named as an additional insured.

14. **STATE OF DELAWARE BUSINESS LICENSE:**

Prior to receiving an award, the successful contractor shall either furnish Government Support Services with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200 -- Public Service, (302) 577-8205 -- Licensing Department.

Information regarding the award of this contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

15. **HOLD HARMLESS:**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

16. **NON-PERFORMANCE:**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

17. **FORCE MAJEURE:**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

18. **CONTRACTOR NON-ENTITLEMENT:**

State of Delaware Contractors for Materiel and for Services shall not have legal entitlement to, nor seek business from another Contractors' Central Contract. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective contract as they are not a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code.

19. **EXCEPTIONS:**

Offerors may elect to take minor exception to the terms and conditions of this RFP. Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but Government Support Services shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of offerors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening.

20. **MANDATORY USAGE REPORT:**

One of the primary goals in administering this contract is to keep accurate records regarding its actual value. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested bidders.

A report shall be furnished by the successful contractor **MONTHLY Electronically in Excel format** detailing the purchasing of all items on this contract. The format to be followed is described herein and shall be filed within fifteen (15) days after the end of each reporting period. Any exception to this mandatory requirement may result in cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, contractors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals. Vendors not having activity during a specific month, shall reply with a "no activity" if there is no activity during the reporting period.

The report shall be submitted electronically in EXCEL and sent as an attachment to Sandy.Mckinley@state.de.us. It shall contain the six-digit department and organization code.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

21. **BUSINESS REFERENCES:**

Offeror must supply three (3) business references consisting of current or previous customers of similar scope and value with your reply. Include name, address, telephone number, fax number, e-mail address, and a verified current contact person.

22. **ORDERING PROCEDURE:**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

23. **BILLING:**

The contractor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number.

24. **PAYMENT:**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

25. **PRODUCT SUBSTITUTION:**

All items or services delivered during the life of the contract shall be of the same type and manufacture as specified or accepted as part of the proposal unless specific approval is given by Government Support Services to do otherwise. Awarded vendors are highly encouraged to offer any like substitute product (s), either generic or brand name, at any time during the subsequent contract term, especially if an opportunity for cost savings to the state exists. In all cases, the state may require the submission of written specifications and/or product samples for evaluation prior to any approvals being granted.

26. **DOCUMENT(S) EXECUTION:**

Both the non-collusion statement that is enclosed with this Request for Proposal and the contract form delivered to the successful contractor for signature shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Government Support Services. The Awarded vendor(s) shall submit their **W-9** with the executed contract form.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

27. **FORMAL CONTRACT AND/OR PURCHASE ORDER:**

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

28. **SCHEDULE FOR PERFORMANCE OF WORK:**

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State of Delaware shall be the sole judge of the term "reasonable". If the Contractor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the State will forthwith proceed to collect for nonperformance of work.

29. **TIME OF PERFORMANCE:**

The services of the Contractor are to commence after receipt of a purchase order, and shall be undertaken and completed in such sequence as to assure their expeditious completion in the light of the purposes of the contract, but in any event all of the services required hereunder shall be completed no later than the time periods set out in any schedule contained in the project Scope of Work. Any such schedule shall be maintained by the Contractor unless amended, in writing, by both parties.

30. **CONTRACTOR RESPONSIBILITY:**

The State will enter into a contract with the successful contractor. The successful contractor shall be responsible for all products and services as required by this RFP. Subcontractors, if any, shall be clearly identified in the financial proposal.

31. **ENERGY STAR PRODUCTS:**

The contractor **must** provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency. The offeror is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

32. **LIFE CYCLE COST ANALYSIS:**

If applicable, the specifications contained within this RFP have been developed through Life Cycle Cost Analysis that will allow the State to realize the lowest total cost of ownership and operation over the useful life of the equipment.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

33. **PERSONNEL:**

- a. The Contractor represents that he has, or will secure at his own expense, all personnel required to perform the services required under this contract.
- b. All of the services required hereunder shall be performed by the Contractor or under his direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
- c. None of the work or services covered by this contract shall be subcontracted without the prior written approval of the State.

34. **METHOD OF PAYMENT:**

- a. For each P.O. issued as part of this contract, the State will pay contractor monthly, within thirty (30) days of receipt of the Contractor's billing, the amount which is legitimately earned by the Contractor, and supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report of the work shall accompany each billing.

Final settlement for total payment to the Contractor will be made within thirty (30) days from the date of final written State acceptance of the work and services as agreed to in the P.O.

- b. No premium time for overtime will be paid without prior written State authorization. Indirect overhead cost shall not be applied to the premium portion of the overtime.

35. **TERMINATION OF P.O.'s:**

- a. Termination for Cause If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner his obligations, or if the Contractor violates any of the covenants, agreements, or stipulations of this contract, the Agency shall have the right to terminate the P.O. by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the contractor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

35. **TERMINATION OF P.O.'s:** (continued)

- b. Termination for Convenience The Agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Contractor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.

36. **ELIGIBLE WORK ACTIVITIES:**

The following are activities that shall be reimbursable under this contract to the extent that they meet the requirements of this contract:

- a. Travel for purposes of depositions, settlement negotiations, and trial attendance, and, upon request, additional data collection, consultation with private, state, and federal personnel, collection, consultation with private, state, and federal personnel, inspection of facilities, and other purposes consistent with this contract. Eligible costs include reasonable charges for transportation by common carrier, mileage, tolls, lodging, meals, and other costs provided for by state law subject to the following conditions:
 - i. No travel outside the Continental United States shall be permitted without prior written approval of the department; and
 - ii. Receipts shall be provided for all travel-related costs for travel outside of Delaware as required by the State Division of Accounting.
- b. Procurement of reports or other printed materials and reproduction of materials; and
- c. Staff time involved in research, review, and in preparation of reports and comment letters, including the employment of temporary and/or part-time assistance, other than subcontracts for said purpose.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

37. **CHANGES:**

Both parties may, from time to time, require changes in the services to be provided by the Contractor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the Agency and the Contractor shall be incorporated in written amendments to the Purchase Order.

38. **INTEREST OF CONTRACTOR:**

The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this contract. The Contractor further covenants that in the performance of this contract, no person having any such interest shall be employed.

39. **PUBLICATION, REPRODUCTION AND USE OF MATERIAL:**

No material produced in whole or part under this contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Contractor for anything other than their intended purpose under this Contract. The Contractor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

40. **RIGHTS AND OBLIGATIONS:**

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

41. **ASSIGNMENT OF ANTITRUST CLAIMS:**

As consideration for the award and execution of this contract by the State, the Contractor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, relating to the particular goods or services purchased or acquired by the State pursuant to this contract.

42. **COVENANT AGAINST CONTINGENT FEES:**

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

43. **GRATUITIES:**

- a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor or any agent of the State with a view toward securing a contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this contract, the State may, by written notice to the Contractor, terminate the right of the Contractor to proceed under this contract and/or may pursue such other rights and remedies provided by law or under this agreement; provided that the existence of the facts upon which the State makes such findings shall be in issue and may be reviewed in proceedings pursuant to the Remedies clause of this contract; and
- b. In the event this contract is terminated pursuant to subparagraph "a", the State shall be entitled (i) to pursue the same remedies against the Contractor, and (ii) to exemplary damages, as a penalty in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Contractor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

44. **AFFIRMATION:**

The Contractor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

45. **AUDIT ACCESS TO RECORDS:**

The Contractor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Contractor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Contractor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Contractor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of his/her duties under the Contract. Upon notice given to the Contractor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Contractor's financial records will be borne by the Contractor. Reimbursement to the State for disallowances shall be drawn from the contractor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

46. **TERMINATION OF CONTRACT:**

- a. Termination for Cause - If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner his obligations under this Contract, or if the Contractor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least 5 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Contractor under this Contract shall, at the option of the State, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.
- b. Termination for Convenience - The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Contractor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

47. **REMEDIES:**

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Contractor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

48. **AMENDMENTS:**

This contract may be amended, in writing, by mutual agreement of the parties.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

49. **SUBCONTRACTS:**

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal and agreed to in writing by the State or as are specifically authorized in writing by the Agency during the performance of the contract. Any substitutions in or additions to such subcontractors, associates, or consultants will be subject to the prior written approval of the State.

The contractor(s) shall be responsible for compliance by the subcontractor with all terms, conditions and requirements of the RFP and with all local, State and Federal Laws. The contractor shall be liable for any noncompliance by any subcontractor. Further, nothing contained herein or in any subcontractor agreement shall be construed as creating any contractual relationship between the subcontractor and the State.

50. **AGENCY'S RESPONSIBILITIES:**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

51. **CONFIDENTIALITY:**

Specific attention should be given to the identification of those portions of your proposal which you deem to be confidential or proprietary information which should not be disclosed under the Delaware Public Information Act. Offerors are advised that upon request for this information from a third party, the Procurement Officer is required to make an independent determination as to whether the information may be or must be divulged to the party.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

52. **CONTRACT DOCUMENTS:**

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal, Purchase Order, and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any offeror. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter:

- Contract
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Proposal
- Purchase Order
- Special Instructions

53. **ASSIGNMENT:**

This contract shall not be assigned except by express written consent from the Director, Government Support Services, of the State of Delaware.

54. **VENDOR EMERGENCY RESPONSE POINT OF CONTACT:**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan April 2005. Failure to provide this information could render the bid as non-responsive.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

I. **INTRODUCTION:**

A. **PURPOSE:**

It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract to provide all personnel, equipment, tools, supplies, supervision and other items and services necessary to perform janitorial services as defined in these specifications.

B. **GUIDELINES:**

Offerors proposal must respond to each and every requirement outlined in the RFP in order to be considered responsive. Proposals must be clear and concise.

Offerors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submission of proposals and prior to award for the purpose of obtaining best and final offers.

Negotiations may be conducted with responsible offerors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing offerors during the negotiation process.

II. **FORMAT FOR PROPOSAL:**

A. **INTRODUCTION:**

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each offeror must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. **COVER LETTER:**

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter must briefly summarize the offeror's ability to provide the services specified in the RFP.

The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Government Support Services.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

C. TABLE OF CONTENTS:

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal.

D. DESCRIPTION OF SERVICES AND QUALIFICATIONS:

Each proposal must contain a detailed description of how the offeror will provide each of the services outlined in this RFP. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the offeror will provide that are not mentioned in this RFP.

E. NUMBER OF COPIES WITH MAILING OF PROPOSAL:

Four (4) copies of the Proposal shall be submitted in a sealed package clearly marked with the name of the offeror and labeled Contract No. GSS-MU-08-176-SM. One of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining three (3) copies do not require original signatures.

F. ADDENDA TO THE RFP:

If it becomes necessary to revise any part of this RFP, revisions in writing will be provided to all contractors known to have received a copy of the RFP. Potential offerors shall acknowledge in writing receipt of all amendments, addenda and changes issued in connection with this RFP by submitting an affirmative statement in the Proposal.

G. INCURRED EXPENSES:

The State will not be responsible for any expenses incurred by the bidder in preparing and submitting a proposal.

H. ECONOMY OF PREPARATION:

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the contractors offer to meet the requirements of the RFP. DO NOT USE RING BINDERS.

I. RIGHT TO REJECT PROPOSALS/WAIVE OR CORRECT MINOR IRREGULARITIES:

The State reserves the right to withdraw this Request for Proposal, to reject any proposals, to waive minor irregularities in proposals or to allow the offeror to correct a minor irregularity if the best interest of the State will be served by doing so.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

III. **SCOPE OF WORK:**

A. **OVERVIEW:**

The Contractor(s) shall provide all materials and labor to satisfy the State of Delaware's need for janitorial services as described herein.

The services will require the Contractor(s) to partner with and cooperate with the ordering agency to make sure the State receives the most current state-of-the-art services.

B. **DETAILED REQUIREMENTS:**

The requirements of this RFP are shown in Appendix A, Scope of Work, attached, and made a part of the contract.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

IV. **PROPOSAL EVALUATION PROCEDURES:**

A. **BASIS OF AWARD:**

Government Support Services shall award this contract to the most responsible and responsive offeror who best meets the terms and conditions of the proposal. The award will be made on basis of price, product evaluation, and prior history of service and capability.

Government Support Services reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever may be most advantageous to the State of Delaware. The intent though is to award this contract to one (1) offeror.

Offerors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after submissions of proposals and prior to award for the purpose of obtaining best and final offers. Negotiations may be conducted with responsible offerors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing offerors during the negotiation process.

B. **REVIEW COMMITTEE:**

A group with expertise in procurement, contract management, budgeting, and technical operations will comprise the Review Committee.

C. **REQUIREMENTS OF THE OFFEROR:**

The purpose of this section is to assist the Review Committee to determine the ability of the organization to provide the services described in the application. The response should contain at a minimum the following information:

- * Brief history of the organizations, including accreditation status, if applicable.
- * Applicant's experience, if any, providing similar services. At least three references are required (See § 21 – Special Provisions).
- * Brief history of the subcontractor of the organization, if applicable. At least three references of subcontractor, if applicable.
- * Financial information (balance sheets and income statements) for the past three years.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

D. CRITERIA AND SCORING:

	CRITERIA	POINTS
1.	The qualifications and experience of the persons to be assigned to the project.	30
2.	The ability to perform the work in the time allotted for the project, as demonstrated by their proposed commitment of management, personnel and other resources.	40
3.	The understanding of the scope; details of the offering	20
4.	The background, experience, resources, reputation, financial resources and years in business and references.	50
5.	The provider's location relative to the location of required services.	20
6.	The management reports and reporting requirements	10
7.	Price	30
	TOTAL SCORE	200

Review Committee members will assign up to the maximum number of points listed for each of the listed above. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Review Committee members.

V. MANDATORY PRE-PROPOSAL MEETING/WALK THROUGH SCHEDULE:

Offerors are expected to meet at the **DeLa Warr State Service Center no later than 10:00 a.m.** on Monday, March 17, 2008. Walk-thru will take place at the DeLa Warr State Service Center, Hudson State Service Center, Northeast State Service Center and the Porter State Service Center,

Offerors are expected to meet at the **Milford State Service Center no later than 10:00 a.m.** on Tuesday, March 18, 2008. Walk-thru will take place at the Milford State Service Center, Georgetown State Service Center and Pyle State Service Center.

Offerors are expected to meet at the **Bridgeville State Service Center no later than 10:00 a.m.** on Wednesday, March 19, 2008. Walk-thru will take place at the Bridgeville State Service Center, Shipley State Service Center and Laurel State Service Center.

It is understood that the offeror SHALL attend all three days of walk-through meetings. The omission of any day SHALL result in the offeror being disqualified and SHALL not be considered for further evaluation.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SCOPE OF WORK: The contractor shall provide all personnel, equipment, tools, supplies, supervision and other items and services necessary to perform janitorial services as defined in these specifications.

SCHEDULE: This contract will require cleaning services, 5 days or nights a week (excluding holidays), Monday through Friday unless otherwise noted on Quotation Reply Section for specific buildings. Cleaning services will not be required on days in which a declared State of Emergency has been made by the Governor, or in the event of any other unforeseen type of emergency where State offices are closed.

The contractor shall be responsible for obtaining information through the news media regarding the declaration of a State of Emergency. However, in cases in which cleaning services will not be required due to any other unforeseen type of emergency, etc., the Custodial Superintendent or designee will be responsible for contacting the contractor or his designee as soon as we learn of the emergency. When an unforeseen emergency or day when State offices are closed (such as a Snow closure), the State shall have the following options:

- a. To require the contractor perform the work on the following day unless the following day is a Saturday, Sunday and routine work is not scheduled for Saturday or Sunday.
- b. Forego the work and reduce the payment due to the Contractor accordingly for work not performed.
- c. To reschedule the work on any day satisfactory to both parties. The contractor will be promptly notified of the State's decision by the Custodial Superintendent or designee.

SECURITY ALARMS (STATE SERVICE CENTERS): The vendor(s) awarded this contract will be financially responsible for all cost incurred for failing to properly follow deactivation/activation alarm procedures that results in the response by a paid security firm.

CONTRACT MANAGER: The contractor shall provide a contract manager who shall be responsible for the performance of work. The name of this person and an alternate(s) who shall act for the contractor when the manager is absent shall be designated in writing to the designated person of each agency prior to contract start date.

The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

The contract manager or alternate shall be available during normal duty hours within sixty (60) minutes to meet at the job site with the agency designee to discuss problem areas. After normal duty hours, the manager or alternate shall be available within two (2) hours.

The contractor shall provide the telephone number of the person(s) to call should the need arise. Time for response will be counted from the time the agency designee places the call to the contract manager or alternate. The contract manager and alternate(s) shall be able to read, write, speak, and understand English. Additionally, monthly manager meetings will be conducted with the Administrator of each facility.

EMPLOYEE IDENTIFICATION: Contractor personnel shall present a neat appearance and be easily recognized. This may be accomplished by wearing uniforms or clothing bearing the name of the company. Each employee shall wear a photo identification badge or card issued prior to starting work under this contract. The contractor is responsible for providing these items.

SECURITY PROCEDURE: The contractor must obtain a security clearance (Delaware State Police - SBI) of any current, new employees, company officials and any other persons requiring access to the State buildings covered under this contract for the purpose of conducting business on behalf of the contractor, at the contractor's expense of \$45.00 per person, certified check or money order. **Cash cannot be accepted.**

Employees requiring fingerprinting are to report to the location below , Monday, 9:00 a.m. - 7:00 p.m., Tuesday-Friday 9:00 a.m. – 3:00 p.m. for fingerprinting. Or they can report to Troop 2, by appointment only, call 302-739-2528.

Division of State Police
Bureau of Identification
Route 13, P.O. Box 430
Dover, DE 19901
Phone (302) 739-2528
Cost: \$45.00 per person

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SECURITY PROCEDURE – Continued

Fingerprinting cards and data will be forwarded by the respective Delaware State Police Troops to the address above. State Police Headquarters will forward the criminal history report to the applicant. The applicant is responsible for forwarding his or her report to the contractor, who in turn shall forward the report to:

Capitol Police
150 E. Water Street
P.O. Box 1401
Dover, DE 19903
Phone (302) 739-3200

Capitol Police will evaluate the criminal history report for eligibility for employment under this contract, and then notify the designee of the respective agencies of acceptable and unacceptable persons. The designated person within each agency will notify the contractor, in writing, of those persons acceptable and unacceptable for use on this contract. The processing time for security clearance information and proper written notification from the Director's office to the contractor is approximately fifteen (15) working days. The successful contractor should operate with a sufficient listing of cleared personnel, so that there will not be any shortages.

New hires must obtain a security clearance before starting work. Personnel not properly cleared will not be allowed in the building.

REMOVAL OF CONTRACTOR'S EMPLOYEES: The contractor shall, upon notice by the designee within each agency, replace any employee(s) within twenty-four (24) hours with or without cause shown.

BUILDING INSPECTIONS: Joint and/or independent building inspections by the contractor or contractor's designee and the agency designee will be performed monthly to ensure quality housekeeping is being performed. Inspection Reports will be prepared by the agency designee during the inspection. One copy of the report will be given to the contractor or designee for appropriate action. Copies of the monthly inspection sheet will be forwarded to the designated contact person at each agency. The contractor or contractor's designee will be supplied with a copy of the inspection report.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

MEETINGS: The contractor must conduct a formal orientation meeting with the employees hired to work this contract. The agency designee will participate with the contractor at a mutually agreed upon date and time. Capitol Police will participate outlining their security requirements for the contractor and employees to follow.

Meetings with the contractor may be called by the designee within each agency. The contractor may request meetings with appropriate personnel as needed.

CUSTODIAL SUPERVISION: The contractor shall provide formal on-the-job training and conduct meetings with the contractor's employees on the contractor's own time. The Custodial Superintendent or his designee SHALL be advised in advance of the scheduled dates and times of these training sessions and may elect to attend.

The contract shall provide previously trained and experienced housekeeping personnel for use on this contract. Also, the contractor shall supply each employee with a specific duty listing with frequency of performance. A copy of these listings shall be posted by the contractor in all janitors' closets and storage rooms. The contractor shall furnish complete copies of the contract Special Provisions and Specifications, etc. to the Contract Manager, Regional Supervisor, Supervisors and Working Supervisors for their use in monitoring the performance of this contract.

SECURITY RULES:

GENERAL

- A. **No visitors, unauthorized personnel, family members etc.** are permitted within the perimeter of the buildings under contract.
- B. **No visitors, unauthorized personnel, family members etc.** are to accompany the contractor's employees to work.
- C. Those buildings cleaned after 5:00 p.m. are to be locked unless specified.
- D. No unauthorized use of state telephone except emergency cases.
- E. No unauthorized use of state computers.
- F. All suspicious persons and situations (i.e., suspicious packages, alarm problems, or other safety related details) SHALL be reported immediately to Capitol Police by calling State line 739-4130. The Capitol Police Dispatch Center is a 24-hour operation.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SECURITY RULES – Continued):

GENERAL – Continued)

- G. Day Shift working supervisors of the contractor are to notify the contact person at each location of irregularities, i.e., defective plumbing, lights out, etc. Night Shift employees are to call Capitol Police at 739-4130 for appropriate action.
- H. Family emergencies may be telephoned to the Capitol Police Dispatch Center at 739-4130 for proper notification to contractor's employees. The contractor's employees should tell family members as to which building they are assigned to enable Capitol Police to locate them quickly in case of an emergency.
- I. No possession or consumption of intoxicating beverages or illegal drugs or intoxicating quantities of un-prescribed legal drugs are permitted on State property.
- J. Security sensitive areas within buildings will be identified with the successful contractor. The designated person within each agency will coordinate "Special Requirements" for these areas with the successful contractor.

SUPPLIES: The contractor is responsible for providing ALL supplies necessary to perform quality housekeeping as specified in this contract. These supplies include, but are not limited to, the following items:

- A. Hand towels, multi-fold and roll type, bleached 28 lb. basic weight or better; NOTE: Use Scott 108 Towels.
- B. Toilet tissue, roll type, jumbo rolls, Scott JRT, standard roll count of 1000 sheets per roll, 1 ply 4-1/2 X 4-1/2 or better.
- C. Hand soap and dispenser (where needed), Sani-fresh (Gentle Lotion in Women's & Heavy Duty in Men's).
- D. Mobile barrels, maid caddies, 10-quart buckets, mop buckets with wringers.
- E. All cleaning products including but not limited to quaternary ammonium germicide, lime and scale remover, bowl cleaner, furniture polish, all purpose treated dust cloths, etc.
- F. Plastic liners for waste receptacles (including office areas) and trash disposal containers, etc.;
- G. Waxed bags for sanitary napkin disposal receptacles;
- H. Carpet spotting kit;
- I. Ozitape refills (changed every 3 months);
- J. Sanitary napkins and/or tampons (where functioning machines are available); and
- K. 3 oz. untreated paper cups.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SUPPLIES – Continued

The contractor SHALL, as part of the proposal, submit a listing of all products and supplies to be used during the term of this contract. The agency designee reserves the right to inspect products, equipment, etc. and request samples of products for testing purposes. He also has the right to reject any items. Material Safety Data Sheets for each product supplied SHALL be supplied to the contact person listed at each agency.

SUPPLIES FURNISHED BY THE STATE AGENCIES

- A. Towel dispensers and keys;
- B. Toilet tissue dispenser;
- C. Sanitary napkin disposal containers;
- D. Sani-fresh soap dispenser;
- E. Ozitape dispensers; and
- F. Paper cup dispensers.

NOTE: Vendor is required to supply paper dispensers for State Service Centers. Dispensers are to accommodate the jumbo size rolls.

JANITORIAL SUPERVISION

CUSTODIAL STAFFING: The supervision of the cleaning operations is the key to the success of the custodial management program. Since the custodial supervisors are responsible for the cleaning operations in those buildings under their control, it is necessary that they have a thorough knowledge of the job methods, equipment, materials, production rates and frequencies and the performance.

1. Ranges of Supervision

The assignment of a contract manager and area supervisors shall be interpreted as a mandatory requirement. In many situations a working leader may answer the supervisory need in lieu of these supervisory positions.

2. Types of Supervisory Positions

- A. Area Supervisor: An employee in charge of all custodial employees including subordinate supervisors working on a shift assigned to a building complex. In order to properly inspect and supervise the work, the specific shift assigned is usually designated day or night.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

JANITORIAL SUPERVISION – Continued)

CUSTODIAL STAFFING – (Continued)

- B. Working Leader: A productive employer in charge of a small group of custodial employees who acts as a pace setter and coordinator in working along with subordinates a majority of the time. Most often used where a minimum of three (3) to a maximum of eight (8) non-supervisory custodial personnel are assigned to a crew as a productive unit (as in daily and scheduled periodic cleaning).

DEPARTMENTAL WORK CONTROL:

- A. General: The Custodial Superintendent or his designee responsible for providing a good system of inspection or follow-up necessary to properly control the cleaning operations. Proper procedures and reporting of cleaning inspections will find the problem areas in the building so they can be given special attention in order to: ensure that the cleaning level in the building is meeting the required standard; identify the cleaner who is not doing his or her job properly; determine the people who need additional instruction or training.
- B. Inspection Procedure: The following comments identify and clarify some of the more important inspection procedures. Detailed instructions for recording these inspections are discussed below:
 - 1. Inspections shall be regular and systematic. The contractual inspector shall each day or night do appearance checks to identify problems. In addition, they will perform a thorough inspection every 30 days.
 - 2. Inspect preferably in the presence of the cleaner and the supervisor directly responsible and/or area supervisor. Point out any unsatisfactory cleaning found and explain how it may be corrected. The inspection should provide the employee with constructive assistance in improving his/her work.
 - 3. The area supervisor or counterpart shall inspect a portion of assigned areas each night, in addition to the duties of supplying materials, timekeeping, rescheduling, and other required personnel work.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

DEPARTMENTAL WORK CONTROL - Continued):

4. All inspection findings shall be recorded on appropriate forms.
 - a. Notice of Work Required: This form is for use by the inspectors during weekly, monthly, and quarterly cleaning assignments. It is used as a record of cleaning inspections.
 - b. Housekeeping Inspection Report: This is a standard inspection form for the use by the inspecting personnel when making and reporting monthly inspections of buildings located within our respective areas. Inspections will be made once a month. Inspection routes shall be varied. A copy is to be left with the supervisor for necessary action.
 - c. Complaints and Requests
5. The Contract Manager shall meet at least weekly with the designated person within each agency and the inspectors during the first month of the contract. Meetings will be as often as necessary thereafter as determined by the Custodial Superintendent. However, if the contractor requests, a meeting will be held whenever a written complaint is received.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SPRAY BUFFING (HARD SURFACED FLOORS):

Spray buff all vestibules, lobbies, corridors, and conference rooms. Spray buff product to be of the same manufacturer as floor finish.

SWEEPING AND DUST MOPPING (UNCARPETED AREAS):

1. Vestibules, lobbies and entries (interior and exterior);
2. Corridors;
3. Stairwells, stairs and landings (interior);
4. Elevators and elevator vestibules;
5. Offices (administrative and clerical) and classrooms;
6. Coatrooms, lunch rooms and conference rooms;
7. Labs and preparation rooms;
8. Computer rooms;
9. Vending machine rooms; and
10. Exterior stairs and loading platforms.

SWEEPING AND DUST MOPPING STANDARDS:

Sweeping shall leave the surfaces uniformly clean of all surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that can not be loosened with the broom shall be loosened sufficiently to permit removal by sweeping or if necessary, shall be washed. It is intended that all dust and surface contamination except deeply embedded dirt and stains shall be removed by sweeping or mopping with a treated mop. Dirty mops are not acceptable for use.

WET MOPPING:

All tile, wooden or hard surface floors.

WET MOPPING STANDARDS:

After dust mopping, all floors shall be cleaned by wet mopping using quaternary ammonium germicide and shall be free from streaks, stains and film from dirt or soap. There shall be no splashes on walls, baseboards, furniture and furnishings.

There shall be no mop strings left on the floor. Surface should be dry in a reasonable amount of time. Corners and spaces inaccessible to the mop shall be carefully cleaned and dry. Dirty mops are not acceptable for use.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

TYPES OF SERVICES REQUIRED

VACUUMING (CARPETED AREAS):

1. Vestibules, lobbies and entries (interior and exterior);
2. Corridors;
3. Stairwells, stairs and landings (interior);
4. Elevators and elevator vestibules;
5. Offices (administrative and clerical) and classrooms;
6. Coatrooms, lunch rooms and conference rooms;
7. Labs and preparation rooms;
8. Computer rooms;
9. Vending machine rooms; and
10. Exterior stairs and loading platforms.

Spot cleaning is required before vacuuming.

DUSTING AND VACUUMING (LOW CLEANING-UNDER 6'):

1. All furniture and fixtures (i.e.) file cabinets, tables, etc.;
2. Window sills, ledges, etc.;
3. Vending machines; and
4. Stairwells, stairs, landings and railings (interior).

DUSTING AND VACUUMING (HIGH CLEANING-OVER 6'):

1. Door casings;
2. Fire alarm bells; and
3. Partitions, wood paneling, etc.
4. Ventilators, grids, grilles, ducts and surrounding wall and ceiling areas;
5. Light fixtures (wall sconces, chandeliers, etc.); and
6. Wooden paneling.

DUSTING AND VACUUMING STANDARDS:

Dusting shall be accomplished by means of vacuum cleaners supplemented by chemically treated clean cloths. Oil treatment for cloths will not be permitted. Surfaces shall be clean and free from dust after dusting is completed. Dust shall be removed and not scattered around the room. Low dusting includes all surfaces not over six feet from the floor. Office equipment such as typewriters, adding machines, calculators and similar instruments shall not be dusted because of possibility of damage.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

TYPES OF SERVICES REQUIRED

TRASH REMOVAL:

1. Empty **all** trash containers, replace liners as needed;
2. Dispose of trash in sealed and/or tied plastic bags in outside dumpsters or compactors;
3. Empty and clean all ashtrays, urns and smokadors; and

TRASH REMOVAL STANDARDS:

All waste baskets shall be emptied and boxes, cans, paper, etc. marked trash which are placed near the trash cans for disposal shall be removed in a manner that will not cause dispersion of dust. All cigarette butt receptacles and ash trays shall be checked before being emptied in trash. Trash shall not be allowed to blow around the yard. Any trash dropped shall be immediately retrieved by the custodian or contractor and properly placed in the trash receptacle.

WASHING:

1. Clean and sanitize urinals inside and out;
2. Clean and sanitize commodes inside and out;
3. Clean mirrors;
4. Clean and sanitize wash basins (washrooms and clinic areas, etc.) inside and out;
5. Clean and sanitize miscellaneous restroom and toilet fixtures;
6. Clean and sanitize restroom and toilet floors;
7. Clean and sanitize restroom wash basin wall area and toilet wall area;
8. Clean and sanitize shower rooms;
9. Damp wipe all restroom and locker room ledges and sills;
10. Spot clean walls, doors and trim;
11. Clean exterior and interior glass doors and frames and other interior glass, plastic and frames;
12. Clean and sanitize water fountains.
13. Clean and sanitize all tables (including **EXAM** tables), counter tops, stools, etc.
14. Clean and sanitize all trash containers;
15. Clean and sanitize lockers (exterior only);
16. Clean and sanitize all restroom walls from ceiling to floor (including showers);
17. Clean and sanitize restroom partitions (all sides);
18. Machine scrub restrooms and adjacent lounge area floors with stripper, rinse a minimum of three (3) times. Vinyl tile shall receive three (3) coats of metal cross-linked floor finish. Other tiles do not require a finish;

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL
APPENDIX A
SCOPE OF WORK DETAILS
TYPES OF SERVICES REQUIRED

WASHING – Continued): (QUARTERLY)

19. Machine scrub restrooms and adjacent lounge area floors with stripper, rinse a minimum of three (3) times. Vinyl tile shall receive three (3) coats of metal cross-linked floor finish. Other tiles do not require a finish;
20. Wash inside & outside of light fixtures (plastic & glass) including damp wiping of light bulbs or fluorescent tubes.
21. Wash baseboards;
22. Wash fronts, sides and tops of cabinets, etc; and
23. Wash globes for wall sconces and chandeliers

WASHING STANDARDS:

Washing Except Glass

All surfaces shall be washed with a mild neutral detergent or quaternary disinfectant-detergent solution following manufacturer's dilution ration. They shall be left clean without streaks. Scrub brush or scour pad shall be used where necessary to loosen the dirt.

Washing in Restroom, Public and Patient Areas

Restroom floors, walls, chairs, tables (including **Exam** tables) and mirrors shall be cleaned as specified with quaternary disinfectant-detergent. Commodes and urinals shall be washed clean with disinfectant-detergent and toilet brush then wiped dry with textile disposable wipers or clean cloths.

Additionally, stainless steel cleaner shall be used on all sinks and water fountains.

DISINFECTING STANDARDS:

Urinals and commode surfaces shall be disinfected with a concentration of quaternary disinfectant-detergent. It shall be allowed to stand in the fixtures for at least ten minutes. Bowl cleaner shall be used once weekly for lime and iron stain removal except where water conditions require more frequent applications. In these cases, bowl cleaner shall be used twice weekly.

POLISHING: (DAILY)

Clean and polish all brass and stainless steel, i.e. railings, elevators, door knobs, plumbing fixtures, kick plates, etc.

POLISHING: Floors that require polishing (QUARTERLY)

Wood Floors

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

TYPES OF SERVICES REQUIRED

POLISHING STANDARDS (FLOORS):

Polish wooden floors using paste wax and floor machine equipped with polish pad.

POLISHING STANDARDS (LEATHER FURNITURE):

Polished leather surfaces shall be clean and free from all dirt, grease and film including embedded dirt and grease. All small and narrow openings shall be cleaned to the same degree as other surfaces. Surfaces shall be dried and left clean.

DAMP WIPING:

Damp wipe all vinyl or imitation leather furniture. DO NOT damp wipe real leather. Polish leather furniture.

DAMP WIPING STANDARDS:

Surfaces shall be left clean and free from film or streaks upon completion of damp wiping.

SUPPLIES AND MATERIAL DISTRIBUTION:

Re-supply each building.

NOTE: All cabinets, dispensers, sanitary machines are to be checked and replenished daily.

INTERIM SHAMPOO CLEANING (CARPETING AND MATTING):

1. Pre-spot and shampoo traffic lanes of track-off areas, and matting every 30 days.
2. Replace matting back into service immediately after dry.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SERVICES TO BE PERFORMED IN PUBLIC HEALTH INFECTION CONTROL

Examination Rooms - Clinic & Clinic Waiting Rooms - Laboratories - Public and Patient Restrooms

All Buildings containing lab, exam rooms, clinic, waiting rooms and office shall be cleaned for infection control.

Standards for Daily Cleaning

Quaternary Ammonium Germicide
Dilution Ratio - Manufacturer's Specifications
Shall use contractual cleaning standards

Equipment and Furniture to be Cleaned:

Exam tables, mayo stands, sinks, walls, chairs, glass, exam lights, counter tops, floor, water fountains, eye wash basins

Offices shall be vacuumed daily
Equipment: Hospital triple filter vac., germicidal filtering system

Restroom: Shall be wet mopped
Equipment: Two (2) bucket system
Soap Disp.: Sani-Fresh, IODO-Sani

NOTE: AEROSOL SPRAYS ARE NOT PERMITTED

Trash Disposal: Shall be emptied daily, all liners replaced daily, transport all to designated container. Twice a week wash all containers.

If there is contamination of any surfaces with blood or body fluids, these spills or spots should be cleaned using 10% bleach solution. The bleach solution will protect against spread of HIV or Hepatitis.

All hard surfaces, i.e. tile to be scrubbed, finish applied three (3) coats, every six (6) months, carpet shampooed every six (6) months.

For information on Infection Control Training:

Contact: Kent General Hospital Housekeeping 734-4700

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

**SERVICES TO BE PERFORMED IN
ENVIRONMENTAL CONTAMINATION CONTROL LABORATORIES**

All buildings containing laboratories shall be cleaned to eliminate possible contamination.

NOTE: AEROSOL SPRAYS ARE NOT PERMITTED. DO NOT WASH COUNTER TOPS IN LABS.

Standards for Daily Cleaning

A low sudsing, no odor neutral cleaner
Dilution Ratio - Manufacturer's Specifications
Shall use contractual cleaning standards

Area of Cleaning - Labs

Wet mop all lab floors
Damp wipe window sills, chairs, stools and walls

Area of Cleaning - Offices

Offices shall be vacuumed daily
Equipment: Hospital triple filter vac., germicidal filtering system

Restrooms: Shall be cleaned to specification
Equipment: Two (2) bucket system
Soap Disp.: Sani-Fresh IODO-Sani

Trash Disposal: Shall be emptied daily, all liners replaced daily, transport all to designated container.
Twice a week all containers.

All lab floors are to be machine scrubbed every 4 months.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

APPENDIX A
SCOPE OF WORK DETAILS

SPECIAL PUBLIC HEALTH AREA PROVISIONS:

A. **MONTHLY WALL CLEANING IN EXAMINATION ROOMS**

1. The walls of all Public Health examination rooms shall be cleaned monthly with a cleaner/disinfectant that is veridical and bactericidal.
2. When completed, all walls in Public Health examination rooms shall have a clean uniform appearance.

B. **DAILY CLEANING OF FIXTURES IN EXAMINATION ROOMS**

1. For Public Health examination rooms, the following shall receive a wet cleaning on a daily basis with an agent that is veridical and bactericidal cleaner/disinfectant.

Examination Tables (external surface)

Examination lights

Sinks

Countertops and cabinet fronts

Scales

SAMPLE

DIVISION OF STATE SERVICE CENTERS
HOUSEKEEPING INSPECTION REPORT

BUILDING _____

DATE _____

To be performed DAILY	Satisfactory	Unsatisfactory
<p>Sweeping, Vacuuming, Dust Mopping, (carpeted and uncarpeted):</p> <p>Vestibules, lobbies, entries, corridors, stairwells, stairs, landings (interior), elevators, elevator vestibules, offices (Administrative and Clerical), classrooms, coatrooms, lunchrooms, conference rooms, labs, preparation rooms, computer rooms, vending machine rooms, loading platforms.</p>		
<p>Low Cleaning (under 6') Furniture and fixtures (e.g. files, tables, bookcases, etc.), Window sills, ledges, etc. vending machines.</p>		
<p>Trash Removal:</p> <p>Empty all waste containers, replace liners, dispose trash to dumpsters, empty and clean ashtrays/urns.</p>		
<p>Washing and Sanitizing:</p> <p>Urinals (in and out), commodes (in and out), mirrors, wash basins (clinics and restrooms), toilet fixtures, floors, shower rooms, restrooms ledges and sills, spot clean walls, doors and trim, glass door frames (interior), water fountains.</p>		
<p>Wet Mopping:</p> <p>All times, wooden or hard surfaces</p>		
<p>Polishing:</p> <p>Brass, stainless steel, railings, elevators, door lines, plumbing fixtures.</p> <p>Other: _____</p>		

SAMPLE
 DIVISION OF STATE SERVICE CENTERS
 HOUSEKEEPING INSPECTION REPORT

BUILDING _____

DATE _____

To be performed WEEKLY	Satisfactory	Unsatisfactory
Spray Buffing: Vestibules, lobbies, corridors, conference rooms.		
Dusting and Vacuuming: High cleaning (over 6') Door casing, Fire Alarm Bells, partitions, wood panel.		
Re-supply all cleaning materials.		
Interim Shampoo cleaning : Pre-spot and shampoo traffic lanes of track-off area.		
To be performed QUARTERLY	Satisfactory	Unsatisfactory
Dust and/or dry mop: Ventilators, grids, grilles, ducts, ceiling areas, light fixtures, wooden paneling.		
Clean and sanitize: Tables, countertops, stools, etc., trash containers. lockers (exterior) restroom walls, ceiling, showers and partitions (three (3) times).		
Washing: Light fixtures (chandeliers, wall sconce, etc.), baseboards, and cabinets.		
Polishing: Wood floors		

Specific instructions to contractors on items marked "Unsatisfactory"

Inspected by: _____

TITLE

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

SPECIALIZED HOUSEKEEPING

The following services are **"NOT"** a part of the **basic** contract requirements. However, costs for these services **shall** be reflected in the Proposal Quotation Section:

- A. Window cleaning;
- B. Venetian blind cleaning;
- C. Hard surface floor cleaning (stripping, rinsing and finishing);
- D. Carpet cleaning (shampoo, dry foam and extraction methods);
- E. Trash removal
- F. Waiting Room Chair cleaning/shampooing
- G. VCT Cleaning/Waxing
- H. Spray buffing. **(IF REQUESTED IN ADDITION TO NORMAL SERVICE REQUIREMENTS)**

A. **WINDOW CLEANING:**

Wash and clean windows, sills, frames and panes every six (6) months (May and October). Show price as a separate line item. Prior approval from Facility Operations is required.

Interior/exterior cleaning at each facility every six (6) months (May and October). Prior approval from Facility Operations is required.

B. **VENETIAN BLIND CLEANING:**

Clean Venetian blinds (both sides) by dusting and washing.

C. **HARD SURFACE FLOOR CLEANING – ON A SIX (6) MONTH BASIS:**

- 1. Move all furniture (except file cabinets);
- 2. Strip floors with stripper;
- 3. Rinse 3 times with clean water;
- 4. Apply 3 coats of metal interlock finish (National Lab Metalist or Johnson's Showplace minimum 0.5 U.L. slip resistant); and
- 5. Move furniture to proper place after floors dry.

NOTE: Raised tile floors will have to be dry stripped.

D. **CARPET CLEANING:**

- 1. Provide all equipment, supplies, etc.;
- 2. Move and or remove all furniture except file cabinets;
- 3. Clean carpet every six (6) months – October and April (method to be decided by Custodial Superintendent or designee), prior approval from Facility Operations is required; and
- 4.

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

SPECIALIZED HOUSEKEEPING (Continued)

D. **CARPET CLEANING – Continued):**

5. Replace furniture placing wax paper or aluminum foil under legs of furniture.

Specialized work is to be completed within 30 days from receipt of written notification to schedule.

E. **TRASH REMOVAL OPTION:**

The vendor will be given 10 days notice for trash removal from designated buildings. Pricing is based on use of a vehicle, labor, and unloading at designated locations. No trash or litter will be left on the grounds around the disposal areas. Lids are to be closed at all times.

F. **WAITING ROOM CHAIRS:**

The cleaning/shampooing of the waiting room chairs shall be done at each facility every six (6) months (October and April) with prior approval from Facility Operations.

G. **VCT CLEANING/WAXING:**

VCT cleaning and waxing shall be done at each facility every six (6) months (October and April) with prior approval from Facility Operations.

H. **SPRAY BUFFING:**

(Dust mop & wet mop area before spray buffing). Spray a mixture of diluted polymer finish and detergent onto the floor. With a floor buffer and buffing pad, buff the floors until scuff marks and soil deposits until removed. Floor will be left with a polished appearance.

Specialized work is to be completed within 30 days from receipt of written notification.

Equipment:

- A. Commercial canister type vacuum with powerhead and attachments.
- B. Commercial upright type vacuum with edge cleaning capabilities.
- C. High Speed Buffer (1,000 R.P.M. minimum, 1,500 R.P.M. maximum).
- D. Commercial large space vacuum.
- E. Hospital Filter Vacuum - Germicidal Triple Filtering System.

Floating Equipment:

Rotary Shampoo Machine

CONTRACT NO. GSS-MU-08-176-SM
 STATE SERVICE CENTERS
 REQUEST FOR PROPOSAL

STATE SERVICE CENTER LOCATIONS

NORTH	SOUTH
Hudson State Service Center 501 Ogletown Rd. Newark, DE 19956	Georgetown State Service Center 546 S. Bedford St. Georgetown, DE 19947
Northeast State Service Center 1624 Jessup St. Wilmington, DE 19802	Bridgeville State Service Center 400 Mill St. Bridgeville, DE 19933
Delaware State Service Center 500 Rogers Rd. New Castle, DE 19720	Milford State Service Center 13 S.W. Front St. Milford, DE 19963 4 Bldgs.
Porter State Service Center 511 W 8 th St. Wilmington DE 19801	ShIPLEY State Service Center 350 Virginia Ave. Seaford, DE 19973
De La Warr State Service Center 500 Rogers Rd New Castle, DE 19720 302-577-2970	Pyle State Service Center Route 2 – Box 281-1 Frankford, DE 19945
	Laurel State Service Center Popular Street Laurel, DE 302-875-6943

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

GROUPS 1 & 2

BILLING ADDRESS

DEPARTMENT OF HEALTH & SOCIAL SERVICES
Division of Management Services Facility Operations
DHSS Administrative Campus
Main Bldg – 2ND Floor Annex
1901 N. DuPont Hwy.
New Castle, DE 19720

LOCATIONS & BUILDING MEASUREMENTS

	Service Centers	Total Sq. Ft.	(Carpet) Sq. Ft.	(Tile) Sq. Ft.	Vinyl Sq. Ft.
1	DeLa Warr	9,209	2,763	6,446	
2	Hudson	41,419	28,703	12,716	
3	Northeast	23,488	14,537	8,900	
4	Porter	20,732	10,464	10,267	
5	Georgetown	61,105	50,504	9,001	1,600
6	Bridgeville	3,000	2,788	212	
7	Milford (4 bldgs.)				
		1,617	1,497	120	
	1. Arms Annex	14,963	12,404	2,559	
	2. Walnut Street	19,272	15,907	3,365	
	3. 11-13 N. Church St.	22,987	19,904	3,083	
	4. Draper Bldg.	4,204	3,550	654	
8	Shipley	14,186	9,321	4,865	
9	Pyle	15,043	12,407	2,636	
10	Laurel	9,560	8,000	1,560	

PROPOSAL REPLY SECTION

CONTRACT NO. GSS-MU-08-176-SM

JANITORIAL SERVICES – STATE SERVICE CENTERS

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to Government Support Services by 1:00 p.m., EDT, Tuesday, April 8, 2008 at which time bids will be opened.

Mandatory Pre-Proposal Meeting/Walk-Thru Schedules:

Offerors are expected to meet at the **DeLa Warr State Service Center no later than 10:00 a.m.** on Monday, March 17, 2008. Walk-thru will take place at the DeLa Warr State Service Center, Hudson State Service Center, Northeast State Service Center and the Porter State Service Center,

Offerors are expected to meet at the **Milford State Service Center no later than 10:00 a.m.** on Tuesday, March 18, 2008. Walk-thru will take place at the Milford State Service Center, Georgetown State Service Center and Pyle State Service Center.

Offerors are expected to meet at the **Bridgeville State Service Center no later than 10:00 a.m.** on Wednesday, March 19, 2008. Walk-thru will take place at the Bridgeville State Service Center, Shipley State Service Center and Laurel State Service Center.

It is understood that the offeror SHALL attend all three days of walk-through meetings. The omission of any day SHALL result in the offeror being disqualified and SHALL not be considered for further evaluation.

**Proposals shall be submitted to:
State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904**

PUBLIC PROPOSAL OPENINGS

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the offeror(s), not to serve as a forum for determining the apparent low offerors. The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed contract(s), the Delaware public and all offerors are invited to make an appointment with the contracting officer in order to review pricing and other non-confidential information.

NOTE: ONLY THE OFFEROR'S NAME AND ADDRESS WILL BE READ AT THE OPENING

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES
CONTRACTING SECTION
100 ENTERPRISE PLACE, SUITE 4
DOVER, DELAWARE 19904

NO PROPOSAL REPLY FORM

CONTRACT # GSS-MU-08-176-SM **CONTRACT TITLE:**JANITORIAL SERVICE - STATE SERVICE CENTERS

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Offeror's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- _____ 1. We do not wish to participate in the proposal process.

- _____ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:

- _____ 3. We do not feel we can be competitive.

- _____ 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.

- _____ 5. We do not wish to sell to the State. Our objections are:

- _____ 6. We do not sell the items/services on which Proposals are requested.

- _____ 7. Other: _____

_____ FIRM NAME

_____ SIGNATURE

_____ We wish to remain on the Offeror's List **for these goods or services.**

_____ We wish to be deleted from the Offeror's List **for these goods or services.**

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

SAMPLE PROPOSAL QUOTATION

NOTE; VENDORS WILL BE PROVIDED THE QUOTATION REPLY SECTION AS AN ADDENDUM AFTER THE MANDATORY PRE-PROPOSAL MEETING/WALK THRU SESSION. VENDORS MUST BE ABLE TO PROVIDE THE COST SECTION OF THE PROPOSAL IN EXCEL FORMAT. FAILURE TO DO SO WILL RESULT IN YOU PROPOSAL BEING CONSIDERED NON-RESPONSIVE.

No.	Service Centers	Monthly Cost
1.	DeLa Warr	\$
2.	Hudson	\$
3.	Northeast	\$
4.	Porter	\$
5.	Georgetown	\$
6.	Bridgeville	\$
7	Milford (4 bldgs.)	
	1. Arms & Annex	\$
	2. Walnut Street	\$
	3. 11-13 N. Church St.	\$
	4. Draper Bldg.	\$
8.	Shipley	\$
9.	Pyle	\$
10.	Laurel	\$
TOTAL		\$

CONTRACT NO. GSS-MU-08-176-SM
STATE SERVICE CENTERS
REQUEST FOR PROPOSAL

PROPOSAL QUOTATION – Continued)

SPECIALIZED HOUSEKEEPING

Prior approval from facility operations is required before performing the following tasks.

Item	Cost
Window Cleaning – per window price	\$
Venetian Blind Cleaning – per blind price	\$
Hard Surface Floor Cleaning (stripping, rinsing, finishing) – sq. ft. price	\$
Carper Cleaning (Shampoo, dry foam and extraction methods) – sq. ft. price	\$
Waiting Room Chair Cleaning – per chair price	\$
VCT Cleaning/Waxing – sq. ft. price	\$
Spray Buffing (if requested in addition to normal service requirements) – sq. ft. price	\$

CONTRACT TOTAL VALUE \$ _____

DMS Facility Operations

Day Porter –Georgetown and Hudson State Service Centers

Hourly Rate

\$ _____

Facility Operations reserve the right to either accept or reject the proposal for the day porter.

Additional Janitorial Services

Provide Saturday and Sunday evening basic janitorial service at Hudson State Service Center (after 6 P.M.) and the Northeast State Service Center (after 5 P.M.) for our Visitation Program. Service to include vacuuming, cleaning of restrooms used, wet mopping tile areas and emptying trash in areas used. Approximately 1,215 Square feet on the lower level of Northeast State Service Center and approximately 2,205 square feet on lower level of the Hudson State Service Center.

Monthly Rate

\$ _____

CONTRACT NO.: GSS-MU-08-176-SM
TITLE: JANITORIAL SERVICES – STATE SERVICE CENTERS
OPENING DATE: Tuesday APRIL 8, 2008, 1pm EDT

NON-COLLUSION STATEMENT

This is to certify that the undersigned offeror has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this bid submitted this date to Government Support Services.

It is agreed by the undersigned bidder that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this Invitation to Bid including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Government Support Services.

COMPANY NAME _____

Check one)	
<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE
(Please type or print) _____

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____ STATE OF DELAWARE
LICENSE NUMBER _____

	(circle one)		(circle one)		(circle one)				
COMPANY CLASSIFICATIONS: CERT. NO. _____	Women Business Enterprise (WBE)	Yes	No	Minority Business Enterprise (MBE)	Yes	No	Disadvantaged Business Enterprise (DBE)	Yes	No

[The above table is for information and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:
(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL TO BE CONSIDERED

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____ My commission expires _____

City of _____ County of _____ State of _____

GOVERNMENT SUPPORT SERVICES

DEFINITIONS AND GENERAL PROVISIONS

The attached Definitions and General Provisions apply to all contracts and are part of each invitation to bid. The requirement to furnish a bid bond and performance bond is applicable unless waived in the Special Provisions. Should the General Provisions conflict with the Special Provisions, the Special Provisions shall prevail. Bidders or their authorized representatives are required to fully acquaint themselves as to State procurement laws and regulations prior to submitting bid.

DEFINITIONS

Whenever the following terms are used, their intent and meaning shall be interpreted as follows:

STATE: The State of Delaware

AGENCY: State Agency as noted on cover sheet.

DESIGNATED OFFICIAL: The agent authorized to act for the Agency.

BID INVITATION: The "bid invitation" or "invitation to bid" is a packet of material sent to vendors and consists of General Provisions, Special Provisions, specifications, and enclosures.

GENERAL PROVISIONS: General Provisions are instructions pertaining to contracts in general. They contain, in summary, requirements of laws of the State, policies of the Agency, and instructions to vendors.

SPECIAL PROVISIONS: Special Provisions are specific conditions or requirements peculiar to the contract under consideration and are supplemental to the General Provisions. Should the Special Provisions conflict with the General Provisions, the Special Provisions shall prevail.

BIDDER OR VENDOR: Any individual, firm, or corporation formally submitting a proposal for the material or work contemplated, acting directly or through a duly authorized representative.

PROPOSAL: The offer of the bidder submitted on the approved form and setting forth the bidder's prices for performing the work or supplying the material or equipment described in the specifications.

SURETY: The corporate body which is bound with and for the contract, or which is liable, and which engages to be responsible for the contractor's payments of all debts pertaining to and for his acceptable performance of the work for which he has contracted.

BIDDER'S DEPOSIT: The security designated in the proposal to be furnished by the bidder as a guaranty of good faith to enter into a contract with the Agency if the work to be performed or the material or equipment to be furnished is awarded to him.

CONTRACT: The written agreement covering the furnishing and delivery of material or work to be performed.

CONTRACTOR: Any individual, firm, or corporation with whom a contract is made by the Agency.

CONTRACT BOND: The approved form of security furnished by the contractors and his surety as a guaranty of good faith on the part of the contractor to execute the work in accordance with the terms of the contract.

SECTION A - GENERAL PROVISIONS

1. **BID INVITATION:**

See "Definitions".

2. **PROPOSAL FORMS:**

The invitation to bid shall contain pre-printed forms for use by the vendor in submitting his bid. The forms shall contain basic information such as description of the item and the estimated quantities and shall have blank spaces for use by the vendor for entering information such as unit bid price, total bid price, etc.

3. **INTERPRETATION OF ESTIMATES:**

- a. The attention of bidders is called to the fact that, unless stated otherwise, the quantities given in the proposal form are to be considered to be approximate only and are given as a basis for the comparison of bids. The Agency may increase or decrease the amount of any item as may be deemed necessary or expedient, during the period of the contract.
- b. An increase or decrease in the quantity for any item is not sufficient ground for an increase or decrease in the unit price.

4. **SILENCE OF SPECIFICATIONS:**

The apparent silence of the specifications as to any detail, or the apparent omission from it of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality are to be used. Proof of specifications compliance will be the responsibility of the vendor.

5. **EXAMINATION OF SPECIFICATIONS AND PROVISIONS:**

The bidder shall examine carefully the proposal and the contract forms for the material contemplated. The bidder shall investigate and satisfy himself as to the conditions to be encountered, quality and quantities of the material to be furnished, and the requirements of the Special Provisions and the contract. The submission of a proposal shall be conclusive evidence that the bidder has made examination of the aforementioned conditions.

6. **PREPARATION OF PROPOSAL:**

- a. The bidder's proposal shall be written in ink or typewritten on the form provided.
- b. If items are listed with a zero quantity, bidder shall state unit price **ONLY** (intended for open end purchases where estimated requirements are not known). The proposal shall show a total bid price for each item bid and the total bid price of the proposal excluding zero quantity items.

7. **PRICES QUOTED:**

The prices quoted are those for which the material will be furnished F.O.B. Ordering Agency and include all charges that may be imposed during the period of the contract.

8. **DISCOUNT:**

No qualifying letter or statements in or attached to the proposal, or separate discounts will be considered in determining the low bid except as may be otherwise herein noted. Cash or separate discounts should be computed and incorporated into unit bid price(s).

9. **SAMPLES OR BROCHURES:**

Samples or brochures may be required by the agency for evaluation purposes. They shall be such as to permit the Agency to compare and determine if the item offered complies with the intent of the specifications.

10. **DELIVERY OF PROPOSALS:**

Proposals shall be delivered in sealed envelopes, and shall bear on the outside the name and address of the bidder as well as the designation of the contract. Proposals forwarded by U.S. Mail shall be sent first class to the address listed below. Proposals forwarded by delivery service other than the U.S. Mail or hand delivered must be delivered to the address listed below. All bids must clearly display the bid number on the envelope.

**STATE OF DELAWARE
GOVERNMENT SUPPORT SERVICES
CONTRACTING SECTION
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904**

All proposals will be accepted at the time and place set in the advertisement. Bidder bears the risk of delays in delivery. Proposals received after the time set for public opening will be returned unopened.

11. **WITHDRAWAL OF PROPOSALS:**

A bidder may withdraw his proposal unopened after it has been deposited, if such a request is made prior to the time set for the opening of the proposal.

12. **PUBLIC OPENING OF PROPOSALS:**

The bids shall be publicly opened at the time and place specified by the Agency. Bidders or their authorized representatives are invited to be present.

13. PUBLIC INSPECTION OF PROPOSALS:

If the bidder designates a portion of its bid as confidential, it shall isolate and identify in writing the confidential portions. The bidder shall include with this designation a statement that explains and supports the firm's claim that the bid items identified as confidential contain trade secrets or other proprietary data.

14. DISQUALIFICATION OF BIDDERS:

Any one or more of the following causes may be considered as sufficient for the disqualification of a bidder and the rejection of his proposal or proposals:

- a. More than one proposal for the same contract from an individual, firm, or corporation under the same or different names.
- b. Evidence of collusion among bidders.
- c. Unsatisfactory performance record as evidenced by past experience.
- d. If the unit prices are obviously unbalanced either in excess or below reasonable cost analysis values.
- e. If there are any unauthorized additions, interlineation, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- f. Non-attendance of mandatory pre-bid meetings may be cause of disqualification.

SECTION B - AWARD AND EXECUTION OF CONTRACT

1. CONSIDERATION OF BIDS:

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to advertise for new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of the Agency or its agent, the best interest of the State will be promoted thereby.

2. MATERIAL GUARANTY:

Before any contract is awarded, the successful bidder may be required to furnish a complete statement of the origin, composition and manufacture of any or all of the material to be used in the contract together with such samples as may be requested for the purpose of testing.

3. AWARD OF CONTRACT:

Within thirty days from the date of opening proposals, the contract will be awarded or the proposals rejected.

4. EXECUTION OF CONTRACT:

The bidder to whom the award is made shall execute a formal contract and bond within twenty days after date of official notice of the award of the contract.

5. WARRANTY:

The successful bidder(s) shall be required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on material in this contract against defective material, workmanship, and performance.

6. THE CONTRACT(S):

The contract(s) with the successful bidder(s) will be executed with the Government Support Services, Contracting Section acting for all participating agencies.

7. RETURN OF BIDDER'S DEPOSIT:

The deposits shall be returned to the successful bidder upon the execution of the formal contract. The deposits of unsuccessful bidders shall be returned to them immediately upon the awarding of the contract or rejection of their bids.

8. INFORMATION REQUIREMENT:

The successful bidder's shall be required to advise the Government Support Services, Contracting Section of the gross amount of purchases made as a result of the contract.

9. CONTRACT EXTENSION:

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months.

10. **TERMINATION FOR CONVENIENCE:**

Contracts shall remain in effect for the time period and quantity specified unless the contract is terminated by the State. The State may terminate the contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of termination.

11. **TERMINATION FOR CAUSE:**

If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner his obligations under this Contract, or if the Contractor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least 5 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Contractor under this Contract shall, at the option of the State, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

SECTION C - GENERAL

1. AUTHORITY OF AGENCY:

On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the classification of material, the execution of the work, and the determination of payment due or to become due, the decision of the Agency shall be final and binding.

2. LAWS TO BE OBSERVED:

The contractor is presumed to know and shall strictly comply with all National, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The contractor shall indemnify and save harmless the State of Delaware, the Agency, and all Officers, Agency and Servants thereof against any claim or liability arising from or based upon the violation of any such laws, ordinances, regulations, orders, or decrees whether by himself or by his employees.

3. PERMITS AND LICENSES:

All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the contractor at his own expense.

4. PATENTED DEVICES, MATERIAL AND PROCESSES:

- a. The contractor shall provide for the use of any patented design, device, material, or process to be used or furnished under this contract by suitable legal agreement with the patentee or owner, and shall file a copy of this agreement with the Agency.
- b. The contractor and the surety shall hold and save harmless the State of Delaware, the Agency, the Director, their Officers or Agents from any and all claims because of the use of such patented design, device, material, or process in connection with the work agreed to be performed under this contract.

5. EMERGENCY TERMINATION OF CONTRACT:

- a. Due to restrictions which may be established by the United States Government on material, or work, a contract may be terminated by the cancellation of all or portions of the contract.
- b. In the event the contractor is unable to obtain the material required to complete the items of work included in the contract because of restrictions established by the United States Government and if, in the opinion of the Agency, it is impractical to substitute other available material, or the work cannot be completed within a reasonable time, the incomplete portions of the work may be cancelled, or the contract may be terminated.

6. **TAX EXEMPTION:**

- a. Material covered by this proposal is exempt from all FEDERAL and STATE TAXES. Such taxes shall not be included in prices quoted.
- b. Any material which is to be incorporated in the work or any equipment required for the work contemplated in the proposal may be consigned to the Agency. If the shipping papers show clearly that any such material is so consigned, the shipment will be exempt from the tax on the transportation of property under provisions of Section 3475 (b) of the Internal Revenue Code, as amended by Public Law 180 (78th Congress). All transportation charges shall be paid by the contractor. Each bidder shall take his exemption into account in calculating his bid for his work.

7. **OR EQUAL (PRODUCTS BY NAME):**

Specifications of products by name are intended to be descriptive of quality or workmanship, finish and performance. Desirable characteristics are not intended to be restrictive. Substitutions of products for those named will be considered provided the vendor certifies that the function, characteristics, performance and endurance qualities of the material offered is equal or superior to that specified.

8. **INVOICING:**

After the awards are made, the agencies participating in the bid may forward their purchase orders to the successful bidder(s) in accordance with State Purchasing Procedures. The State will generate a payment voucher upon receipt of an invoice from the vendor.

SECTION D - EQUAL OPPORTUNITY

1. EQUALITY OF EMPLOYMENT OPPORTUNITY ON PUBLIC WORKS:

During the performance of any contract for public works financed in whole or in part by appropriation of the State of Delaware, the contractor agrees as follows:

- a. The contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The contractor will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color, sex, age, or national origin. Such action shall include, but not be limited to the following: advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training including apprenticeships. The contractor agrees to post in conspicuous places, notices to be provided by the contracting agency setting forth the provisions of this non-discrimination clause.
- b. The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.
- c. The term "contractor for public works" means construction, reconstruction, demolition, alteration, and/or repair work, maintenance work, and paid for in whole or in part out of the funds of a public body except work performed under a vocational rehabilitation program. The manufacture or furnishing of materials, articles, supplies or equipment is not a public work within the meaning of this subsection unless conducted in connection with and at the site of the public work.

Revised 01/16/07



State of Delaware

Office of Minority and Women Business Enterprise Certification Application



Complete application and mail to:

Office of Minority and Women Business Enterprise (OMWBE)
Haslet Armory
122 William Penn Street
Dover, DE 19901
Telephone: (302)739-4206 Fax: (302)739-1965
Email: deomwbe@state.de.us
Website: www.state.de.us/omwbe

Important Information Please Read!

Is my firm eligible?

A minority and/or women owned business (sole-proprietorship, partnership, corporation or joint venture) must meet the following criteria:

- a) Minority groups include: African Americans, Asian/Pacific Americans, Hispanic Americans, Native Americans, and Subcontinent Asian Americans.
 - b) At least 51 percent owned, controlled and actively managed by minority group members or by women.
 - c) Serving a for profit business with “useful business functions.”
- An out-of-state company must first **be certified in its home state** before it can be considered for certification in Delaware. This must be a state-level certification, if available.
 - There is no fee for processing your application. In addition, free assistance is available. If you have questions about the application or your company’s qualifications, call (302)739-4206.
 - If your business is certified by **Delaware Department of Transportation (DelDOT) City of Wilmington, Minority Supplier Development Council (MSDC), Women Business Enterprise National Council (WBENC) and located in Delaware**, there is a specialized shortened application. You must also attach a copy of your certification and mail all documents to the OMWBE.
 - Also, please note that it is extremely important to provide other certifying agency documentation. This can expedite the certification process.

Document Request checklist

- Unless otherwise indicated, copies of documents are sufficient.
- **Any deficiency may delay the certification process.**
- **Certification generally takes four to six weeks.**
- **An on-site visit.** *(The OMWBE office may schedule an on-site visit once the completed application and appropriate supporting documentation have been received).*

Documents to attach to your application	Sole Prop	Part/LLP	Corp/S-Corp	LLC	OMWBE Use
Notarized Minority and Women Business Enterprise Affidavit form	Yes	Yes	Yes	Yes	
Copy of birth certificate, permanent resident card, passport or tribal memberships	Yes	Yes	Yes	Yes	
Last two years of your firm's tax returns (gross receipts). If not available, last two years W2 and/or 1099 forms for all owners, directors, officers and senior management.	Yes	Yes	Yes	Yes	
Copy of MBE/WBE certification from home state, if company headquarters are not in Delaware. (must be a state level certification, if available)	Yes	Yes	Yes	Yes	
Copies of any relevant licenses, certificates of training and degrees held by the company or its owners/employees	Yes	Yes	Yes	Yes	
Partnership Agreement, including any amendments, buy-out rights as well as any profit sharing arrangements		Yes			
Articles of Incorporation with all amendments		Yes			
Minutes of the last annual shareholders meeting		Yes			
By-laws and By-law Amendments		Yes			
Copy of most recent Stock Ledger		Yes			
Copy of Certificate of Organization				Yes	
Copy of Operating Agreement				Yes	

Delaware Minority and/or Women Business Enterprise Certification

Certification Application

The following is the application for Minority and/or Women Business Enterprise (MWBE) certification with the State of Delaware. All questions must be answered. Please type or print clearly.

Questions that do not apply to your firm should be marked N/A in the space provided.

The Affidavit on page 14 must be signed and notarized by a Notary Public. Faxed copies of the Affidavit will only be accepted if the notary seal has the stamped seal with the expiration date visible. Otherwise, mail the original Affidavit with the raised seal to our office.

Please return the completed application with signature and required notarization to the address below:

**Office of Minority and Women
Business Enterprise
Haslet Armory
122 William Penn Street
Dover, DE 19901**

Phone: (302) 739-4206

Fax: (302) 739-1965

Web site: www.state.de.us/omwbe

Definitions

Minority and/or Women Business Enterprise

A Minority and Women Business Enterprise is a business that is at least 51 percent owned, controlled and actively managed by minority and/or women group members who are United States citizens or persons lawfully admitted to the United States for permanent residence.

The business must be a for-profit business and currently be performing a useful function.

Minorities – United States citizens or permanent residents who are African Americans, Asian/Pacific Americans, Hispanic Americans, Native Americans, Subcontinent Asian Americans, or as defined herein:

African (Black) Americans. All persons having origins from any of the Black groups of Africa and all persons having origins in any of the original peoples of the Cape Verde Islands.

Asian/Pacific Americans. All persons having origins from any of the original peoples of the Far East, Asia, or the Pacific Islands, including China, Japan, Korea, Samoa, Philippine Islands, and Hawaii. Guam, the U.S. Trust Territories of the Pacific or the Northern Marinas.

Hispanic Americans. Persons having origins from any of the Spanish-speaking peoples of México, Puerto Rico, Cuba, Central or South America, or the Caribbean Islands.

Native Americans. All persons having origins from the original peoples of North America and who are recognized as Native Americans by a tribe or tribal organization.

Subcontinent Asian Americans. All persons whose ancestors originated in India, Pakistan or Bangladesh.

Certification - A determination by the OMWBE that a for-profit business entity is a Minority Business Enterprise (MBE) and/or Women Business Enterprise (WBE).

Definitions

Ownership

The minority or woman ownership interest in the firm must be real, substantial and continuing and shall go beyond the pro forma ownership of the business as reflected in its ownership documents. The minority and women owners shall enjoy the customary incidents of ownership and shall share in the risks and profits commensurate with their ownership interest as demonstrated both by an examination of the substance and form of arrangements.

Control

Control will be exemplified by possession of the requisite knowledge and expertise to run the particular business. Control includes the authority to determine the direction of a business, including but not limited to capital investments and all other financial transactions; property acquisitions; day-to-day decisions; contract negotiations; legal matters; selection and hiring of officers, directors, and employees; operating responsibility; cost-control; income and dividend matters; and the rights of other shareholders or partners.

The minority and/or women owners must hold the highest officer position in their companies, example chief executive officer or president.

The minority and/or women must demonstrate that they possess the experience, expertise and knowledge to operate their particular types of business.

Expertise limited to office management, administration, or bookkeeping functions unrelated to the principal business activities of the company is insufficient to demonstrate control. Women and/or minority owners must also verify that they hold any licenses or certification required by the type of business in which they are engaged.

Definitions

Minority Business Enterprise (MBE) - A for profit business in which at least 51% of the beneficial ownership interest and control are held by a minority or minorities. In the case of a corporation, minorities must hold at least 51% of voting interest.

Minority & Women Business Enterprise (MWBE) - A for-profit business in which at least 51% of beneficial interest and control is held by minority women or by an equal combination of minorities and women. In the case of a corporation, women and minorities must also hold at least 51% of voting interest.

Women Business Enterprise (WBE) - A for-profit business in which at least 51% of beneficial interest and control is held by women. In the case of a corporation, women must also hold at least 51% of the voting interest.

Useful Business Function

A useful business function is one, which results in the provision of materials, supplies, equipment or services to consumers in the State. A business acting as a conduit to transfer funds to a non-minority business does not constitute a useful business function unless doing so is a normal industry practice.

Benefits of Certification

Current certified minority and/or women owned firms are eligible to be listed in the State of Delaware Directory of Minority and Women Owned Businesses which is circulated to all state and local government agencies.

Recertification

At the ends of three years from original certification date, firms must submit the recertification affidavit to remain actively visible in the State of Delaware's Minority and/or Women Business Enterprise database.

Eligibility

A minority and women owned business (sole-proprietorship, partnership, corporation or joint venture) must meet the following criteria:

- a) Belong to a minority group: African Americans, Asian/Pacific Americans, Hispanic Americans, Native Americans, and Subcontinent Asian Americans. *(Please reference above definitions)*
- b) At least 51 percent owned, controlled and actively managed by minority group members or by women.
- c) Serving a for profit business with "useful business functions." *(Please reference above definitions)*

Reasons for denial *(please note the below may include but not be limited to)*

- a) A business located in a state other than Delaware must first obtain state-level certification in its home state, if such certification is available. "Home state" is defined as the state the company's headquarters are located.
- b) All securities, which constitute ownership and/or control of a corporation for the purpose of establishing it as a MWBE, must be held directly by minorities or women. No securities held in trust, or by a guardian for a minor, shall be considered as held by a minority or women in determining the ownership or control of a corporation.
- c) If the business operations do not reflect the ownership shown on paper.

- d) Firm is not a for-profit business
- e) Firm has provided false or misleading information
- f) Control will not be deemed to exist in cases of simple majority or absentee ownership, or when a non-minority/non-female owner or employee of the firm is disproportionately responsible for its operation.
- g) The firm shall not be subject to any formal or informal restrictions through, for example through, by-laws provisions, partnership agreements, or charter requirements for cumulative voting rights or otherwise that prevents the minority and women owners, without the cooperation or vote of any owner who is not a minority or women for making a business decision of the firm.
- h) If the owners of the firm who are not minorities or women are disproportionately responsible for the operation of the firm, then the firm is not controlled by minorities and shall not be considered as MWBE within the meaning of the definition. Where the actual management of the firm is contracted out to individuals other than the owner, those person who have the ultimate power to hire and fire the managers, can, for the purpose of this
- i) The certification application was submitted incomplete.

How to Apply

- Applications and additional information are available by calling the Office of Minority and Women Business Enterprise at (302) 739-4206 or visiting the web site www.state.de.us/omwbe
- Complete an application for certification and provide required documentation (ethnic status of minority owner(s), financial records, on-going business activity, etc.)
- Provide access to its business facilities and key personnel for state certification on-site visit.

WHERE TO APPLY:

Submit completed applications to:
Office of Minority and Women Business Enterprise
Haslet Armory
122 William Penn Street
Dover, DE 19901

Frequently Asked Questions

Q: Does certification cost money?

A: No

Q: Are there any set asides for MWBEs?

A: No

Q: Does my certification expire?

A: At the end of three years from original certification date.

Q: Will I be notified of all procurement opportunities?

A: No, however, the OMWBE will continue to research bid opportunities and assist in your effort. We are consistently working on ways to improve communication but strongly encourage you to visit the respective resources.

Q: What is the best way to communicate with the OMWBE?

A: Email. Please check your email daily for procurement opportunities.

Q: Do I have to register with any other agency?

A: Yes. There are multiple agencies that have their own bidders list. Please check OMWBE's web site for each respective agency. For example, Government Support Services and the Department of Technology and Information have vendor registration processes.

State of Delaware Minority and/or Women Business Enterprise Application
All completed applications must be returned with the appropriate requested documents listed.

Please type or print clearly

OMWBE use only: Application Date:

Mail application to:
 Office of Women and Minority Business Enterprise
 Haslet Armory
 122 William Penn Street
 Dover, DE 19901

If you have any questions regarding the completion of this application, please contact us at (302) 739-4206.

**Note – This section must be filled out in its entirety for the application to be processed.
 Incomplete applications will not be processed.**

1. Business Name(s), Contact Information, Federal Employee Identification Number or Social Security Number(EIN/SSN)			
Legal Name of Firm:			
Doing Business As (If applicable):			
Federal E.IN or SSN:		E-Mail Address:	
Address line 1:			
Address line 2:			
City		State	Zip Code
Country			
Telephone Number:		Extension:	Fax Number:
Company Web Site Address:			
Corp <input type="checkbox"/>	LLC* <input type="checkbox"/>	S Corp <input type="checkbox"/>	Partnership <input type="checkbox"/>
LLP** <input type="checkbox"/>	Sole Proprietor <input type="checkbox"/>	Joint Venture <input type="checkbox"/>	
Date firm was established?			
Date firm began doing business (date of first contract or sale)			

* Limited Liability Corporation

** Limited Liability Partnership

2. Primary owner applicant information			
Name:		Title:	
Home Address:		City:	State:
		Zip Code:	Country:
Telephone Number:		Extension:	Fax Number:
E-Mail Address:			
Date owner acquired controlling interest?			
Sex: <input type="checkbox"/> M <input type="checkbox"/> F		Ethnic Group:	
U.S. Citizen or Permanent Resident: <input type="checkbox"/> No <input type="checkbox"/> Yes			

3. Firm is applying as:			
Minority Business Enterprise		Women Business Enterprise	
<input type="checkbox"/> African American	<input type="checkbox"/> Asian American	<input type="checkbox"/> African American	<input type="checkbox"/> Asian American
<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Native American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Native American
<input type="checkbox"/> Subcontinent Asian	<input type="checkbox"/> Other	<input type="checkbox"/> Subcontinent Asian	<input type="checkbox"/> White American
		<input type="checkbox"/> Other	

4. Describe, in detail, what product(s) and/or services your business provides. Attach additional pages and/or the company's catalog or inventory list, if needed.

5. Five digit North American Industry Classification System (NAICS) Code(s):
(To assist you in determining your NAICS Code(s) go to www.census.gov/naics)

1.	2.	3.	4.	5.	6.
----	----	----	----	----	----

6. Type of Business

<input type="checkbox"/> Building trade	<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Other
<input type="checkbox"/> Consultant	<input type="checkbox"/> Supplier	
<input type="checkbox"/> Generalized service	<input type="checkbox"/> Highway Construction	
<input type="checkbox"/> Licensed professional services		

7. Provide the following information for: 1) all business owners, 2) corporate directors (if incorporated), 3) officers, and 4) senior management. If more space is needed, attach additional pages.

Name	Title	Date Appointed	Gender	Ethnicity
Officers of the Company				
Board of Directors				

8. Is any owner or board member of the business, an owner or former owner of another firm engaged in the same or similar type of enterprise?

No Yes (If yes, identity below)

9. Are there any written, oral, or implied agreements between persons associated in any manner with the firm concerning its ownership and/or operation? (check one) No Yes

10. Please list the gross receipts of last two years

(A) Year Ending:	Gross Receipts:
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(B) Year Ending:	Gross Receipts:
------------------	-----------------

11. Number of employees

Full time:

Part time:

Seasonal (approximate):

12. List names and titles of persons who perform the following functions. If more than one, indicate what percent each person handles.

	Name	Ethnicity	Gender
Financial Decisions			
Estimating & Bidding			
Negotiating & Contract Execution			
Personnel Management			
Field/Production Operations Supervisor			
Office Management			
Marketing/Sales			
Purchasing of Major Equipment			
Authorized to Sign Company Checks (for any purpose)			

13. Identify persons or firms who provide Legal, Accounting, and Banking services:		
Attorney:		Contact:
Phone:	Fax:	Email:
Address:		
Accountant:		Contact:
Phone:	Fax:	Email:
Address:		
Bank:		Contact:
Phone:	Fax:	
Address:		

14. If the business is a corporation or LLC, please list the following information:
a. Total shares authorized:
b. Total shares issued to date:
c. Are there any restrictions that limit the voting rights of ethnic minority group members, who are shareholders, within the By-laws or Articles of Incorporation, or any other documents? <input type="checkbox"/> No <input type="checkbox"/> Yes <i>(If yes, please explain below)</i>

15. List the three largest contracts or sales completed by the firm during the last three years. List each customer's name and company or organization, the dollar amount of each contract or sale, and the date completed. If any are subcontracts, provide the name of the firm to which you subcontracted.
1. Company or Individual:
Address, City, State:
Phone: Fax: Email:
Description & Amount:
2. Company or Individual:
Address, City, State:
Phone: Fax: Email:
Description & Amount:
3. Company or Individual:
Address, City, State:
Phone: Fax: Email:
Description & Amount:

16. Has this firm or other firm(s) owned by any of its current owners or officers ever been denied certification by the OMWBE or any other certifying entity (check one)? No; Yes *(If yes, provide the name of the certifying organization and the reason(s) given for denial, below. Attach copies of any relevant documents (letters, appeal documents, etc.).*

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17. Debarment

Is this company, or any other company owned in full or part by any of this company's owners and/or officers, currently debarred from doing business with the State of Delaware? No; Yes.

18. Is the Business certified as a M/W/BE with any other certifying agency? If yes, provide the name(s) of the certifying organization(s), below, and attach letters or other documents verifying such certification.

No Yes

Name	Date Certified	Expiration Date
a.		
b.		
c.		
d.		
e.		
f.		

19. How did you hear about the Office of Minority and Women Business Enterprise:

<input type="checkbox"/> OMWBE staff speak at an event sponsored by another organization	<input type="checkbox"/> OMWBE staff at a trade show or expo
<input type="checkbox"/> OMWBE's web site	<input type="checkbox"/> Materials published by OMWBE
<input type="checkbox"/> Referred by another organization	<input type="checkbox"/> Referred by the owner of an MBE or WBE
<input type="checkbox"/> Delaware state employee	<input type="checkbox"/> Other, please explain briefly:

Optional Questions

You are not required to answer the following questions and the answers will not affect your company's eligibility for certification. However, the answers will help OMWBE to identify business opportunities that may be suited to your company. Answers may be estimated; exact figures aren't necessary.

For all companies
How many years has your company been conducting business with you as owner?
How many contracts, subcontracts, and/or sales has your company completed during the last 12 months?
What is the largest contract, subcontract, or sale your company completed in the past 24 months?
Has your company done any business with government? <input type="checkbox"/> No; <input type="checkbox"/> Yes
If yes, what level of government (check all that apply): <input type="checkbox"/> Federal; <input type="checkbox"/> State; <input type="checkbox"/> Local
Has your company done any business with government in the State of Delaware? <input type="checkbox"/> No; <input type="checkbox"/> Yes
Number of government contracts, subcontracts, or sales completed (estimate):
For Construction-Related Companies Only (not including suppliers of construction materials)
What is your company's bonding capacity? \$ _____ (indicate "unknown" if you do not know)
What % of your business is direct contracting?
What % of your business is subcontracting?

State of Delaware Minority and/or Women Business Enterprise Affidavit

Hereafter, "the Business" refers to

Business Name

I understand the illegal nature of receiving public or private funds or other property as a consequence of false representation as to the minority status of the business and do herein certify under penalty imposed by Delaware statutes that the information provided is correct and said information herein may be used for the purposes of certifying the business as a Minority and/or Women Business Enterprise. Any false representation will be grounds for denying certification or initiating decertification in the future.

I agree to make available for inspection to the MWBE office any such materials that may be required to substantiate the degree of minority and women ownership and control of the business. I agree to arrange for on-site inspections of the business' facilities in order to verify information provided in this document.

I agree to provide written information relative to any future change in ownership and/or management of the business to the MWBE office within two weeks of the occurrence of the change. I acknowledge that failure to timely submit required change of status documentation might result in the decertification of the business.

I understand that the certification expiration is three years following the initial date of certification. I further understand that the business must apply for recertification prior to the expiration.

Type or Print Name of Owner

Signature of Owner

Date

Title

Subscribed and sworn to before me this _____ day of _____ a.d.

Month, Year

Signed _____
NOTARY PUBLIC IN AND FOR THE

County of _____

State _____

My Commission Expires _____

Date

