

December 1, 2009

TO: DANIEL MCCARTHY – STATE SERVICE CENTERS
JOHN FOX – STATE SERVICE CENTERS

FROM: MICHAEL BACU
STATE CONTRACT PROCUREMENT OFFICER
302-857-4522

SUBJECT: AWARD NOTICE - **Addendum 7**
CONTRACT NO. GSS08176-JANITORIAL_ST
JANITORIAL SERVICES – STATE SERVICE CENTERS

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OF
KEY CONTRACT INFORMATION**

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KEY CONTRACT INFORMATION

1. MANDATORY USE CONTRACT:

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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 the Government Support Services, Department of Administrative Services. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

2. CONTRACT PERIOD:

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Each Vendors 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.

This contract has been extended for an additional one (1) year period and will now remain in effect until November 30, 2010 under the same terms and conditions with adjusted pricing to include the two (2) previous holidays (President's Day and Columbus Day).

This contract has been extended for an additional one (1) year period and will now remain in effect until November 30, 2011.

This contract has been extended an additional thirty (30) days and will now remain in effect until December 30, 2011.

This contract has been extended an additional thirty (30) days and will now remain in effect until January 30, 2012.

This contract has been extended an additional thirty (30) days and will now remain in effect until February 29, 2012.

3. **VENDORS:**

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ANDREWS & COMPANY 145 Spring Street. P. O. Box 171 Newton, NJ 07860 Attn: Nadja Meo Phone: (800) 527-0586 Fax: (973) 383-8308 Federal E. I. #: 22-2281353 Email: jonathan@andrewscleaning.biz	MID-ATLANTIC SERVICES, A-TEAM CORP. Certified M/WBE Vendor P. O. Box 708 8578 Elks Rd. Seaford, DE 19973 Attn: Crystal French Phone: (302) 628-3403 Fax: (302) 628-3423 Federal E. I. #: 51-0286041 Email: rve@prodigy.net
AWARDED: NEW CASTLE COUNTY	AWARDED: SUSSEX COUNTY

4. **PRICING:**

The pricing on this contract has been revised.

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SERVICE CENTERS	
NEW CASTLE COUNTY	MONTHLY COST
ANDREWS AND COMPANY	EFFECTIVE JUNE 1, 2009
DeLa Warr	967.68
Hudson	3,119.76
Northeast	1,895.04
Porter	1,708.56
New Castle	1,204.56
801 S. Harrison Street	857.23
SUSSEX COUNTY	MONTHLY COST
MID-ATLANTIC SERVICES, A-TEAM CORP.	EFFECTIVE JULY 1, 2009
Georgetown	6,025.23
Bridgeville	489.26
Milford (4 Bldgs.)	
1. Arms & Annex	1,851.54
2. Walnut Street	1,851.54
3. 11-13 N. Church St.	2,186.48
Shipley	1,807.85
Pyle	1,641.86
Laurel	912.66
Smyrna	1,105.30

CHILD SUPPORT ENFORCEMENT	
NEW CASTLE COUNTY	MONTHLY COST
ANDREWS AND COMPANY	EFFECTIVE JULY 1, 2009
84A Christiana Road New Castle	3232.05

SPECIALIZED HOUSEKEEPING

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

ANDREWS AND COMPANY – NEW CASTLE COUNTY	
ITEM DESCRIPTION	COST
Window Cleaning – per window price	8.00
Venetian Blind Cleaning – per blind price	6.00
Hard Surface Floor Cleaning (stripping, rinsing, finishing) – sq. ft. price	.15
Carper Cleaning (Shampoo, dry foam and extraction methods) – sq. ft. price	.16
Waiting Room Chair Cleaning – per chair price	8.00
VCT Cleaning/Waxing – sq. ft. price	.12
Spray Buffing (if requested in addition to normal service requirements) – sq, ft. price	.05
Day Porter – Hudson State Service Centers hourly rate (Facility Operations reserve the right to either accept or reject the proposal for the day porter.)	18.10
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	542.00

MID-ATLANTIC SERVICES, A-TEAM CORPORATION – SUSSEX COUNTY	
ITEM DESCRIPTION	COST
Window Cleaning – per window price	12.00
Venetian Blind Cleaning – per blind price	25.00
Hard Surface Floor Cleaning (stripping, rinsing, finishing) – sq. ft. price	.30
Carper Cleaning (Shampoo, dry foam and extraction methods) – sq. ft. price	.18
Waiting Room Chair Cleaning – per chair price	10.00
VCT Cleaning/Waxing – sq. ft. price	.15
Spray Buffing (if requested in addition to normal service requirements) – sq, ft. price	.05
Day Porter - Georgetown State Service Center hourly rate	16.00

ADDITIONAL TERMS AND CONDITIONS

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5. **BILLING:**

The contractor shall send all invoices to:

DMS Facility Operations
DHSS Administrative Campus
Main Building – 2nd Floor Annex
1901 North DuPont Hwy.
New Castle, DE 19720
Attn: Dan McCarthy

The invoice shall identify each facility billed and the dollar amount.

6. **PAYMENT:**

DMS Facility Operations will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice.

7. **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 State makes payments for goods and services using procurement (credit) cards, electronic funds transfer and/or conventional checks. The contractor or vendor must accept full payment by procurement card and/or conventional check at the State's option, without imposing any additional fees, costs or conditions.

8. **REQUIREMENTS:**

This contract is issued to cover the janitorial services for the State Service Centers and Child Support Enforcement.

9. **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.

10. **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.

11. **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.

13. **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 non-performance of work.

14. **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.

15. **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.

16. **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.

17. **AMENDMENTS:**

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

18. **PERFORMANCE/TERMINATION:**

Continuing unsatisfactory performance beyond a reasonable period of time may result in the termination of this contract. Government Support Services reserves the right to terminate this contract in full or part with just cause given upon written notice.

19. **CHANGE ORDERS:**

Office of Management and Budget, Support Services, reserves the right to increase or decrease items on this contract, if required, regarding locations services, frequencies of the service and the types of services (floors, carpets, etc.), with mutual consent of the contractor.

20. **INSPECTION:**

The Director of Facilities Management or his designated representative reserves the right to make, or cause to be made, such inspections as are deemed advisable to assure that the requirements of these specifications are being fulfilled. If the contractor fails to comply with the specifications, it may be cause for termination of this contract.

21. **CONTRACTOR EQUIPMENT:**

The State of Delaware will **not** be responsible for the contractor's equipment due to loss, theft or destruction.

22. **WORK RULES:**

All work performed and services rendered shall strictly conform to all laws, statues, ordinances, and the applicable rules, regulation, methods and procedures of all governmental boards, bureaus, offices, commissions and other agencies.

23. **ASSIGNMENT:**

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

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 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.

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.

SCOPE OF WORK DETAILS

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.

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.

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. In the case of Ferris, calls shall be directed to Ferris Security (995-8212) who in turn, may call County or State Police.
- 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 unprescribed 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 or natural 28 lb. basic weight or better;
- 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, **recycling containers**, etc.;
- G. Waxed bags for sanitary napkin disposal receptacles;
- H. Carpet spotting kit;

SCOPE OF WORK DETAILS

SUPPLIES - (Continued):

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.
- 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.

SCOPE OF WORK DETAILS

JANITORIAL SUPERVISION – Continued)

CUSTODIAL STAFFING – (Continued)

- 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.
 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. Cleaning Inspection Record: 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.

SCOPE OF WORK DETAILS

SPRAY BUFFING (HARD SURFACED FLOORS): (WEEKLY)

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): (DAILY)

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: (DAILY)

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.

SCOPE OF WORK DETAILS

TYPES OF SERVICES REQUIRED

VACUUMING (CARPETED AREAS): (THREE TIMES PER WEEK)

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'): (TWO TIMES PER WEEK)

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'): (QUARTERLY)

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.

SCOPE OF WORK DETAILS

TYPES OF SERVICES REQUIRED

TRASH REMOVAL: (DAILY)

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: (DAILY)

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. Polish metal trim and plumbing hardware with metal polish; chrome-plated, stainless steel and brass shall be polished with a dry cloth or textile disposable wipers. All surfaces shall be rubbed to a soft gloss with clean cloths or textile disposable wipers.

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.

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

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: (AS NEEDED)

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): (MONTHLY)

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.

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.

NOTE: RED TRASH BAGS (INFECTIOUS WASTE), SHALL NOT BE REMOVED.

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

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.

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 viricidal 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 viricidal and bactericidal cleaner/disinfectant.

Examination Tables (external surface)

Examination lights

Sinks

Countertops and cabinet fronts

Scales

SCOPE OF WORK DETAILS

4. DAY PORTER:

The contractor may be required to provide a Day Porter for the Georgetown and Hudson State Service Centers to perform various duties daily on an as needed basis. The Day porter will be required to work a 4.0 hour work schedule per day at each facility. The contractor will provide day porter with a pager for easy access and will provide the centers with the pager number.

Hours for the Day Porter will be:

12:30 p.m. – 4:30 p.m. GEORGETOWN AND HUDSON STATE SERVICE CENTERS

DAY PORTER DUTIES

1. Empty outside trash receptacles daily.
2. Police/monitor entranceways, pick up trash and keep outside entrances, building perimeter and parking lot neat.
3. Police/monitor all restrooms and restock paper products and soap, pick up any paper on the floor. There are 36 bathrooms in the Georgetown service (includes bathrooms with 3 stalls counted as 3).
4. Clean up accidental spills.
5. Empty ash can as needed.
6. Clean entrance glass and windows as needed.
7. Assist with stocking food closet.

SAMPLE

DIVISION OF STATE SERVICE CENTERS
HOUSEKEEPING INSPECTION REPORT

BUILDING _____

DATE _____

To be performed DAILY	Satisfactory	Unsatisfactory
Sweeping, Vacuuming, Dust Mopping, (carpeted and uncarpeted): 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.		
Low Cleaning (under 6') Furniture and fixtures (e.g. files, tables, bookcases, etc.), Window sills, ledges, etc. vending machines.		
Trash Removal: Empty all waste containers, replace liners, dispose trash to dumpsters, empty and clean ashtrays/urns.		
Washing and Sanitizing: 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.		
Wet Mopping: All times, wooden or hard surfaces		
Polishing: Brass, stainless steel, railings, elevators, door lines, plumbing fixtures. Other: _____		

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

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

SPECIALIZED HOUSEKEEPING (Continued)

D. CARPET CLEANING – Continued:

4. 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