

STATE OF DELAWARE
Office of Management and Budget
Government Support Services



Government Support Services – Contracting
100 Enterprise Place
Suite # 4
Dover, DE 19904-8202

State of Delaware
Janitorial Services
Request for Proposal
Contract No. GSS11612-JANITORIAL

August 9, 2011

- *Deadline to Respond* -
September 20, 2011
1:00 PM, EDT

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Date: August 9, 2011

CONTRACT NO. GSS11612-JANITORIAL

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for Janitorial Services. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. GSS11612-JANITORIAL

- I. Introduction
- II. Scope of Work
- III. Format For Proposal
- IV. Proposal Evaluation Procedures
- V. Mandatory Pre-Bid Meeting
- VI. Definitions and General Provisions
- VII. Proposal Reply Section
 - a. Attachment 1 – No Proposal Reply Form
 - b. Attachment 2 – Non-Collusion Statement
 - c. Attachment 3 – Exceptions
 - d. Attachment 4 – Company Profile and Capabilities
 - e. Attachment 5 – Confidentiality and Proprietary Information
 - f. Attachment 6 – Business References
 - g. Attachment 7 – Subcontractor Information Form
 - h. Attachment 8 – Monthly Usage Report
 - i. Attachment 9 – Subcontracting (2nd tier spend) Report
 - j. Attachment 10 – Office of Minority and Women Business Enterprise Certification Application
 - k. Attachment 11 – Performance Bond Form
 - l. Appendix A – Scope of Work Details
 - m. Appendix B – Tasks and Standards
 - n. Appendix C – Site Specifications
 - o. Appendix D – Specialized Housekeeping
 - p. Appendix E – Mandatory Walk Through Schedule
 - q. Appendix F – Pricing Form(s) and Instructions

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 and vendor name by Tuesday, September 20, 2011, 1:00 PM, EDT to be considered.

Proposals must be mailed to:
State of Delaware
Government Support Services
Contracting Section
100 Enterprise Place, Suite 4
Dover, DE 19904-8202

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal. Should you need additional information, please call Michael Bacu at 302-857-4522 or email michael.bacu@state.de.us.

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I. INTRODUCTION

A. PURPOSE

The purpose of this Request for Proposal is to obtain sealed proposals for Janitorial Services.

It is the goal of this Request for Proposal to identify a vendor(s) and execute a contract to implement the above services.

1. COMPETITIVE SEALED PROPOSAL

It has been determined by Director, Government Support Services, 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 practical and/or not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Use a contract other than a fixed-price type; or
- Conduct oral or written discussions with offerors concerning technical and price aspects of their proposals; or
- Afford offerors an opportunity to revise their proposals through best and final offers; or
- Compare the different price, quality and contractual factors of the proposals submitted; or
- Award a contract in which price is not the determining factor.

2. CONTRACT REQUIREMENTS

This contract will be issued to cover the Janitorial Services requirements for all State Agencies and shall be accessible to any School District, Political Subdivision, or Volunteer Fire Department.

3. MANDATORY USE CONTRACT

REF: Title 29, Chapter 6911(d) Delaware Code. All Covered Agencies as defined in 29 Del. C. §6902(6) 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, School Districts, and the Legislative Branch are specifically exempted from the requirements of this subchapter. In addition, the Delaware Transit Corporation is exempt from the entire procurement chapter. Pursuant to 29 Del. C. §6904(l) and (n) respectively, the Department of Elections and the Board of Pension Trustees have certain exemptions from the procurement chapter which may or may not apply to this Request for Proposals.

4. MULTIPLE SOURCE AWARD

The Agency reserves the right to award this contract to more than one vendor pursuant to 29 Del.C. §6926. The basis for such selection shall be:

- Ability to select an alternative supplier based on agency budget constraints.
- Vendor ability to meet all contract requirements

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5. CONTRACT PERIOD

Each Vendor's contract shall be valid for a one (1) year period from December 1, 2011 through November 30, 2012. Each contract may be renewed for three (3) one (1) year periods through negotiation between the Vendor and Office of Management and Budget, Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

B. KEY RFP DATES/MILESTONES

The following dates and milestones apply to this RFP and subsequent contract award. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the bid proposal and award process.

Activity	Due Date
RFP Availability to Vendors	Tuesday, August 9, 2011
Mandatory Walk-Throughs	August 15 – August 26, 2011
Written Questions Due No Later Than (NLT)	Wednesday, August 31, 2011 – 12:00pm
Written Answers Due/Posted to Website NLT	Wednesday, September 7, 2011
Proposals Due NLT	Tuesday, September 20, 2011 – 1:00pm
Public Proposal Opening	Tuesday, September 20, 2011 – 1:00pm
Proposal Evaluation/Presentations	As Required
Vendor Best & Final Discussions	As Required
Contract Award	Will occur within 90 days of bid opening

C. INQUIRIES & QUESTIONS

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Proposal.

All questions with regard to the interpretation of this solicitation, drawings, or specifications, or any other aspect of this RFP must be received in writing by 12:00 PM, EDT, Wednesday, August 31, 2011. All questions will be answered in writing by Wednesday, September 7, 2011 and posted on www.bids.delaware.gov website. All questions must make specific reference to the section(s) and page numbers from this RFP where applicable. Oral explanations or instructions will not be binding.

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D. RFP DESIGNATED CONTACT

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

Michael Bacu
Office of Management and Budget, Government Support Services
100 Enterprise Place, Suite 4
Dover, DE 19904-8202
courtney.mccarty@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

E. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

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II. SCOPE OF WORK

A. OVERVIEW:

The Vendor(s) shall provide all equipment, materials and labor to supplement the State of Delaware's need for Janitorial Services as described herein. The contract will require the Vendor(s) to cooperate with the ordering agency to insure the State receives the most current state-of-the-art material and/or services.

B. DETAILED REQUIREMENTS:

The technical requirements of this RFP have been broken into 5 Appendices:

1. APPENDIX A

Appendix A provides the general Scope of Work details covering all locations under this contract.

2. APPENDIX B

Appendix B explains the tasks and standards required under this contract.

3. APPENDIX C

Appendix C contains a data sheet for each building identified in this RFP. Due to the variety of different buildings, areas, tasks and frequencies presented in this RFP, bidders must use the attached building specification sheets as a guideline for preparing their proposals. Each specification sheet indicates the scope of work, task frequencies, scheduling information and the pricing format desired.

4. APPENDIX D

Appendix D provides details on specialized housekeeping services that the State is requesting pricing for. These services are outside the basic contract requirements and would be requested on an as needed basis.

5. APPENDIX E

Appendix E provides the schedule for the mandatory walk-throughs.

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III. FORMAT FOR PROPOSAL

A. INTRODUCTION

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each Vendor 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. PROPOSAL RESPONSE

The Request for Proposal may contain pre-printed forms for use by the vendor in submitting its proposal. The forms required by this solicitation shall be considered mandatory, prevailing documents.

When preprinted forms are used, 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, as applicable.

The Vendor's proposal shall be written in ink or typewritten on the form provided, and any corrections or erasures MUST be initialed by vendor's representative completing the bid submission.

If items are listed with a zero quantity, Vendor 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.

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

C. NON-CONFORMING PROPOSALS

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

D. CONCISE PROPOSALS

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

E. 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 Vendor'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 Office of Management and Budget, Government Support Services.

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F. TABLE OF CONTENTS

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

G. DESCRIPTION OF SERVICES AND QUALIFICATIONS

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

H. DISCOUNT

Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated into unit bid price(s).

I. 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.

J. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

K. BID BOND REQUIREMENT

Bid Bond Waived.

L. NUMBER OF COPIES WITH MAILING OF PROPOSAL

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with two paper copies and one electronic copy (in both Word and PDF formats) on CD or DVD media disk. One of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining copies do not require original signatures. CD or DVD media disk must also contain the completed Appendix E Excel sheets, in Excel format. PDF files and handwritten spreadsheets are not acceptable. Vendors must utilize the Excel spreadsheet and insert their prices accordingly.

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All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than 1:00 PM Local Time on Tuesday, September 20, 2011. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS11612-JANITORIAL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than 1:00 PM Local Time on Tuesday, September 20, 2011. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State.

M. PROPOSAL EXPIRATION DATE

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through December 20, 2011. Delaware reserves the right to ask for an extension of time if needed.

N. WITHDRAWAL OF PROPOSALS

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

O. PROPOSAL MODIFICATIONS

Any changes, amendments or modifications to a submitted proposal requires that the original proposal be withdrawn, **prior** to the time set for the submission of the proposal, and a new proposal submitted **prior** to the deadline for submission of proposals.

Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

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P. LATE PROPOSALS

Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

Q. ADDENDA TO THE RFP

If it becomes necessary to revise any part of this RFP, revisions will be posted at www.bids.delaware.gov and www.gss.omb.delaware.gov. By submitting an offer to the State, vendors have acknowledged receipt, understanding and commitment to comply with all materials, revisions, and addenda related to the Request for Proposals.

R. INCURRED EXPENSES

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

S. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's offer to meet the requirements of the RFP.

T. DISCREPANCIES AND OMISSIONS

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, no later than ten (10) calendar days prior to the time set for opening of the proposals.

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U. EXCEPTIONS

Vendors may elect to take minor exception to the specifications, terms and conditions of this RFP by completing Attachment 3. All exceptions must be listed on Attachment 3. Exceptions listed elsewhere in a Vendor's proposal will not be considered. Office of Management and Budget, Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of Vendors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening. If the Vendor is taking no exceptions, respond accordingly on Attachment 3.

V. BUSINESS REFERENCES

Business references are to be provided via Attachment 6.

W. DOCUMENT(S) EXECUTION

All vendors must complete and submit with its proposal the non-collusion statement that is enclosed with this Request for Proposal labeled as Attachment 2. The awarded vendor(s) will be presented with the contract form for signature and seal, if appropriate. Both of these documents shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the Office of Management and Budget, Government Support Services.

To complete the execution of the contract, the awarded vendor(s) shall submit an electronic W-9 at the following website: <http://accounting.delaware.gov>.

All questions regarding the submission of the vendor(s) W-9 should be submitted to the Delaware Division of Accounting at <http://accounting.delaware.gov/>.

X. SUBCONTRACTS

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal using Attachment 7.

Y. CONFIDENTIALITY

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

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The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 *Del. C.* Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a Vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain Attachment 5 describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 *Del. C.* § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

If the Vendor does not have any documents it declares confidential or proprietary, Attachment 5 should be completed by checking the appropriate box found at the top of the attachment.

Z. ATTACHMENTS

- Attachment 1 – No Proposal Reply Form
- Attachment 2 – Non-Collusion Statement
- Attachment 3 – Exceptions
- Attachment 4 – Company Profile and Capabilities
- Attachment 5 – Confidentiality and Proprietary Information
- Attachment 6 – Business References
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- Appendix A – Scope of Work Details
- Appendix B – Tasks and Standards
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IV. PROPOSAL EVALUATION PROCEDURES

A. GENERAL ADMINISTRATION

1. STATE'S RIGHT TO REJECT PROPOSALS

Office of Management and Budget, 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 is determined to be the most advantageous to the State of Delaware. Vendors submitting proposals may be afforded an opportunity for discussion. Vendors may be requested to provide a best and final offer during the negotiation process. Negotiations may be conducted with responsible Vendors 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 Vendors during the negotiation process.

2. STATE'S RIGHT TO CANCEL SOLICITATION

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

3. 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).

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4. DELIVERY OF PROPOSALS

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

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GOVERNMENT SUPPORT SERVICES, GSS11612-JANITORIAL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

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

5. PUBLIC OPENING OF PROPOSALS

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

Only the vendor's name and address will be read aloud during the bid opening process.

6. DISQUALIFICATION OF VENDORS

Any one or more of the following causes may be considered as sufficient for the disqualification of a Vendor and the rejection of its 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 Vendors.
- c. Unsatisfactory performance record as evidenced by past experience with the State of Delaware or on a State of Delaware central contract.
- d. Any suspension or debarment of the parent company, subsidiary or individual involved with the vendor by federal, any state or any local governments within the last 10 years.
- e. If the unit prices are obviously unbalanced either in excess or below reasonable cost analysis values.
- f. If there are any unauthorized additions, interlineations, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- g. Non-attendance of mandatory pre-bid meetings shall be cause of disqualification.

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7. 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.

8. 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.

B. RESPONSIVENESS AND RESPONSIBILITY OF VENDOR

Office of Management and Budget, Government Support Services shall award this contract to the most responsible and responsive Vendor who best meets the terms and conditions of the proposal.

1. Rejection of individual proposals. -- A proposal may be rejected for 1 or more of the following reasons:
 - a. The person responding to the solicitation is determined to be nonresponsive or non-responsible;
 - b. It is unacceptable;
 - c. The proposed price is unreasonable; or
 - d. It is otherwise not advantageous to the State.
2. Offerors whose proposals are rejected as non-responsive shall be notified in writing about the rejection.
3. Responsibility of offerors. -- It shall be determined whether a vendor is responsible before awarding a contract. Factors to be considered in determining if a vendor is responsible include:
 - a. The offeror's financial, physical, personnel or other resources, including subcontracts;
 - b. The offeror's record of performance and integrity;
 - c. Any record regarding any suspension or debarment;
 - d. Whether the offeror is qualified legally to contract with the State;
 - e. Whether the offeror supplied all necessary information concerning its responsibility; and
 - f. Any other specific criteria for a particular procurement which an agency may establish (to be inserted by agency)
4. If a Vendor is determined to be non-responsive, the Vendor shall be informed in writing.

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5. The State reserves the right to waive minor irregularities, or request additional information before determining the responsiveness of the Vendor. All Vendors will be afforded the same or similar opportunities, as necessary, and will be treated with equal regard before such determinations are finalized.

C. PROPOSAL EVALUATION COMMITTEE

The Proposal Evaluation Committee (“Committee”) is comprised of representatives of the State of Delaware.

The Committee reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.
- Select more than one vendor pursuant to 29 Del. C. §6926. Such selection will be based on the following criteria:
 - Ability to select an alternative supplier based on agency budget constraints.
 - Vendor ability to meet all contract requirements.

C. REQUIREMENTS OF THE VENDOR

The purpose of this section is to assist the Proposal Evaluation Committee to determine the ability of the organization to provide the materials and services described in the application. The proposal 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 § 22 – 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.
- Describe the methodology/approach used for this project including a work plan and time line.

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D. CRITERIA AND SCORING

	EVALUATION CRITERIA	POINTS
	The qualifications and experience (years in business) of the bidder agency providing services of similar project scope and size.	30
	The bidder agency's demonstrated commitment of management, personnel and other resources, as well as financial stability.	40
	Compliance with products and equipment requirements, where applicable.	20
	The experience, reputation, and demonstrated ability of the bidder agency based upon reference checks.	30
	The management reports and reporting requirements, where applicable.	20
	The price proposal/pricing structure or Total Proposed Cost.	20
	TOTAL SCORE	160

Procurement Evaluation Committee members will assign up to the maximum number of points listed for each of the criteria 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 Proposal Evaluation Committee members.

E. BEST AND FINAL OFFERS

Once the proposals have been evaluated and negotiations have been held with the vendor(s) determined to be likely to receive an award, the Procurement Evaluation Committee issue a request for Best and Final Offers from the vendor(s).

F. REFERENCES

The Committee may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

G. ORAL PRESENTATIONS

Selected vendors may be invited to make oral presentations to the Committee. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

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V. **MANDATORY PREBID MEETING**

A mandatory pre-bid meeting has not been established for this Request for Proposal; however, Mandatory Walk-Throughs have been scheduled for each building covered under this solicitation. Vendors are required to walk all buildings they are interested in bidding. **Should a vendor submit a proposal for any location(s) where they did not attend the mandatory walk-through, their proposals shall not be considered for evaluation on that location(s).**

There are three locations within this solicitation that have more than one building on-site. The goal of the solicitation is to award one vendor the location; therefore vendors must walk-through all buildings for that location in order for their bid to be considered.

Sign-In sheets will be at each location and is the responsibility of each vendor to ensure they have signed in at each location they walk. The schedule can be found in Appendix E.

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VI. DEFINITIONS AND GENERAL PROVISIONS

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

A. 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.

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

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

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

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

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.

LOCAL TIME: Eastern Standard Time/Eastern Daylight Time

OPPORTUNITY BUY: A special offer from a supplier that is usually associated with a limited time to respond.

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

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.

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

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

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VENDOR'S DEPOSIT: The security designated in the proposal to be furnished by the Vendor 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 it.

B. GENERAL PROVISIONS

1. INTERPRETATION OF ESTIMATES/QUANTITIES

- a. Unless stated otherwise, the quantities given in the RFP 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.
- c. Vendor usage reports for previous awards may be found at <http://gss.omb.delaware.gov/contracting/calpha.shtml>. Past usage shall not be considered a guaranteed future volume.

2. 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.

3. EXAMINATION OF SPECIFICATIONS AND PROVISIONS

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

4. 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. All prices quoted must be in U.S. Dollars.

All vendors that maintain a core list of products under this contract shall maintain the appropriate negotiated prices on their core list. Vendors shall routinely offer to add to the core list materiel that has been identified as necessary. The Vendors are expected to routinely update any changes to the core list with the appropriate discounts listed.

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Any adjustments to a core list must receive prior written approval from the State before a core list can be changed by the Vendor. Changes include but are not limited to the migration of items on and off the core list as well as any price adjustments from the original agreed upon pricing.

5. PUBLIC INSPECTION OF PROPOSALS

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

6. LAWS TO BE OBSERVED

The Vendor is presumed to know and shall strictly comply with all Federal, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The Vendor 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 itself, by its employees, or by its subcontractor (s).

7. PERMITS AND LICENSES

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

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8. PATENTED DEVICES, MATERIAL AND PROCESSES

- a. The Vendor 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 Vendor 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.

9. 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 Vendor 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.

10. 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 Vendor. Each Vendor shall take its exemption into account in calculating its bid for its work.

11. INVOICING

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

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12. 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 Vendor agrees as follows:

- a. The Vendor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The Vendor 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 Vendor 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 Vendor will, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.
- c. The term "Vendor 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.

13. PRICES

Prices and/or rates shall remain firm for the initial one year 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.

14. PRICE ADJUSTMENT

If during the initial term of the contract, the Vendor is not prohibited from offering a price reduction on its services or materiel offered under the contract. The State is not prohibited from requesting a price reduction on those services or materiel during the initial term or any subsequent options that the State may agree to exercise.

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If agreement is reached to extend this contract beyond the initial one (1) year period from December 1, 2011 through November 30, 2012, the Office of Management and Budget, Government Support Services shall have the option of offering a determined price adjustment that 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.

15. SHIPPING TERMS

FOB Destination, freight prepaid.

16. FUNDING OUT or Non-Appropriation

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

17. PERFORMANCE BOND REQUIREMENT

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance Office of Management and Budget, 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 Office of Management and Budget, Government Support Services bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in Office of Management and Budget, Government Support Services Bond Form.

18. MANDATORY INSURANCE REQUIREMENTS

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

- a. As a part of the contract requirements, the Vendor 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 Vendors shall carry Comprehensive General Liability and all other coverages listed below.

1. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

And

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

- b. 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.

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- c. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.
- d. Before any work is done hereunder, a Certificate of Insurance referencing the name and contract number stated herein, shall be filed with the State. The certificate holder is as follows:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS1612-JANITORIAL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

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

19. STATE OF DELAWARE BUSINESS LICENSE

Prior to receiving an award, the successful Vendor shall either furnish the Agency 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.
<https://onestop.delaware.gov/osbrlpublic/Home.jsp>

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.

20. INDEMNIFICATION

- a. **General Indemnification:** By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's its agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or part, to the State, its employees or agents.
- b. **Proprietary Rights Indemnification:** Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

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If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively ""Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the State of Delaware to continue using the Product(s);
- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the product(s) to a degree that the State of Delaware agrees to and accepts in writing.

21. NON-PERFORMANCE

In the event the Vendor does not fulfill its obligations under the terms and conditions of this contract, in addition to proceeding with termination of the 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 Vendor. Under no circumstances shall monies be due the Vendor in the event open market products can be obtained below contract cost. Any monies charged to the Vendor may be deducted from an open invoice.

22. FORCE MAJEURE

Neither the vendor 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.

23. HOLD HARMLESS

The successful bidder 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 successful bidder, its employees, and invitees on or about the premises and which arise out of the successful bidder's performance, or failure to perform as specified in the Agreement.

24. VENDOR NON-ENTITLEMENT

State of Delaware Vendors for Materiel and for Services shall not have legal entitlement to utilize any Central Contract held by the State of Delaware. The Vendors may not seek business from another Vendors' Central Contract for the purpose of preparing a bid or proposal to the State of Delaware. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective contract unless they are considered a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code or otherwise permitted by law.

This is not a prohibition from any Vendor choosing to work with another Vendor who holds a State Central Contract for private business.

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25. OPPORTUNITY BUYS

The Director for the State of Delaware, Office of Management and Budget, Government Support Section can waive use of a central contract pursuant to 29 Del. C. §6911(e). A process has been developed to permit any vendor the opportunity to submit an Opportunity Buy offer to the State for goods and/or services for consideration despite the existence of a central contract. See http://gss.omb.delaware.gov/contracting/documents/agencyboilers/opportunity_buy_flowchart.pdf. The Director will afford any vendor on an existing central contract an opportunity to match or to beat the Opportunity Buy offer made by a non-contracted vendor prior to a waiver being granted.

26. REQUIRED REPORTING

One of the primary goals in administering this contract is to keep accurate records regarding its actual value/usage. 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 Vendors.

A Usage Report (Attachment 8) shall be furnished on the 15th (or next business day after the 15th day) of each month by the successful Vendor **Electronically in Excel format** detailing the purchasing of all items on this contract. The reports (Attachment 8) shall be submitted electronically in EXCEL and sent as an attachment to vendorusage@state.de.us. It shall contain the six-digit department and organization code. 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, Vendors 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.

In accordance with Executive Order 14 – Increasing Supplier Diversity Initiatives within State Government, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to report on the participation by a minority and/or women owned business (MWBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the MWBE, MWBE contact information (phone, email), type of product or service provided by MWBE and any MWBE certifications for the subcontractor (State MWBE certification, Minority Supplier Development Council, Women’s Business Enterprise Council). The format used for this 2nd Tier report is found in Attachment 9.

2nd tier reports (Attachment 9) shall be submitted to the contracting Agency’s Supplier Diversity Liaison found at: http://gss.omb.delaware.gov/omwbe/docs/sdc/mwbe_liaisons.xls and the OMWBE at vendorusage@state.de.us on the 15th (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year. Contract spend during the covered periods shall result in a report even if the contract has expired by the report due date.

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27. ORDERING PROCEDURE

Successful Vendors 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. Depending on the nature and scope of the event, each State agency or other governmental entity shall be responsible for contacting the awarded vendor directly for all required resources. All consumables delivered by the Vendor and received by a State agency or other governmental entity, become the property of that State agency or entity. Orders may be accomplished by written purchase order, telephone, fax or computer on-line systems.

28. BILLING

The Vendor 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. The Vendor shall not charge a late fee that exceeds more than one percent (1%) per month, not to exceed twelve percent (12%) per annum.

Agencies will make every effort to achieve available discount opportunities under this contract. Vendors shall be required to report semi-annually opportunities to enhance the discounts achieved.

29. METHOD OF PAYMENT

- a. For each P.O. issued as part of this contract, the State will pay Vendor monthly, within thirty (30) days of receipt of the Vendor's billing, the amount which is legitimately earned by the Vendor, 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 Vendor 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.
- c. The agencies or school districts using this award will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract. While it is the State's intention to utilize the P-card payment method the State reserves, at its discretion, the right to pay by ACH/ACI or check. Should a Vendor wish to provide a financial incentive to not process payment by P-Card in their proposal, they are to prepare their proposals to clearly outline any incentives for alternative payment methods the Vendor is willing to accept.

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29. 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 the Agency 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.

If a substitution is granted by the state, the Vendor must update its core list and maintain said list in a timely manner.

30. 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 Vendor 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.

31. VENDOR RESPONSIBILITY

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or a subcontractor provided it. Subcontractors, if any, shall be clearly identified in the Vendor’s proposal by completing Attachment 7.

32. VENDOR- OWNED RENTAL EQUIPMENT AND SUPPLIES REMOVAL

The awarded Vendor shall remove all rental equipment and supplies from the event location (s) no later than an agreed to date once all contract obligations by the Vendor have been met.

33. ENVIRONMENTAL PROCUREMENT REQUIREMENTS

Energy Star - If applicable, the Vendor must provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency in order to keep overall event costs to a minimum. The Vendor is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

Green Products – third party certification of green products accepted from GSS w/approved green certification shall be offered wherever available in addition to or as a substitute for non-green products.

Vendors shall report all green items procured during the monthly reporting period using the Usage Report that will be provided to the awarded Vendor(s).

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Environmental Procurement Policies of the State shall determine acceptable consideration and credit for environmentally preferred products and services in the performance of this award.

The State Environmental Procurement Policies may be found:

<http://gss.omb.delaware.gov/contracting/documents/agencyboilers/espp.pdf>.

34. PERSONNEL/EQUIPMENT/SERVICES

- a. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
- b. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its 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 equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those identified in Attachment 7 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 7 must be approved in writing by the State.

35. MINIMUM WAGE RATES

Vendors should be aware that work performed under this contract may fall under the State of Delaware Minimum Wage Rates or the Delaware Prevailing Wage rates. The Vendor should contact the State of Delaware Department of Labor at 1-800-452-1589, or 302-761-8069 for current or applicable wage rate requirements.

36. TERMINATION OF INDIVIDUAL ORDERS OR PURCHASE ORDERS

As a central contract, the contract resulting from this RFP shall include individual orders from state agencies and other entities authorized by law to procure from this contract. The individual orders may be terminated as follows:

- a. **Termination for Cause**: If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations, or if the Vendor 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 Vendor 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 Vendor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Vendor 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.

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- 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 Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.

- c. **Termination for Non-Appropriations**: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

37. TERMINATION OF CONTRACT

As a central contract, the contract resulting from this RFP may be terminated as follows by Office of Management and Budget, Government Support Services.

- a. **Termination for Cause**: If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor 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 Vendor of such termination and specifying the effective date thereof, at least 30 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 Vendor under this Contract shall, at the option of the State, become its property, and the Vendor 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 Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

- c. **Termination for Non-Appropriations**: In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

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Office of Management and Budget
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38. CHANGES

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

39. INTEREST OF VENDOR

The Vendor 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 Vendor further covenants that in the performance of this contract, no person having any such interest shall be employed.

40. 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 Vendor for anything other than their intended purpose under this Contract. The Vendor 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.

41. 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.

42. ASSIGNMENT OF ANTITRUST CLAIMS

As consideration for the award and execution of this contract by the State, the Vendor 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 for the State pursuant to this contract.

43. TESTING AND INSPECTION

The State of Delaware reserves the right to conduct any test or inspection it may deem necessary to insure equipment, materials and services conform to contract requirements.

44. COVENANT AGAINST CONTINGENT FEES

The Vendor 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 fees.

45. 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 Vendor 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 Vendor, terminate the right of the Vendor 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 Vendor, 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 Vendor 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.

46. AFFIRMATION

The Vendor 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.

47. AUDIT ACCESS TO RECORDS

The Vendor 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 Vendor 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 Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, 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 Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

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48. REMEDIES

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Vendor 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.

49. AMENDMENTS

This contract may be amended, in writing, by mutual agreement of the successful vendor and Office of Management and Budget, Government Support Services.

50. SUBCONTRACTS

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal (Attachment 7) 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 Vendor(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 Vendor 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.

51. AGENCY'S RESPONSIBILITIES

The Agency shall:

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

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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 Vendor. 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 Instruction

53. ASSIGNMENT

This contract shall not be assigned except by express prior written consent from the Agency.

54. NOTICE

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

Government Support Services
GSS11612-JANITORIAL
100 Enterprise Place, Suite 4
Dover, DE 19904-8202

55. 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 dated November 2009 or in the event of a local emergency or disaster where a governmental entity other than a State Agency requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

C. AWARD AND EXECUTION OF CONTRACT

1. CONSIDERATION OF PROPOSALS

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to seek 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.

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Government Support Services

2. MATERIAL GUARANTY

Before any contract is awarded, the successful Vendor 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 ninety (90) days from the date of opening proposals, the contract will be awarded or the proposals rejected.

4. EXECUTION OF CONTRACT

The Vendor (s) to whom the award is made shall execute a formal contract within twenty (20) days after date of official notice of the award of the contract.

5. WARRANTY

The successful Vendor(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 Vendor(s) will be executed with the Office of Management and Budget, Government Support Services acting for all participating governmental entities.

7. INFORMATION REQUIREMENT

The successful Vendor's shall be required to advise and provide the Office of Management and Budget, Government Support Services of the gross costs associated with this contract.

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VII. PROPOSAL REPLY SECTION for CONTRACT NO. GSS11612-JANITORIAL

Micrographic Services and Conversion Services

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to the State of Delaware, Office of Management and Budget, Government Support Services by 1:00 PM, EDT, Tuesday, September 20, 2011 at which time bids will be opened.

A mandatory pre-bid meeting has not been established for this Request for Proposal; however, Mandatory Walk-Throughs have been scheduled for each building covered under this solicitation. Vendors are required to walk all buildings they are interested in bidding. **Should a vendor submit a proposal for any location(s) where they did not attend the mandatory walk-through, their proposals shall not be considered for evaluation on that location(s).**

There are three locations within this solicitation that have more than one building on-site. The goal of the solicitation is to award one vendor the location; therefore vendors must walk-through all buildings for that location in order for their bid to be considered.

Sign-In sheets will be at each location and is the responsibility of each vendor to ensure they have signed in at each location they walk. The schedule can be found in Appendix E.

Proposals must be mailed to:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS11612-JANITORIAL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

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 Vendor(s), not to serve as a forum for determining the apparent low Vendors. 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 Vendors are invited to make an appointment with the agency in order to review pricing and other non-confidential information.

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

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Attachment 1

NO PROPOSAL REPLY FORM

CONTRACT: GSS11612-JANITORIAL
CONTRACT TITLE: Janitorial Services

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

COMPANY NAME _____

CONTACT _____ PHONE NUMBER _____

EMAIL ADDRESS _____

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Attachment 2

CONTRACT NO.: GSS11612-JANITORIAL **TITLE:** Janitorial Services
OPENING DATE: September 20, 2011, 1:00 p.m. EDT

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor 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 proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Office of Management and Budget, Government Support Services.

It is agreed by the undersigned Vendor that the signed delivery of this bid represents the Vendor's acceptance of the terms and conditions of this Request for Proposal 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, Office of Management and Budget, Government Support Services.

COMPANY NAME _____ (Check one)

NAME OF AUTHORIZED REPRESENTATIVE _____
(Please type or print)

<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

SIGNATURE _____ TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

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

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

[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 _____

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 4

GSS11612-JANITORIAL
Janitorial Services
PROPOSAL REPLY SECTION

COMPANY PROFILE & CAPABILITIES

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	Outline a detailed plan to provide continued service and support to the State in the event the Respondent's company goes out of business, merges with another company, is acquired by another company, etc.

2.	List any past and/or pending litigation or disputes relating to the services described herein with which your company has been involved within the last five (5) years. The list shall include the other company's name, name of the project, the nature of the litigation, and the current status of the dispute.

3.	List any past disputes as a result of which your company has been terminated from an awarded contract. List the company's name, the term of the contract, and an explanation as to why your company was terminated.

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Attachment 6

GSS11612-JANITORIAL
Janitorial Services
PROPOSAL REPLY SECTION

BUSINESS REFERENCES

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Vendor must supply at least three (3) business references consisting of current or previous customers of similar scope and value with your reply. Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please list the contract.

1. Business Name/Mailing Address:
Contact Name/Phone Number:
Email:
Number of years doing business with :
Describe type of work performed:

2. Business Name/Mailing Address:
Contact Name/Phone Number:
Email:
Number of years doing business with :
Describe type of work performed:

3. Business Name/Mailing Address:
Contact Name/Phone Number:
Email:
Number of years doing business with :
Describe type of work performed:

If you have held a State contract within the last 5 years, please list the contract.

1. Business Name/Mailing Address:
Contact Name/Phone Number:
Contract Name/Dates:
Describe type of work performed:

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Government Support Services

Attachment 7

GSS11612-JANITORIAL
Janitorial Services
PROPOSAL REPLY SECTION

SUBCONTRACTOR INFORMATION FORM

PART I – STATEMENT BY PROPOSING VENDOR		
1. CONTRACT NO. Insert Contract Number	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR		
a. NAME	4c. Company OMWBE Classification: Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY (<i>Signature</i>)	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (<i>Signature</i>)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

* Use a separate form for each subcontractor

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Attachment 10

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)
100 Enterprise Place Suite # 4 Dover, DE 19904-8202 Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: deomwbe@state.de.us
Website: www.state.de.us/omwbe

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Government Support Services

ATTACHMENT 11

PERFORMANCE BOND

Bond Number: _____

KNOW ALL PERSONS BY THESE PRESENTS, that we, _____, as principal (“**Principal**”), and _____, a _____ corporation, legally authorized to do business in the State of Delaware, as surety (“**Surety**”), are held and firmly bound unto the State of Delaware (“**Owner**”) (*Office of Management and Budget, Government Support Services*), in the amount of _____ (\$_____), to be paid to **Owner**, for which payment well and truly to be made, we do bind ourselves, our and each and every of our heirs, executors, administrations, successors and assigns, jointly and severally, for and in the whole, firmly by these presents.

Sealed with our seals and dated this _____ day of _____, 20__.

NOW THE CONDITION OF THIS OBLIGATION IS SUCH, that if **Principal**, who has been awarded by **Owner** that certain contract known as Contract No. GSS11612-JANITORIAL dated the 1st day of December, 2011 (the “Contract”), which Contract is incorporated herein by reference, shall well and truly provide and furnish all materials, appliances and tools and perform all the work required under and pursuant to the terms and conditions of the Contract and the Contract Documents (as defined in the Contract) or any changes or modifications thereto made as therein provided, shall make good and reimburse **Owner** sufficient funds to pay the costs of completing the Contract that **Owner** may sustain by reason of any failure or default on the part of **Principal**, and shall also indemnify and save harmless **Owner** from all costs, damages and expenses arising out of or by reason of the performance of the Contract and for as long as provided by the Contract; then this obligation shall be void, otherwise to be and remain in full force and effect.

Surety, for value received, hereby stipulates and agrees, if requested to do so by **Owner**, to fully perform and complete the work to be performed under the Contract pursuant to the terms, conditions and covenants thereof, if for any cause **Principal** fails or neglects to so fully perform and complete such work.

Surety, for value received, for itself and its successors and assigns, hereby stipulates and agrees that the obligation of **Surety** and its bond shall be in no way impaired or affected by any extension of time, modification, omission, addition or change in or to the Contract or the work to be performed thereunder, or by any payment thereunder before the time required therein, or by any waiver of any provisions thereof, or by any assignment, subletting or other transfer thereof or of any work to be performed or any monies due or to become due thereunder; and **Surety** hereby waives notice of any and all such extensions, modifications, omissions, additions, changes, payments, waivers, assignments, subcontracts and transfers and hereby expressly stipulates and agrees that any and all things done and omitted to be done by and in relation to assignees, subcontractors, and other transferees shall have the same effect as to **Surety** as though done or omitted to be done by or in relation to **Principal**.

Surety hereby stipulates and agrees that no modifications, omissions or additions in or to the terms of the Contract shall in any way whatsoever affect the obligation of **Surety** and its bond.

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Office of Management and Budget
Government Support Services

Any proceeding, legal or equitable, under this Bond may be brought in any court of competent jurisdiction in the State of Delaware. Notices to **Surety** or Contractor may be mailed or delivered to them at their respective addresses shown below.

IN WITNESS WHEREOF, **Principal** and **Surety** have hereunto set their hand and seals, and such of them as are corporations have caused their corporate seal to be hereto affixed and these presents to be signed by their duly authorized officers, the day and year first above written.

PRINCIPAL

Name: _____

Witness or Attest: Address: _____

Name:

(Corporate Seal)

By: _____ (SEAL)
Name:
Title:

SURETY

Name: _____

Witness or Attest: Address: _____

Name:

(Corporate Seal)

By: _____ (SEAL)
Name:
Title:

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APPENDIX A
SCOPE OF WORK

CONTRACT NO. GSS11612-JANITORIAL
Janitorial Services

A. SCOPE OF WORK DETAILS

To provide Janitorial services for all locations listed in this document and Appendix F. The State reserves the right to increase or decrease this contract; if required, in regards to locations serviced, frequencies of the service and the types of services (floors, carpets, etc.) utilized under this contract, with mutual consent of the contractor. 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. Contract requirements have been broken into 5 Appendices.

B. APPENDIX F

Appendix F is an Excel workbook to be completed electronically by the offeror. The purpose of the workbook is to submit contract pricing as well as other relevant information that will be used to evaluate each offeror's ability to fulfill the contract. Any information that is required in the RFP response and hasn't been addressed in this workbook shall be submitted in hardcopy form. Refer to Format of Proposal, L "Number of Copies with Mailing of Proposals" for submission requirements. Instructions for completing the Excel workbook can be found on the first tab of the workbook (Labeled: Instructions).

When completing the forms, you are required to break out your response into all components requested. Submission of incomplete responses may result in your proposal being considered non-responsive. Please do not deviate from the structure established by this RFP. If your company would like to include additional information that would be useful in the evaluation process, you may do so as separate, clearly labeled attachments.

C. SCHEDULE

1. GENERAL

This contract will require cleaning services, 5 days or nights a week (excluding holidays), Monday through Friday unless otherwise noted in Appendix C 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 Janitorial 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:

- To reschedule the work on any day satisfactory to both parties. The contractor will be promptly notified of the State's decision by the Janitorial Superintendent or designee.
- Forego the work and reduce the payment due to the contractor accordingly for work not performed.

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Contractor will notify Agent when janitorial employees are absent, which results in a facility not being cleaned.

2. FACILITIES MANAGEMENT

All work for the Division of Facilities Management is to be done between the hours of 5:00p.m. and 6:00 a.m. unless specified otherwise. Janitorial Service team will spend a minimum of 2 hours at each building that is 2,000 sq. ft. or less.

D. 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 the contract start date.

The 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 contract 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.

E. 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.

F. SECURITY CLEARANCE

The contractor must obtain a security clearance for any current employees, 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. Additional information on completing a background check with State Police can be found at <http://dsp.delaware.gov/StateBureauofIdentification.shtml>.

Division of State Police
Bureau of Identification
Detective Licensing
655 Bay Road
Dover, DE 19901
Phone: (302) 739-5871

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Except in the case of Children, Youth and Their Families, 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:

STATE OF DELAWARE
OFFICE OF MANAGEMENT AND BUDGET
GOVERNMENT SUPPORT SERVICES, GSS11612-JANITORIAL
100 ENTERPRISE PLACE, SUITE 4
DOVER, DE 19904-8202

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 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.

Children Youth and Their Families Locations also require all vendor employees successfully pass a Child Abuse Registry check completed by the Department.

G. SECURITY RULES

1. No visitors, unauthorized personnel, family members etc. are permitted within the perimeter of the buildings under contract.
2. No visitors, unauthorized personnel, family members etc. are to accompany the contractor's employees to work.
3. No unauthorized use of state computers.
4. All suspicious persons and situations (i.e., suspicious packages, alarm problems, or other safety related details) shall be reported immediately.
5. Day Shift working supervisors of the contractor are to notify the location contact person of irregularities, i.e., defective plumbing, lights out, etc. Night Shift employees are to call State Police dispatch 659-2341.
6. No possession or consumption of intoxicating beverages or illegal drugs or intoxicating quantities of un-prescribed legal drugs are permitted on State property.
7. Security sensitive areas within buildings will be identified with the successful contractor. The location contact will coordinate "Special Requirements" for these areas with the successful contractor.
8. State Service Centers: All exterior doors must be locked at 5:00p.m. unless otherwise specified. Contractor is responsible for securing the building and turning off all lights and locking all doors when services are complete.
9. No food or beverages consumed in unauthorized areas.

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10. No unauthorized use of state telephones, except emergency cases.

- a. Family emergencies may be called into vendor for proper notification to contractor's employee. It is also the responsibility of vendor to maintain current building list with employee's names for response to these situations.
- b. Facilities Management Locations: Phones are authorized for use of computer log in and log out procedures only.
- c. Children Youth and Their Families Locations: Family emergencies may be telephoned to the main phone number for the facility for proper notification to the Vendor's employee.

11. The contractor awarded this contract will be financially responsible for all costs incurred for failing to properly follow deactivation/activation alarm procedures that results in the response by a paid security firm.

H. ADDITIONAL SECURITY RULES – CHILDREN YOUTH AND THEIR FAMILIES LOCATIONS

1. Vendor employees are not allowed to give residents anything. Vendor employees shall not take anything in or out of the buildings for residents. Nothing shall be brought onto or taken off the grounds for residents.
2. Cell phones and other personal items such as penknives, hand tools, matches, lighters, etc. are not permitted in any of the identified residential or treatment buildings.

I. TRAINING

The contractor shall provide formal on-the-job training and conduct meetings with the contractor's employees on the contractor's own time. The Agent 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 listing 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.

J. ASSIGNMENT OF JANITORIAL STAFF

Prior to the placement of any Janitorial Staff in any State Facility, he/she shall be required to complete all applicable background checks.

Vendor shall not reassign an employee without the approval of the appropriate Agency.

Vendor shall upon notice by the Agent replace any janitorial staff within 24 hours with or without cause shown.

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K. SUPERVISION

The supervision of the cleaning operations is key. Supervisors will be responsible for the cleaning operations in those building 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. RANGE OF SUPERVISION

The assignment of a contract manager and area supervisor 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. SUPERVISORY POSITIONS

- a. **Area Supervisor**: An employee in charge of all janitorial 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 employee in charge of a small group of janitorial 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).

L. MEETINGS

- a. **Facilities Management Locations**: Meetings with the contractor may be called by the Agent or designee. The contractor may request meetings with appropriate personnel as needed. However, regularly scheduled meetings will be held the second Tuesday of each month at 9:00a.m. at the Facilities Management Maintenance Office Conference Room.
- b. **Social Service Centers**: The contractor must conduct a formal orientation meeting with the employees hired to work this contract. The Agent or designee will participate with the contractor at a mutually agreed upon date and time.
- c. **All Locations**: Meetings with the contractor may be called by the designee within each agency. The contractor may request meetings with appropriate personnel as needed.

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M. INSPECTION

Joint and/or independent building inspections by the contractor or contractor's designee and the agent designee will be performed at frequencies necessary (weekly, monthly, quarterly) 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 agent. For independent building inspections copy of report will be forwarded to the other party. Inspection frequency maybe adjusted as needed. Spot checking by Department staff may also occur at any time.

Failure to comply with the cleaning standards presented and failure to complete the scope and/or frequency of work described in contracts are grounds for contract termination and/or monetary penalties. Substandard performance shall be documented during the inspection processes and addressed as noncompliance in contracts developed through this RFP process.

N. SUPPLIES – STATE SERVICE CENTERS & FACILITIES MANAGEMENT LOCATIONS

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, brown 28 lb. basic weight or better
- b. Toilet tissue, standard roll count of 1000 sheets per roll, 1 ply 4-1/2 x 4-1/2 or better, Jumbo rolls
- c. Hand soap and dispenser (where needed), Sami-Fresh (Gentle Lotion in Women's & Heavy Duty in Men's)
- d. Trash Bags
- e. Aerosol
- f. Foam cleaner for waterless urinals

All buildings must use:

- a. Mobile barrels, maid caddies, 10-quart buckets, mop buckets with wringers
- b. All cleaning products including by not limited to quaternary ammonium germicide, lime and scale remover, bowl cleaner, furniture polish, all purpose treated dust cloths, etc.
- c. Plastic liners for waste receptacles (including office areas) and trash disposal containers, etc.
- d. Waxed bags for sanitary napkin disposal receptacles
- e. Carpet spotting kit
- f. 3 oz. untreated paper cups
- g. Towel dispenser and keys
- h. Toilet tissue dispenser

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 Agent or designee reserves the right to inspect products, equipment, etc. and request samples of products for testing purposes. The Agent or designee has the right to reject any items. Material Safety Data Sheets for each product supplied shall be supplied with the proposal response.

Vendor must maintain 2 weeks of paper products and cleaning supplies in each building at all times.

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O. SUPPLIES – CHILDREN YOUTH AND THEIR FAMILIES LOCATIONS

The Department will be responsible for providing all trash can liners and consumable products (toilet paper, soaps, paper towels, etc.) used by employees, visitors and residents, and for maintaining adequate inventory of these products at each location. The Contractor(s) will be expected to restock all paper products, soaps, scents, etc in bathrooms and break rooms as part of their daily responsibilities. Tracking use of these consumables as they are restocked is also the responsibility of the Contractor. Soaps, tissues, paper towels, and other materials supplied by DSCYF are for restroom/break room use only and shall not be considered or used as cleaning supplies.

P. FACILITIES MANAGEMENT ADDITIONAL REQUIREMENTS

1. DAY PORTER

Division of Facilities Management requires vendor to provide one (1) full time day porter to provide various duties daily on an as needed basis. Day porter will be required to work a 7.5 hour work schedule per day. Day porter will report to work at the James Williams State Service Center and will perform daily work requirements. After work is completed day porter will float between buildings doing work as needed (replace paper products, mop, dust, etc...). Vendor will provide day porter with a pager for easy access and will provide Division of Facilities Management with the pager number.

Hours for the Day Porter will be:

8:00 a.m. – 10:00 a.m.	Float between buildings
10:00 a.m. – 2:00 p.m.	James William Service Center
Remaining Shift	Float between buildings

Day Porter Shift Requirements for James William Service Center:

- a. Police all restrooms, check for toilet paper and paper towels, soap, pick up any paper on floor.
- b. Police entranceways and cigarette urns 5 feet pit from the building – remove all debris from all.
- c. Check conference rooms and lobby areas on the first floor – clean tables, floors, entrance glass and remove trash if needed.
- d. Clean all Public Health exam rooms on 1st and 2nd floor – sweep floors, wipe off counter tops and sinks.
- e. Stairwells

2. WEEKLY WALK-THRUS

It is the contractor's responsibility to provide each county supervisor with a weekly "Quality Control Report" for each building. This will be conducted each Friday and faxed to the attention of Wanda Perry – Kent County Superintendant at 739-3127 no later than 4:00 p.m. of that Friday.

3. LOG PROCEDURE

All employees of the contractor shall call their respective names and time for reporting to work and departing from work by means of computerized phone system same as or equal to the T-Traacs 2000. Log sheet will be provided to facilities management along with weekly Quality control sheet by fax at (302) 739-3127 for Kent county and (302) 856-5984 for Sussex County.

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4. EQUIPMENT

Vacuum – Hoover Model 40100100A or approved equal. Bags must be of the disposable type that traps 99.99% (down to 5 microns) of typical dust with electro statically charge line, to prevent pollen spores and dust mites from becoming airborne.

Supply adequate amount of vacuums and related janitorial supplies (mops, brooms, buckets) in each building.

Q. STATE SERVICE CENTER ADDITIONAL REQUIREMENTS

DEPARTMENTAL WORK CONTROL

- a. General: The Janitorial 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/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.
 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 Janitorial Superintendent. However, if the contract requests, a meeting will be held whenever a written complaint is received.

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R. CHILDREN YOUTH AND THEIR FAMILIES ADDITIONAL REQUIREMENTS

1. Provide minor cleaning services at no additional charge “on-request” when logged into a “maintenance request” log. Such requests will be limited by each site and reasonable from both the Department and Vendor perspectives. *NOTE: For pricing purposes, assume that such requests will total ½ hour for one person per day to complete.*
2. Interact appropriately with program staff and residents – inappropriate language, horseplay, pilferage, gambling and other inappropriate behavior will not be tolerated.
3. Take the initiative for performing additional obviously needed cleaning services when necessary to ensure that a safe and clean environment exists at all times.
4. Ensure by training, supervision, inspection and any other means necessary that all tasks are completed as required/scheduled/specified and that all rules are followed by all vendor staff. Unacceptable work shall be promptly corrected at the vendor’s expense when identified and reported by DSCYF.
5. Medical/Dental Areas: All surfaces except ceilings shall be cleaned with Quaternary Ammonium Germicide for infection control including sinks, counters, fixtures, cabinet fronts, scales, hard floors, doors, chairs, exam lights and tables. Walls and horizontal surfaces shall be cleaned in this manner at least once monthly.
6. The Department will award one contract for campus-wide services at the following eight locations. Five facilities located on the campus have other services in place and will only be served on an irregular/back-up basis, perhaps not at all. Details for each location follow in Appendix C.
 - a. Administration Building #2
 - b. Cleveland White School
 - c. DSCYF Training Academy
 - d. New Castle County Detention Center
 - e. Ferris School
 - f. Grace Cottage
 - g. Mowlds Cottage
 - h. Snowden Cottage

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S. HOLIDAYS:

In accordance with Title 1, Chapter 5, subsection 501, Delaware Code, as amended, the following are legal holidays in the State of Delaware for Calendar Year 2011 & 2012:

STATE OF DELAWARE 2011 Holidays		
New Years Day	December 31, 2010*	Friday
Martin Luther King Jr. Day	January 17	Monday
Good Friday	April 22	Friday
Memorial Day	May 30	Monday
Independence Day	July 4	Monday
Labor Day	September 5	Monday
Veterans Day	November 11	Friday
Thanksgiving Day	November 24	Thursday
Day After Thanksgiving	November 25	Friday
Christmas Day	December 26*	Monday

STATE OF DELAWARE 2012 Holidays		
New Years Day	January 2*	Monday
Martin Luther King Jr. Day	January 16	Monday
Good Friday	April 6	Friday
Memorial Day	May 28	Monday
Independence Day	July 4	Wednesday
Labor Day	September 3	Monday
Election Day	November 6	Tuesday
Return Day (after 12:00 noon Sussex County)	November 8	Thursday
Veterans Day	November 12*	Monday
Thanksgiving Day	November 22	Thursday
Day After Thanksgiving	November 23	Friday
Christmas Day	December 25	Tuesday

NOTE: Please refer to <http://www.delawarepersonnel.com/labor/holidays/> for future Calendar Years.

APPENDIX B
TASKS AND STANDARDS

CONTRACT NO. GSS11612-JANITORIAL
Janitorial Services

A. SWEEPING, DUST MOPPING AND WET MOPPING (UNCARPETED AREAS)

1. **LOCATIONS** – Task includes; but not limited to, the following locations.

- a. Vestibules, lobbies and entries (interior and exterior);
- b. Corridors;
- c. Stairwells, stairs and landings (interior);
- d. Elevators and elevator vestibules;
- e. Offices (administrative and clerical) and classrooms;
- f. Coatrooms, lunch rooms and conference rooms;
- g. Labs and preparation rooms;
- h. Computer rooms;
- i. Vending machine rooms; and
- j. Exterior stairs and loading platforms, and patio areas.

2. **STANDARDS – SWEEPING & DUST MOPPING**

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 cannot 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.

3. **STANDARDS – WET MOPPING**

After dust mopping, all floors shall be cleaned by wet mopping using quaternary ammonium germicide and shall be free from mop strings, 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. Surfaces 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.

B. VACUUMING (CARPETED AREAS)

1. **LOCATIONS** – Task includes; but not limited to, the following locations.

- a. Vestibules, lobbies and entries;
- b. Corridors;
- c. Stairwells, stairs and landings;
- d. Elevators and elevator vestibules;
- e. Offices (administrative and clerical) and classrooms – edges, corners and under furniture;
- f. Coatrooms and conference rooms;
- g. Computer rooms;
- h. Vending machine rooms;

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2. STANDARDS

Spot cleaning is required before vacuuming. Chewing gum is to be removed from carpet, tile floors, etc.

3. INTERIM SHAMPOO CLEANING, CARPETING AND MATTING (STATE SERVICE CENTERS)

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

C. TRASH REMOVAL – Task includes; but not limited to, the following.

1. TASKS

- a. Empty **all** trash containers, replace liners and clean and sanitize as needed;
- b. Dispose of trash in sealed and/or ties plastic bags in outside dumpsters or compactors;
- c. Empty and clean all ashtrays, urns and smokadors; and
- d. Empty **all** recycling containers, replace liners as needed (Recycling is to be placed in a separate dumpster provided.)
- e. Red bagged trash (infectious waste) **will not** be removed.

2. STANDARDS

All waste baskets shall be emptied and boxes, cans, paper, etc. clearly marked as “trash” and placed near the trash cans for disposal shall be removed in a manner that will not cause dispersion of dust. All cigarette butt receptacles 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 janitorial staff or contractor and properly placed in the trash receptacle.

D. CLEANING AND DISINFECTING

1. TASKS – Task includes; but not limited to, the following.

- a. Clean and sanitize urinals inside and out;
- b. Clean and sanitize commodes inside and out;
- c. Clean mirrors;
- d. Clean and sanitize wash basins (washrooms and clinic areas, etc.) inside and out;
- e. Clean and sanitize miscellaneous restroom and toilet fixtures (towel dispensers, soap dispensers);
- f. Clean and sanitize restroom and toilet floors;
- g. Clean and sanitize restroom wash basin wall area and toilet wall area;
- h. Clean and sanitize shower rooms;
- i. Damp wipe all restroom and locker room ledges and sills;
- j. Spot clean walls, doors and trim;
- k. Clean exterior and interior glass doors and frames and other interior glass, plastic and frames;
- l. Clean and sanitize water fountains;
- m. Clean and sanitize kitchenette areas (tables, chairs, countertops, external areas of appliances);
- n. Clean and sanitize all interior holding cells;

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- o. Clean and sanitize all tables (including exam tables), counter tops, stools, may stands, exam lights, eye wash basins, scales, etc;
- p. Clean and sanitize all lockers;
- q. Clean and sanitize all restroom walls from ceiling to floor, including showers;
- r. Clean and sanitize restroom partitions, all sides;
- s. Wash inside & outside of light fixtures (plastic & glass) including damp wiping of light bulbs or fluorescent tubes;
- t. Wash baseboards;
- u. Wash fronts, sides and tops of cabinets, etc; and
- v. Wash globes for wall scones and chandeliers

3. STANDARDS

a. CLEANING

Washed 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.

1. Cleaning Glass – Glass shall be cleaned by application of glass cleaner, rubbed with a cloth and finally polished with a clean spot dry cloth or textile disposable wipers. Use only soft cloths or plexiglass. The washing shall not contaminate adjacent non-glass areas. Glass shall be left clean and dry, free from film or streaks and any contamination visible when looking through the glass towards natural light source. Sills and frames shall be damp wiped.
2. Cleaning except Glass – All surfaces shall be cleaned 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.
3. Cleaning Restrooms, 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 clean with textile disposable wipers or clean cloths. Clean and 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.
4. Accidental Chemical Spills – Any floor surface area damaged by bleach, bowl cleaner or other stainable products becomes the responsibility of vendor for reimbursement/replacement determined by Agent.
5. Construction – At some point there will be periodic construction being performed at different facilities. It is the janitorial contractor’s responsibility to make sure that the upkeep of the buildings is not affected by this construction. Additional damp wiping, mopping, and vacuuming will be needed.

b. DISINFECTING

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 (10) minutes. Bowl cleaner shall be used once weekly for lime and iron stain removal where water conditions require more frequent applications. In these cases, bowl cleaner shall be used twice weekly.

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E. POLISHING

1. TASKS – Task includes; but not limited to, the following locations

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

2. STATE SERVICE CENTER ADDITIONAL TASKS – QUARTERLY

Wood Floors

3. STANDARDS

a. FLOORS

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

b. 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 maybe used on all vinyl or imitation leather furniture. Do not damp wipe real leather. Damp wiped surfaces shall be left clean and free from film or streaks.

F. DUSTING

1. TASKS

- a. All furniture and fixtures (i.e. personal desktops, file cabinets, desks, tables) remove fingerprints;
- b. Window sills, ledges, etc;
- c. Vending Machines;
- d. Stairwells, stairs, landings and railings;
- e. Door casings;
- f. Clean and sanitize all restroom walls from floor to ceiling;
- g. Wash baseboards;
- h. Dust and clean all ceiling vents;
- i. Clean and remove all debris from light fixtures (bugs, paper, dust);
- j. Clean and polish all brass;
- k. Dust venetian blinds;
- l. Pour clean water in all bathroom floor drains;
- m. Clean and sanitize all interior of holding cells;
- n. Fire alarm bells;
- o. Partitions, wood paneling, etc.;
- p. Ventilators, grids, grilles, ducts and surrounding wall and ceiling areas;
- q. Light fixtures (wall scones, chandeliers, etc)

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2. 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. Office equipment such as typewriters, adding machines, calculators and similar instruments shall not be dusted because of possibility of damage.

G. SPRAY BUFFING

1. **TASK** – Task includes; but not limited to, the following.

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

2. **LOCATION** – State Service Centers only.

H. STATE SERVICE CENTER ADDITIONAL CLEANING REQUIREMENTS

1. All buildings containing lab, exam rooms, clinic, waiting rooms and office shall be cleaned for infection control. All buildings containing laboratories shall be cleaned to eliminate possible contamination. (examination rooms, clinic & clinic waiting rooms, laboratories, public and patient restrooms)

2. STANDARDS FOR DAILY CLEANING

- a. Quaternary Ammonium Germicide
 - b. Dilution Ratio – Manufacturer’s Specifications
 - c. Shall use contractual cleaning standards
3. Exam tables, mayo stands, sinks, walls, chairs, glass, exam lights, counter tops, floor, water fountains, eye wash basins
4. Offices shall be vacuumed daily using a hospital triple filter vac. with germicidal filtering system.
5. Restrooms shall be wet mopped using a two (2) bucket system. Soap Dispenser: Sani-Fresh, IODO-Sani.
6. Labs: Wet mop all lab floors. Damp wipe window sills, chairs, stools and walls. All lab floors are to be machine scrubbed every 4 months.
7. Trash Disposal: Shall be emptied daily, all liners replaced daily, transport all to designated container. Twice a week wash all containers.
8. 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.

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9. All hard surfaces, i.e. tile to be scrubbed, finish applied three (3) coats, every six (6) months, carpet shampooed every six (6) months.
10. **NOTE: AEROSOL SPRAYS ARE NOT PERMITTED. DO NOT WASH COUNTER TOPS IN LABS. USE OF ANY BLEACH IS STRICTLY PROHIBITED IN ALL STATE SERVICE CENTER FACILITIES.**

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APPENDIX C
SITE SPECIFICATIONS

Agriculture Building & New Lab

A. LOCATION

South DuPont Hwy, Dover

B. BUILDING SPECS

Usable Sq. Feet: (Main/Lab)

-Vinyl: 7,040/439

-Carpet: 13,899

-Restroom Sq. Feet (Vinyl): 30

-Restroom Sq. Feet (Ceramic): 890

Total Cleanable Square Feet: 27,800/6,500

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Capitol Police

A. LOCATION

William Penn St., Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 2,627

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

DEMA

A. LOCATION

Brick Store Landing Rd., Smyrna

B. BUILDING SPECS

Total Cleanable Square Feet: 49,700

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Requires cleaning Sunday through Friday, plus Holidays and State of Emergency days.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

Dover Inspection Lane

A. LOCATION

Transportation Circle, Dover – Includes Buildings 4 & 5

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl Tile: 3,172

-Carpet: 1,144

-Restroom Sq. Feet (Ceramic): 286

Total Cleanable Square Feet: 4,602

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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Office of Management and Budget
Government Support Services

APPENDIX C
SITE SPECIFICATIONS

Fire Marshall Office

A. LOCATION

Chestnut Grove Rd., Dover

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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Government Support Services

APPENDIX C

SITE SPECIFICATIONS

James Williams Service Center

A. LOCATION

River Rd, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl Tile: 12,773

-Carpet: 22,000

-Restroom Sq. Feet (Ceramic): 1,329

Total Cleanable Square Feet: 36,102

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning to be done between 5:00pm and 10:00pm – not before 7:00pm on Wednesday. *Except Day Porter hours.*

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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Government Support Services

APPENDIX C

SITE SPECIFICATIONS

JP Court #8

A. LOCATION

Monrovia Ave., Smyrna

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 611.25

-Carpet: 991

Total Cleanable Square Feet: 1,602.25

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required two (2) days per week; Tuesday, Thursday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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Government Support Services

APPENDIX C

SITE SPECIFICATIONS

JP Court 7/16

A. LOCATION

Bank Lane, Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 13,362

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Requires cleaning six (6) days a week, excluding Sunday. Holidays and State of Emergencies are required. Cleaning between 5:00am and 7:00am.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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APPENDIX C

SITE SPECIFICATIONS

Kent County Family Court

A. LOCATION

Court St., Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Carpet: 23,271

-Restroom Sq. Feet:

-Ceramic Tile: 1,341

-Concrete (Plain, Unpainted): 410

-Concrete (Painted): 511

Slate Floors & Stairs: 3,489

Total Cleanable Square Feet: 29,022

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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Government Support Services

APPENDIX C

SITE SPECIFICATIONS

Kent County Fire School

A. LOCATION

Chestnut Grove Rd., Dover

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Maintenance Facility

A. LOCATION

Transit Lane, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 3,046

-Restroom Sq. Feet (Vinyl): 172.2

Total Cleanable Square Feet: 3,218.20

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Massey Station

A. LOCATION

Loockerman St., Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 8,048

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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APPENDIX C

SITE SPECIFICATIONS

Murphy House

A. LOCATION

State St., Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Carpet: 1,559.50

-Ceramic: 141.25

-Hardwood Floor: 795

Total Cleanable Square Feet: 2,495.75

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required two days per week; Tuesday, Friday

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Pre-School Youth & Diagnostic Center

A. LOCATION

North Dupont Hwy., Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 2,144

-Ceramic: 181

Total Cleanable Square Feet: 2,325

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Public Safety Building

A. LOCATION

Public Safety Blvd., Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 1,704

-Carpet: 24,969

-Ceramic: 4,638

-Rubber Tile: 600

Total Cleanable Square Feet: 38,254

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning to be done between 5:00pm and 10:00pm – not before 7:00pm on Wednesday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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APPENDIX C

SITE SPECIFICATIONS

Rose Cottage

A. LOCATION

State St., Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 3,380

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

State Communications

A. LOCATION

Near Troop #3, Woodside

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 1,105

-Carpet: 850.5

Total Cleanable Square Feet: 1,955.50

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

State Police Community Relation Building

A. LOCATION

Rt. 13, Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 1,344

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

State Police Crime Lab

A. LOCATION

Headquarters, Rt. 13, Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 2,960

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

State Police Garage

A. LOCATION

Rt. 13, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 382

-Carpet: 863

-Restroom Sq. Feet (Vinyl): 140

-Restroom Sq. Feet (Carpet): 18

Total Cleanable Square Feet: 1,403

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

STATE OF DELAWARE
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APPENDIX C

SITE SPECIFICATIONS

State Police Headquarters

A. LOCATION

Rt. 13, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 6,633

-Quarry: 103

Total Cleanable Square Feet: 6,736

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

State Police Troop #3

A. LOCATION

Upper King Road, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Concrete: 714

-Terrazzo: 846

-Carpet: 9,938

-Ceramic: 542

-Vinyl: 654

Total Cleanable Square Feet: 8,694

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Requires cleaning six (6) days a week; excluding Saturdays. Holidays and State of Emergencies are required.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

State Police Troop #3 Maintenance Garage

A. LOCATION

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required one day per week; Wednesday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Supreme Court Building

A. LOCATION

55 The Green, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 1,216

-Carpet: 4,500

-Ceramic: 284

-Hardwood Floor: 540

-Tarrazo: 1,332

Total Cleanable Square Feet: 7,872

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Sykes Building

A. LOCATION

45 The Green, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Carpet: 3,806.75

-Ceramic: 156

-Vinyl: 583

Total Cleanable Square Feet: 4,545.75

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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SITE SPECIFICATIONS

W.A.R. Building

A. LOCATION

The Plaza, Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl: 365.5

-Carpet: 1,378.75

Total Cleanable Square Feet: 1,744.25

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

William Penn Building - OIS

A. LOCATION

Silver Lake Blvd., Dover

B. BUILDING SPECS

Total Cleanable Square Feet: 45, 178

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.
 - b. Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.
 - c. Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

Ashley Manor

A. LOCATION

Ashley Place, Wilmington

B. BUILDING SPECS

Sq. Feet: 6,565

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Churchmans – 84A & 84B

A. LOCATION

Churchmans Corporate Center, New Castle

B. BUILDING SPECS

84A Sq. Feet: 41,465

84B Sq. Feet: 10,971

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

DeLa Warr State Service Center

A. LOCATION

Rogers Rd., New Castle

B. BUILDING SPECS

Sq. Feet: 9,210

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

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.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

DSAMH

A. LOCATION

Harrison Street, Wilmington

B. BUILDING SPECS

Sq. Feet: 8,499

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Ellendale Crisis Management

A. LOCATION

Main St., Ellendale

B. BUILDING SPECS

Sq. Feet: 9,210

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

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.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Hudson State Service Center

A. LOCATION

Ogletown Rd., Newark

B. BUILDING SPECS

Sq. Feet: 42,840

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly
8. :

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Northeast

A. LOCATION

Jessup St., Wilmington

B. BUILDING SPECS

Sq. Feet: 24, 300

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Porter

A. LOCATION

8th St., Wilmington

B. BUILDING SPECS

Sq. Feet: 21,000

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Stockley Campus - State Medical Examiners Complex

A. LOCATION

Waples Way, Georegtown

B. BUILDING SPECS

Sq. Feet: 9,210

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

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.

4. Cleaning is required three days per week; Monday, Wednesday, Friday and is to take place between the hours of 7:30am and 10:00am.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

APPENDIX C
SITE SPECIFICATIONS

Stockley Campus – Wellness Center

A. LOCATION

Lloyd Ln., Georegtown

B. BUILDING SPECS

Sq. Feet: 9,210

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

D. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

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.

4. Cleaning is required three days per week; Monday, Wednesday, Friday and is to take place between the hours of 4:00pm and 11:00pm.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

Thurman Adams, Bridgeville, Laurel, Pyle, Shipley, Walnut Street, Milford Annex, Milford Riverwalk

A. LOCATION, BUILDING SPECS & CLEANING HOURS

Thurman Adams	Bedford St., Georgetown	Usable Sq. Feet: -Carpet: 50,504 -Tile: 9,001 Vinyl: 1,600 Total Sq. Feet: 61,105	4:30 – 11:00PM Monday - Friday
Bridgeville	North Cannon and Mills St., Bridgeville	Usable Sq. Feet: -Carpet: 2,788 -Tile: 212 Total Sq. Feet: 3,000	5:00 – 11:00PM Monday - Friday
Laurel	North Poplar St., Laurel	Usable Sq. Feet: -Carpet: 8,000 -Tile: 1,560 Total Sq. Feet: 9,560	7:30 – 11:00PM Monday – Friday
Pyle	Pyle Center Rd., Frankford	Usable Sq. Feet: -Carpet: 12,407 -Tile: 2,636 Total Sq. Feet: 15,043	4:30 – 11:00PM Monday – Friday
Shipley	Virgina Ave., Seaford	Usable Sq. Feet: -Carpet: 9,321 Tile: 4,865 Total Sq. Feet: 14,186	4:30 – 11:00PM Monday – Friday
Walnut Street	Walnut St., Milford	Usable Sq. Feet: -Carpet: -Tile: -Vinyl: Total Sq. Feet:	4:30 – 11:00PM Monday – Friday
Milford Annex	Front St., Milford	Usable Sq. Feet: -Carpet: -Tile: -Vinyl: Total Sq. Feet:	4:30 – 11:00PM Monday – Friday
Milford Riverwalk	NE Front St., Milford	Usable Sq. Feet: -Carpet: -Tile: -Vinyl: Total Sq. Feet:	4:30 – 11:00PM Monday – Friday

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B. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: two times per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: Weekly

C. ADDITIONAL REQUIREMENTS

1. Monthly - Clean all public health exam room walls.
2. Quarterly – Machine scrub all restrooms other than vinyl flooring.
3. Quarterly – Scrub and recoat all waxed vinyl (excluding semi-annual strip, seal and wax) i.e.: January - March, SSW; April-June, scrub and recoat; July – September, SSW; October – December, scrub and recoat.

D. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C

SITE SPECIFICATIONS

**DSCYF Administration Buildings
(Main #2 and Murphy Cottage #1)**

A. LOCATION

Faulkland Road, Wilmington

B. DAILY

1. Empty trash cans and recyclables daily. Change can liners, as needed.
2. Vacuum entrance mats and Cabinet Secretary's office.
3. Dust mop or sweep hard surface floors and entrance stairs. Spot clean, if necessary.
4. Clean/sanitize water fountains.
5. Complete minor tasks recorded in maintenance request log. *NOTE: For pricing purposes, assume that requests will total ½ hour for one person per day to complete.*
6. Clean restrooms.

C. WEEKLY

1. Vacuum all carpets in common areas, conference and break rooms.
2. Clean entry area glass.
3. Clean break room countertops, sinks and faucets.
4. Wet mop hard surface floors.

D. MONTHLY RESPONSIBILITIES

1. Sweep all stairwells.
2. Clean and disinfect shower areas.

E. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled daily Monday through Friday to begin no earlier than 5:00 PM daily. Vendor staff may need to reset the building alarm system upon departure.

F. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

Cleveland White House

A. LOCATION

Faulkland Road, Wilmington

B. DAILY

1. Empty trash cans and recyclables daily. Change can liners, as needed.
2. Vacuum carpeted areas, dust mop or sweep hard surface floors and spot clean, if necessary.
3. Damp wipe student and instructor desks, chairs, tables.
4. Clean/sanitize water fountains.
5. Clean restrooms.

C. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled daily Monday through Friday while school is in session. Services will be suspended on days when the school is on break or otherwise not in session as determined by the Education Unit of the Department. Monthly schedules to identify breaks will be provided to the vendor. Cleaning services shall begin no earlier than 5:00 PM daily. Vendor staff may need to reset the building alarm system upon departure.

D. RATE REQUIREMENT

The Department seeks a Monthly price with a per diem deduction for servicing this location as described above. Payment will be monthly based on the number of days during the billing month on which services were provided.

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APPENDIX C
SITE SPECIFICATIONS

DSCYF Training Academy

A. LOCATION

Faulkland Road, Wilmington

B. DAILY

1. Empty trash cans and recyclables daily. Change can liners, as needed.
2. Vacuum carpeted areas, dust mop or sweep hard surface floors and spot clean, if necessary.
3. Damp wipe student and instructor desks, chairs, tables.
4. Clean/sanitize water fountains.
5. Clean restrooms.

C. ADDITIONAL REQUIREMENTS

The DSCYF Training Academy is part of the Ferris School building, a secure facility. Cleaning services will be provided only on days when training sessions are scheduled and held, and shall begin no earlier than 5:00 PM. The training administrator or designee shall provide the vendor with monthly training schedules in advance showing dates that cleaning will be necessary.

D. RATE REQUIREMENT

The Department seeks a per diem cost for servicing this location as described above. Payment will be monthly based on the number of days during the billing month on which services were provided.

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APPENDIX C
SITE SPECIFICATIONS

Ferris School

A. LOCATION

Centre Road, Wilmington

B. DAILY

1. Empty trash cans and recyclables daily. Change can liners, as needed.
2. Vacuum entrance mats, carpets in Administrative area, carpeted floors in education area, library and some classrooms.
3. Dust mop or sweep hard surface floors in front lobby, break room and education area.
4. Wet mop medical area floors using disinfectant.
5. Clean/sanitize water fountains.
6. Clean break room countertops, cabinets, sinks and faucets.
7. Complete minor tasks recorded in maintenance request log. *NOTE: For pricing purposes, assume that requests will total ½ hour for one person per day to complete.*
8. Clean restrooms.

C. WEEKLY

1. Vacuum carpets in Carp Center and conference rooms.
2. Wet mop hard floors in front lobby, central corridor, administrative and education areas and break room.
3. Clean entry area glass.
4. Clean Dental and Medical areas for infection control.

D. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled daily Monday through Friday to begin no earlier than 5:00 PM. *NOTE: Individual sleeping quarters, the Gymnasium and Kitchen are excluded. Cleaning services are NOT required for the Education areas when school is on break.*

E. RATE REQUIREMENT

The Department seeks a Monthly price with a per diem deduction (education areas) for servicing this location as described above. Payment will be monthly based on the number of days during the billing month on which services were provided.

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APPENDIX C
SITE SPECIFICATIONS

New Castle County Detention Center

A. LOCATION

Centre Road, Wilmington

B. DAILY

1. Restrooms 108, 113, 114, 116A, 117, 602, Break room #512 and 2 adjacent bathrooms.
 - Empty trash, change can liners and restock restrooms and break room.
 - Clean and sanitize toilets, urinals, partitions, sinks, mirrors, counters and fixtures.
 - Sweep and wet mop floors using disinfectant.
2. Classrooms 102, 103, 104, 109, 110, 111 and Offices 107, 112, 115, 116
 - Empty trash and recyclables and change can liners as needed.
 - Vacuum carpeted floors in Education area.
 - Sweep or dust mop hard floors in Education area and spot clean as needed.
3. Administration and Medical Areas
 - Empty trash and recyclables and change can liners as needed.
 - Vacuum and sweep floors and spot clean as needed.
4. Clean/sanitize water fountains.

C. WEEKLY

1. Vacuum carpets in common areas.
2. Clean entry door glass.
3. Wet mop hard floors in common areas.
4. Clean Medical Area for infection control.

D. ADDITIONAL REQUIREMENTS

Services will be scheduled daily Monday through Friday to begin no earlier than 5:00PM. *NOTE: Residence areas, the Gymnasium and the Kitchen are excluded.* Cleaning services are not required for the Education areas when school is on break.

E. RATE REQUIREMENT

The Department seeks a Monthly price with a per diem deduction (education areas) for servicing this location as described above. Payment will be monthly based on the number of days during the billing month on which services were provided.

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APPENDIX C
SITE SPECIFICATIONS

Grace Cottage

A. LOCATION

Faulkland Road, Wilmington

B. DAILY

1. Sweep or dust mop all hard surface floors and stairwells.
2. Dust all window sills and ledges.
3. Clean restrooms.

C. QUARTERLY

1. Strip and wax all hard surface floors.

D. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled three (3) days per week – Monday, Wednesday, Friday between the hours of 9:00 AM to 1:00 PM or 2:00 PM to 5:00 PM.

E. RATE REQUIREMENT

The Department seeks a Weekly price with a per event price for the quarterly floor treatment.

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APPENDIX C
SITE SPECIFICATIONS

Snowden Cottage

A. LOCATION

Faulkland Road, Wilmington

B. DAILY

1. Sweep or dust mop all hard surface floors and stairwells.
2. Dust all window sills and ledges.
3. Clean restrooms.

C. QUARTERLY

1. Strip and wax all hard surface floors.

D. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled three (3) days per week – Monday, Wednesday, Friday between the hours of 9:00 AM to 1:00 PM or 2:00 PM to 5:00 PM.

E. RATE REQUIREMENT

The Department seeks a Weekly price with a per event price for the quarterly floor treatment.

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APPENDIX C
SITE SPECIFICATIONS

Mowlds Cottage

A. LOCATION

Faulkland Road, Wilmington

B. DAILY

1. Sweep or dust mop all hard surface floors and stairwells.
2. Dust all window sills and ledges, cabinets, shelves.
3. Vacuum carpeted areas and HVAC intake vents.
4. Clean restrooms.

C. QUARTERLY

1. Strip and wax all hard surface floors.

D. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled three (3) days per week – Monday, Wednesday, Friday between the hours of 9:00 AM to 1:00 PM or 2:00 PM to 5:00 PM.

E. RATE REQUIREMENT

The Department seeks a Weekly price with a per event price for the quarterly floor treatment.

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APPENDIX C
SITE SPECIFICATIONS

Terry Children's Center

A. LOCATION

Central Avenue, New Castle

B. DAILY

1. Empty all trash cans and recyclables daily and change liners as needed.
2. Vacuum entrance and lobby area, education hallway and classrooms.
3. Clean and sanitize water fountains.
4. Wipe down/disinfect desktops and door handles in education area.
5. Complete minor tasks recorded in maintenance request log. *NOTE: For pricing purposes, assume that requests will total ½ hour for one person per day to complete.*
6. Clean restrooms.

C. TWICE WEEKLY

1. Clean glass at entrance foyer and lobby.
2. Vacuum POD 3 hallway and 2 therapy rooms.
3. Wet mop entrance foyer and floor area at bus/student unloading area.
4. Dust window sills in lobby, and window sills and air vents in large and small conference rooms located on the Administrative (white) hallway.

D. ONCE WEEKLY

1. Vacuum Blue hallway and offices.
2. Vacuum White (Administrative) hallway and offices.

E. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled daily Monday through Friday to begin no earlier than 3:30 PM. *NOTE: Residential bedrooms and bathrooms and the Kitchen are excluded.*

F. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

Stevenson House Detention Center

A. LOCATION

DuPont Hwy., Milford

B. DAILY

1. Empty all trash cans and recyclables daily and change liners as needed.
2. Clean glass at building entrance and lobby.
3. Vacuum entrance mats and dust mop hard surface floors.
4. Clean counters, tables, microwaves and sinks in break room and administration areas.
5. Damp wipe desks and chairs in classrooms only and all water fountains.
6. Complete minor tasks recorded in maintenance request log. *NOTE: For pricing purposes, assume that requests will total ½ hour for one person per day to complete.*
7. Clean restrooms.

C. TWICE WEEKLY

1. Vacuum carpet in administration and education common areas, medical and dental areas, conference rooms and library.

D. WEEKLY

1. Dust cabinets, desks, chairs, office machines (excluding computers and screens), bookcases, shelves, tables, ledges, vending machines.
2. Fridays – clean dental area and intake area showers for infection control.
3. Dust mop control room.
4. Spot clean glass along main corridor and control room area.
5. Clean medical area for infection control.

E. ADDITIONAL REQUIREMENTS

Cleaning services will be scheduled daily Monday through Friday between 3:00 PM and 10:00 PM, with Administration and Education areas to be completed by 4:30 PM. Residence areas, the Gymnasium and the Kitchen are excluded. Cleaning services are not required for the Education area when school is on break.

F. RATE REQUIREMENT

The Department seeks a Monthly price with a per diem deduction (education areas) for servicing this location as described above. Payment will be monthly based on the number of days during the billing month on which services were provided.

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APPENDIX C
SITE SPECIFICATIONS

Eden Hill Farm

A. LOCATION

West North St., Dover

B. BUILDING SPECS

Usable Sq. Feet:

-Vinyl Tile:

-Carpet:

-Restroom Sq. Feet:

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Three days a week (Monday, Wednesday, Friday)
2. Vacuuming (carpeted areas): Three days a week (Monday, Wednesday, Friday)
3. Trash removal: Three days a week (Monday, Wednesday, Friday)
4. Cleaning and disinfecting: Three days a week (Monday, Wednesday, Friday)
5. Polishing: Three days a week (Monday, Wednesday, Friday)
6. Dusting:
 - a. Low Cleaning – Under 6 ft.: one time per week
 - b. High Cleaning – Over 6ft: quarterly
7. Spray Buffing: N/A

E. ADDITIONAL REQUIREMENTS

F. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

DOJ - Dover

A. LOCATION

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. **Dusting:**
 - a. **Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.**
 - b. **Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.**
 - c. **Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.**
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

DOJ - Georgetown

A. LOCATION

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. **Dusting:**
 - a. **Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.**
 - b. **Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.**
 - c. **Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.**
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

State Police – Bureau of Identification

A. LOCATION

Bay Rd., Dover
Blue Hen Corporate Center

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Vestibules, lobbies and entries completed daily. All other vacuuming tasks completed Monday, Wednesday, Friday or as necessary (ex. spills, construction, etc.)
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. **Dusting:**
 - a. **Tuesday & Thursday: All furniture and fixtures – remove fingerprints; window sills, ledges, etc; vending machines; stairwells, stairs, landings, railings, etc.**
 - b. **Monthly (2nd Week of each month) – clean and sanitize all restroom walls from floor to ceiling; all restroom partitions (all sides); wash baseboards; dust and clean all ceiling vents; clean and remove all debris from light fixtures.**
 - c. **Weekly: Clean and polish all brass; dust venetian blinds; pour clean water in all bathroom floor drains; clean and sanitize all interior of holding cells.**
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX C
SITE SPECIFICATIONS

State Police – Starlifter Complex

A. LOCATION

Starlifter Rd., Dover
Kent County Aero Park

B. BUILDING SPECS

Total Cleanable Square Feet:

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): Daily
2. Vacuuming (carpeted areas): Daily
3. Trash removal: Daily
4. Cleaning and disinfecting: Daily
5. Polishing: Daily
6. Dusting: Daily
7. Spray Buffing: N/A

D. SPECIAL REQUIREMENTS

Cleaning is required three days per week; Monday, Wednesday, Friday.

E. RATE REQUIREMENT

The Department seeks a Monthly price for servicing this location as described above.

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APPENDIX D
SPECIALIZED HOUSEKEEPING

CONTRACT NO. GSS11612-JANITORIAL
Janitorial Services

The following services are **not** a part of the basic contract requirements. Prior approval, from Agent, for the services included in this section is required. Specialized work is to be completed within 30 days from receipt of written notification to schedule. 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. Waiting Room Chair (cleaning/shampooing)
- F. VCT Cleaning/Waxing
- G. Spray Buffing (if requested in addition to normal service requirements)

A. WINDOW CLEANING

- 1. Wash and clean windows, sills, frames and panes every six (6) months (May and October).
- 2. Interior/exterior cleaning at each facility every six (6) months (May and October).

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 three (3) times with clean water;
- 4. Apply three (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.
- 6. 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); and
- 4. Replace furniture placing wax paper or aluminum foil under legs of furniture.

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E. WAITING ROOM CHAIRS

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

F. VCT CLEANING/WAXING

VCT cleaning and waxing shall be done at each facility every six (6) months (October and April).

G. 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.

H. EQUIPMENT

1. Commercial canister type vacuum with power head and attachments.
2. Commercial upright type vacuum with edge cleaning capabilities.
3. High Speed Buffer (1,000 R.P.M. minimum, 1,500 R.P.M. maximum).
4. Commercial large space vacuum.
5. Hospital Filter Vacuum – Germicidal Triple Filtering System.
6. Rotary Shampoo Machine.

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APPENDIX E
MANDATORY WALK-THROUGH SCHEDULE

CONTRACT NO. GSS11612-JANITORIAL
Janitorial Services

A mandatory pre-bid meeting has not been established for this Request for Proposal; however, Mandatory Walk-Throughs have been scheduled for each building covered under this solicitation. Vendors are required to walk all buildings they are interested in bidding. **Should a vendor submit a proposal for any location(s) where they did not attend the mandatory walk-through, their proposals shall not be considered for evaluation on that location(s).**

There are three locations within this solicitation that have more than one building on-site. The goal of the solicitation is to award one vendor the location; therefore vendors must walk-through all buildings for that location in order for their bid to be considered.

Sign-In sheets will be at each location and is the responsibility of each vendor to ensure they have signed in at each location they walk. Vendors are to report to each location at the designated date and time. Vendors arriving later than 5 minutes of the scheduled arrival time will not be permitted to sign-in nor submit proposals for the location(s).

Location	Address	Contact	County	Walk-Through	
				Date	Time
Ashley Manor	15 Ashley Place Wilmington	Tim Read	New Castle	15-Aug	9:00
DSAMH	801 S. Harrison St. Wilmington	Tim Read	New Castle	15-Aug	10:00
Porter	509 West 8th St. Wilmington	Tim Read	New Castle	15-Aug	11:00
Northeast	1624 Jessup St. Wilmington	Tim Read	New Castle	15-Aug	12:00

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Location	Address	Contact	County	Walk-Through	
Cleveland White School	1825 Faulkland Road. Wilmington	Scott Carson	New Castle	16-Aug	9:00
DSCYF Adminstation Bldgs.	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
DSCYF Training Academy	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
Ferris School	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
Grace Cottage	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
Mowlds Cottage	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
New Castle Detention Center	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
Snowden Cottage	1825 Faulkland Road. Wilmington	Scott Carson	New Castle		
Churchmans - 84A & 84B	84A Christiana Rd New Castle	Tim Read	New Castle	17-Aug	9:00
Terry Children's Center	10 Central Ave. New Castle	Scott Carson	New Castle	17-Aug	11:00
DeLa Warr	500 Rogers Rd. New Castle	Tim Read	New Castle	17-Aug	12:30
Hudson	501 Ogletown Rd. Newark	Tim Read	New Castle	17-Aug	1:30
DEMA	165 Brick Store Landing Road Smyrna	Wanda Perry	Kent	18-Aug	9:00
JP Court #8	100 Monrovia Avenue Smyrna	Wanda Perry	Kent	18-Aug	10:00
Fire Marshall Office	1761 Chestnut Grove Road Dover	Wanda Perry	Kent	18-Aug	11:00
Kent County Fire School	1461 CHESTNUT GROVE ROAD Dover	Wanda Perry	Kent	18-Aug	12:00
Pre-School Youth & Diagnostic Center	449 N. DuPont Hwy Dover	Wanda Perry	Kent	18-Aug	1:00

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Location	Address	Contact	County	Walk-Through	
State Police Community Relation Building	Rt. 13 North - 1441 DuPont Hwy Dover	Wanda Perry	Kent	18-Aug	2:00
State Police Crime Lab	Rt. 13 North - 1441 DuPont Hwy Dover	Wanda Perry	Kent		
State Police Garage	Rt. 13 North - 1441 DuPont Hwy Dover	Wanda Perry	Kent		
State Police Headquarters	Rt. 13 North - 1441 DuPont Hwy Dover	Wanda Perry	Kent		
William Penn Building - OIS	801 Silver Lake Boulevard Dover	Wanda Perry	Kent	18-Aug	3:00
Rose Cottage	102 S. State St. Dover	Wanda Perry	Kent	19-Aug	9:00
Murphy House	417 S. State St. Dover	Wanda Perry	Kent	19-Aug	10:00
Eden Hill - Administration of Courts	836 West North St. Dover	Steve Taylor Darlene Klenoski & Jeannie Balke	Kent	19-Aug	11:00
W.A.R. Building	60 The Plaza Dover	Wanda Perry	Kent	19-Aug	12:00
Sykes Building	45 The Green Dover	Wanda Perry	Kent	19-Aug	1:00
Supreme Court Building	55 The Green Dover	Wanda Perry	Kent	19-Aug	2:00
JP Court 7/16	480 Bank Lane Dover	Wanda Perry	Kent	19-Aug	3:00
Massey Station	516 W. Loockerman Street Dover	Wanda Perry	Kent	22-Aug	9:00
Kent County Family Court	400 Court Street Dover	Wanda Perry	Kent	22-Aug	10:00
James Williams Service Center	805 River Rd. Dover	Wanda Perry	Kent	22-Aug	11:00
Capitol Police	150 William Penn Street Dover	Wanda Perry	Kent	22-Aug	12:00
State Police - Bureau of Identification	655 Bay Rd. Dover	Kim Cuffee	Kent	22-Aug	1:00
State Police - Starlifter Complex	34 Starlifter Rd Dover	Kim Cuffee	Kent	22-Aug	2:00
Dover Inspection Lane	303 Transportation Circle Dover	Wanda Perry	Kent	22-Aug	3:00

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Location	Address	Contact	County	Walk-Through	
Maintenance Facility	192 Transit Lane Dover	Wanda Perry	Kent	23-Aug	9:00
Public Safety Building	303 Public Safety Blvd. Dover	Wanda Perry	Kent	23-Aug	10:00
Agriculture Building & New Lab	2320 South DuPont Highway Dover	Wanda Perry	Kent	23-Aug	11:00
State Communications	3036 Upper King Rd Dover	Wanda Perry	Kent	23-Aug	12:00
State Police Troop #3	3036 Upper King Rd Dover	Wanda Perry	Kent		
State Police Troop #3 Maintenance Garage	3036 Upper King Rd Dover	Wanda Perry	Kent		
Milford - Arms Annex	13 SW Front St. Milford	John Fox	Kent	24-Aug	9:00
Milford - RiverWalk	253 NE Front St. Milford	John Fox	Kent	24-Aug	10:00
Milford - Walnut Street	18 N. Walnut St. Milford	John Fox	Kent	24-Aug	11:00
Stevenson House Detention Center	700 N. DuPont Hwy. Milford	Scott Carson	Kent	24-Aug	12:00
Bridgeville	North Cannon and Mill Streets Bridgeville	John Fox	Sussex	25-Aug	9:00
Shipley	350 Virginia Ave. Seaford	John Fox	Sussex	25-Aug	11:00
Laurel	31039 North Poplar Street Laurel	John Fox	Sussex	25-Aug	1:30
Thurman Adams (Georgetown)	546 S. Bedford St. Georgetown	John Fox	Sussex	26-Aug	1:00
Pyle	Omar Roxana Rd. Frankford	John Fox	Sussex	26-Aug	3:00
DOJ - Dover	102 W. Water Street Dover		Kent		
Ellendale Crisis Management	700 Main St. Ellendale	John Fox	Sussex		
Stockley Campus - State Medical Examiner Complex	26310 Waples Way Georgetown	John Fox	Sussex		
DOJ - Georgetown	114 East Market St Georgetown		Sussex		
Stockley Campus - Wellness Center	23421 Lloyd Lane Georgetown	John Fox	Sussex		

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