



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

March 1, 2012

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER  
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: Michael Bacu  
State Contract Procurement Officer  
302-857-4522

SUBJECT: **AWARD NOTICE, Addendum #1**  
**CONTRACT NO. GSS11612-JANITORIAL**  
Janitorial Services

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**TABLE OF CONTENTS  
OF  
KEY CONTRACT INFORMATION**

1. **MANDATORY USE CONTRACT:**..... 2

2. **CONTRACT PERIOD:** ..... 2

3. **VENDORS:** ..... 2

4. **SHIPPING TERMS:** ..... 2

5. **DELIVERY AND PICKUP:**..... **Error! Bookmark not defined.**

6. **PRICING:**..... 3

**ADDITIONAL TERMS AND CONDITIONS**..... 5



**KEY CONTRACT INFORMATION**

**1. MANDATORY USE CONTRACT:**

[\(Return to Table of Contents\)](#)

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

**2. CONTRACT PERIOD:**

[\(Return to Table of Contents\)](#)

Each contractor's contract shall be valid for a one (1) year period from March 1, 2012 through February 28, 2013. Each contract may be renewed for three (3) additional one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

**3. VENDORS:**

[\(Return to Table of Contents\)](#)

<p><b>Mid-Atlantic Services, A-Team Corp.</b> P.O. Box 708 Seaford, DE 19973</p> <p>Attn: Rosemary Everton Phone: (302) 628-3403</p> <p>FSF ID#: 0000026188</p>
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**4. SHIPPING TERMS:**

[\(Return to Table of Contents\)](#)

F.O.B. destination.

**5. PRICING:**

[\(Return to Table of Contents\)](#)

Prices will remain firm for the term of the contract year.

DFM LOCATIONS	DAYS PER WEEK	MONTHLY COST
Agriculture Building & New Lab	5	\$3,017.55
Capitol Police	3	\$329.38
DEMA	6	\$5,209.65
Dover Inspection Lane	3	\$468.45
Fire Marshall Office	5	\$896.32
James Williams Service Center	5	\$5,189.38
JP Court #8	2	\$415.11
JP Court 7/16	6	\$1,807.85
Kent County Family Court	5	\$2,814.51
Kent County Fire School	5	\$2,208.45
Maintenance Facility	3	\$468.45
Massey Station	5	\$1,047.85
Murphy House	2	\$415.11
Pre-School Youth & Diagnostic Center	3	\$568.45
Public Safety Building	5	\$3,420.58
Rose Cottage	3	\$568.45
State Communications	3	\$557.55
State Police Bureau of Identification	5	\$1,502.40
State Police Community Relation Building	3	\$423.91
State Police Crime Lab	3	\$468.45
State Police Garage	3	\$468.45
State Police Headquarters	3	\$657.54
State Police Troop #3	6	\$1,499.96
State Police Troop #3 Maintenance Garage	1	\$132.71
Supreme Court Building	5	\$896.33
Sykes Building	5	\$844.82
W.A.R. Building	3	\$457.33
William Penn Building – OIS	5	\$3,723.60
DOJ LOCATIONS	DAYS PER WEEK	MONTHLY COST
DOJ – Dover		\$1,299.36
DOJ – Georgetown		\$1,377.34
DSP LOCATIONS	DAYS PER WEEK	MONTHLY COST
State Police – Starlifter Complex		1,893.90
COURTS LOCATIONS	DAYS PER WEEK	MONTHLY COST
Eden Hill	5	\$326.65

Award Notice  
 Contract No.: GSS11612-JANITORIAL

DHSS LOCATIONS	DAYS PER WEEK	MONTHLY COST
Ashley Manor	5	944.24
Churchmans – 84A & 84B	5	5,300.31
DSAMH	5	1,095.71
DeLa Warr	5	1,095.76
Hudson	5	4,088.18
Northeast	5	2,459.40
Porter	5	1,853.33
Thurman Adams (Georgetown)	5	6,224.85
Bridgeville	5	493.04
Milford – Arms Annex	5	2,094.55
Milford – Walnut Street	5	2,143.00
Milford – RiverWalk	5	2,430.91
Shipley	5	2,060.42
Pyle	5	1,942.96
Laurel	5	1,077.89
Ellendale Crisis Management		483.89
Stockley Campus – State Medical Examiner Complex	3	621.45
Stockley Campus – Wellness Center	3	906.36
DSCYF LOCATIONS	DAYS PER WEEK	MONTHLY COST
DSCYF Adminstation Bldgs.	Please refer to the Site Specifications for requirements.	\$2,011.43
Cleveland White School		\$622.50
DSCYF Training Academy		Per Diem
Ferris School		\$1,872.50
New Castle Detention Center		\$1,039.17
Grace Cottage		\$369.17
Snowden Cottage		\$369.17
Mowlds Cottage		\$369.17
Terry Children’s Center		\$1,739.69
Stevenson House Detention Center		\$1,807.50

**PER DIEM DEDUCTIONS ONLY**

DSCYF LOCATIONS		PER DIEM COST
DSCYF Administration Bldgs.		\$0.00
Cleveland White School		\$41.52
DSCYF Training Academy *		\$27.68
Ferris School		\$0.00
New Castle Detention Center		\$83.04
Grace Cottage		\$0.00
Snowden Cottage		\$0.00
Mowlds Cottage		\$0.00
Terry Children's Center		\$0.00
Stevenson House Detention Center		\$36.00

\*The DSCYF Training Academy is a per diem cost based on days cleaned. There is no set monthly cost for this facility.

CITY OF NEWARK LOCATIONS	DAYS PER WEEK	MONTHLY COST
Municipal Building	5	\$2,232.05
Newark Police Department	5	\$3,179.09
George Wilson Community Center	6	\$982.13
Maintenance Complex	5	\$792.73
Newark Parking Office	5	\$516.36

**ADDITIONAL TERMS AND CONDITIONS**

[\(Return to Table of Contents\)](#)

**6. BILLING:**

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

**7. PAYMENT:**

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

**8. PRODUCT SUBSTITUTION:**

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

**9. ORDERING PROCEDURE:**

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

**10. 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 Company.

**11. HOLD HARMLESS:**

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

**12. NON-PERFORMANCE:**

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

**13. FORCE MAJEURE:**

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

**14. AGENCY'S RESPONSIBILITIES:**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented

by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.

- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm
- e. that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- f. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.

## **15. SCHEDULE**

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

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

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.

#### **16. 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.

#### **17. 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.

#### **18. 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

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.**

## **19. 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.
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.

## **20. 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.

## **21. 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.

## **22. 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.

## **23. 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).

## **24. 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.
- g. **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.

## **25. 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.

## **26. 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 but 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.

## **27. 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.

## **28. 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 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 1<sup>st</sup> and 2<sup>nd</sup> floor – sweep floors, wipe off counter tops and sinks.
- e. Stairwells

### **29. WEEKLY WALK-THRU**

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.

### **30. 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.

### **31. 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.

### **32. STATE SERVICE CENTER ADDITIONAL REQUIREMENTS**

- 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.

### **33. 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.