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: Theresa Newman
State Contract Procurement
302-857-4552

SUBJECT: **AWARD NOTICE, Addendum #18 – Effective August 6, 2014**
CONTRACT NO. GSS11612-JANITORIAL
Janitorial Services

TABLE OF CONTENTS
OF
KEY CONTRACT INFORMATION

1. MANDATORY USE CONTRACT: 3
2. CONTRACT PERIOD: 3
3. VENDORS: 3
4. SHIPPING TERMS: 3
5. PRICING: 4
ADDITIONAL TERMS AND CONDITIONS..... 10

GOVERNMENT SUPPORT SERVICES – CONTRACTING
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

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.

This contract has been extended through February 28, 2014 under the same pricing, terms and conditions.

This contract has been extended through February 28, 2015 under the same pricing, terms and conditions.

This contract has been extended through February 29, 2016 under the same pricing, terms and conditions with an increase of pricing not to exceed 3%.

3. VENDORS

(Return to Table of Contents)

Mid-Atlantic Services, A-Team Corp.
P.O. Box 708
Seaford, DE 19973

Attn: Rosemary Everton
Phone: (302) 628-3403

FSF ID#: 0000026188

4. SHIPPING TERMS

F.O.B. destination.

5. PURCHASE ORDERS

Agencies are required to identify the contract number GSS11612-JANITORIAL on all Purchase Orders (P.O) and shall complete the same when entering P.O. information in the State's Financial Reporting System.

(Return to Table of Contents)

6. PRICING

(Return to Table of Contents)

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

DFM LOCATIONS	DAYS PER WEEK	Pricing Effective Through 2/28/2015 MONTHLY COST	Effective 3/1/2015 – 2/28/2015 MONTHLY COST
Agriculture Building & New Lab	5	$3,017.55	$3,108.08
Capitol Police	3	$329.38	$339.26
DEMA	6	$5,209.65	$5,365.94
Dover Inspection Lane	3	$468.45	$482.50
Fire Marshall Office	5	$896.32	$923.21
James Williams Service Center	5	$5,189.38	$5,345.06
JP Court #8	2	$415.11	$427.56
JP Court 7/16	6	$1,807.85	$1,862.09
Kent County Family Court	5	$2,814.51	$2,898.95
Kent County Fire School (Monday-Friday)	5	$2,208.45	$2,274.70
Maintenance Facility	3	$468.45	$482.50
Massey Station	5	$1,047.85	$1,079.29
Murphy House	2	$415.11	$427.56
Pre-School Youth & Diagnostic Center	3	$568.45	$585.50
Public Safety Building	5	$3,420.58	$3,523.20
Rose Cottage	3	$568.45	$585.50
State Communications	3	$557.55	$574.28
State Police Bureau of Identification	5	$1,502.40	$1,547.47
State Police Community Relation Building	3	$423.91	$436.63
State Police Crime Lab	3	$468.45	$482.50
State Police Garage	3	$468.45	$482.50
State Police Headquarters	3	$657.54	$677.27
State Police Troop #3	6	$1,499.96	$1,544.96
State Police Troop #3 Maintenance Garage	1	$132.71	$136.69
Supreme Court Building	5	$896.33	$923.22
Sykes Building	5	$844.82	$870.16
W.A.R. Building	3	$457.33	$471.05
William Penn Building – OIS	5	$3,723.60	$3,835.31
DFM LOCATIONS	**DAYS PER WEEK**	**PER DIEM COST**	**PER DIEM COST**
Kent County Fire School (Weekends). Applicable if weekend service is provided.	2	$145.00	$149.35
DOJ LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**	**MONTHLY COST**
DOJ – Dover		$1,299.36	$1,338.34
DOJ – Georgetown		$1,377.34	$1,418.66

DSP LOCATIONS	DAYS PER WEEK	MONTHLY COST	MONTHLY COST
State Police – Starlifter Complex		1,893.90	$1,950.72
COURTS LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**	**MONTHLY COST**
Eden Hill	5	$326.65	$336.45
DHSS LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**	**MONTHLY COST**
Ashley Manor	5	$944.24	$972.57
Churchmans – 84A & 84B	5	$5,300.31	$5,459.32
DSAMH	5	$1,095.71	$1,128.58
DeLa Warr	5	$1,095.76	$1,128.63
Hudson	5	$4,088.18	$4,210.83
Northeast	5	$2,459.40	$2,533.18
Porter	5	$1,853.33	$1,908.93
Thurman Adams (Georgetown)	5	$6,224.85	$6,411.60
Bridgeville	5	$493.04	$507.83
Milford – Arms Annex	5	$2,094.55	$2,157.39
Milford – Walnut Street	5	$2,143.00	$2,207.29
Milford – RiverWalk	5	$2,430.91	$2,503.84
Shipley	5	$2,060.42	$2,122.23
Pyle	5	$1,942.96	$2,001.25
Laurel	5	$1,077.89	$1,110.23
Ellendale Crisis Management		$483.89	$498.41
Stockley Campus – State Medical Examiner Complex	3	$621.45	$640.09
Stockley Campus – Wellness Center	3	$906.36	$933.55
DNREC LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**	**MONTHLY COST**
Lukens Drive (Site Investigation & Restoration)	5	$1712.00	$1,763.36
Mosquito Control Headquarters Building	1	$173.32	$178.52
Aquatic Resource Education Center	1	$284.54	$293.08
Mallard Lodge	1	$284.54	$293.08
McKay House	1	$142.27	$146.54
DNREC State Park Office, Dover	3	$292.67	$301.45
DOS LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**	**MONTHLY COST**
New Castle Co. Courthouse Museum	2	$226.70	$233.50

DSCYF LOCATIONS	DAYS PER WEEK	MONTHLY COST	MONTHLY COST
DSCYF Administration Bldgs.	Please refer to the Site Specifications for requirements.	$2,011.43	$2,071.77
Education Center		$884.21	$910.74
DSCYF Training Academy		Per Diem	Per Diem
Ferris School		$1872.50	$1,928.68
New Castle Detention Center		$1,039.17	$1,070.35
Grace Cottage		$369.17	$380.25
Snowden Cottage		$369.17	$380.25
Mowlds Cottage		$369.17	$380.25
Silver Lake Treatment Center		$992.77	$1,022.55
Terry Children's Center		$1,739.69	$1,791.88
Stevenson House Detention Center		$1,807.50	$1,861.73

PER DIEM DEDUCTIONS ONLY

DSCYF LOCATIONS		PER DIEM COST	PER DIEM COST
DSCYF Administration Bldgs.		$0.00	$0.00
DSCYF Training Academy *		$27.68	$28.51
Ferris School		$89.88	$92.58
New Castle Detention Center		$83.04	$85.53
Grace Cottage		$0.00	$0.00
Snowden Cottage		$0.00	$0.00
Mowlds Cottage		$0.00	$0.00
Terry Children's Center		$0.00	$0.00
Stevenson House Detention Center		$36.00	$37.08

*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	MONTHLY COST
Municipal Building	5	$2,232.05	$2,299.01
Newark Police Department	5	$3,179.09	$3,274.46
George Wilson Community Center	6	$982.13	$1,011.59
Maintenance Complex	5	$792.73	$816.51
Newark Parking Office	5	516.36	$531.85

DOC LOCATIONS	DAYS PER WEEK	MONTHLY COST	MONTHLY COST
P&P Sussex Day Reporting Center	3	$450.00	$463.50
P&P Townsend Building Georgetown	5	$2028.43	$2089.28

DFM LOCATIONS	DAYS PER WEEK	MONTHLY COST	MONTHLY COST
Agriculture Building & New Lab	5	$3,017.55	$3,108.08
Capitol Police	3	$329.38	$339.26
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Stevenson House Detention Center		$36.00	$37.08

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P&P Sussex Day Reporting Center	3	$450.00	$463.50

ADDITIONAL TERMS AND CONDITIONS

(Return to Table of Contents)

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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, and DTI, 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.

DTI Criminal Background Check. The DTI criminal background check (CBC) process only applies to janitorial personnel working at DTI facilities – William Penn Bldg (Dover), Biggs (New Castle), and DTI North (900 King Hwy, Wilmington).

- A company contacts DTI facility coordinator and provides contact info of the new contractor
- DTI facility coordinator forwards the info to the Security Office
- Security Office emails the new contractor instruction on how to complete their CBC

DTI CBC process for non-FTE (Full Time Equivalent) Employees:
Online (non-fingerprint) based application where a contractor enters their information and submits payment of $45.05 (or current amount). Security Office is notified of the results in about 2-3 business days. A clearance decision is made and communicated to the DTI facility coordinator who relays the decision to the company.

Individual State Agency's clearance policy would dictate the requirements of their CBC process.

20. 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.

21. 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.

22. 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.

23. 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.

24. 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).

25. 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.

26. 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.

27. 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.

28. 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.

29. 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

30. 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.

31. 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.

32. EQUIPMENT

Vacuum – Hoover Model 40100100A or approved equal. Bags must be of the disposable type that raps 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.

33. 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.

34. 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.

34. ADDITIONAL SITE SPECIFICATIONS

Site Specifications
Stevenson House Detention Center
Revised 4-13-12 (No Price Adjustment)

A. Location

Dupont Hwy, Milford

B. Daily

1. Empty all trash cans daily and change liners as needed.
2. Recyclables (Green Cans) to be emptied on Fridays or as needed.
3. Clean glass at building entrance and lobby
4. Vacuum entrance mats.
5. Dust mop hard surface floors to include Medical
6. Wet mop hard surface floors to include Medical
7. Clean counters, tables, microwaves and sinks in break room and administration areas.
8. Damp wipe desks and chairs in classrooms only
9. Clean all water fountains.
10. Complete minor task recorded in maintenance request log (In maintenance closet).
    Note: For pricing purposes, assume that requests will total ½ hour for one person per day to complete.
11. Clean and disinfect restrooms
12. Clean and disinfect medical area

C. TWICE WEEKLY Tuesday and Thursday

1. Vacuum all carpeted areas (administration and education offices, common areas, medical and dental areas, conference rooms and library).
2. Dust mop and wet mop main corridor and control room

D. WEEKLY

1. Dust cabinets, desks, chairs, office machines (excluding computers and screens), bookcases, shelves, tables, ledges and vending machines.
2. Thursdays clean dental area and 2 showers in the intake area for infection control.
3. Spot clean glass along main corridor and control room area.

E. Additional Requirements

Cleaning services will be scheduled daily Monday through Friday between 2:00 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.

Site Specifications
DNREC Site Investigation and Restoration Section

A. Location

391 Lukens Drive
New Castle, DE 19720

B. Daily

1. Dust mop and damp mop all hard floors including kitchen floor
2. Vacuum conference rooms and hallway carpeted areas
3. Dusting (under 6 ft):
    i. All Furniture, filing cabinets, fixtures, tables, etc.
    ii. Window sills and ledges
    iii. Vending Areas
4. Empty all trash, replace liners, clean and sanitize trash receptacles as needed.
5. Empty all recycle trash weekly or as needed. Large recycle containers to be set outside every other Friday
6. Restrooms:
    i. Clean urinals and commodes inside and out
    ii. Clean sinks inside and out
    iii. Clean all fixtures
    iv. Clean showers and locker rooms
    v. Clean walls around sinks, urinals and commodes
    vi. Clean mirrors
7. Clean water fountains, dump, clean and sanitize overflow drain
8. Clean all interior and exterior door glass

C. Twice Weekly

1. Vacuum all offices and cubicles

D. Monthly

1. Dusting (over 6 ft):
    i. Door Casings
    ii. Fire Alarm Bells
    iii. Partitions and paneling
2. Damp wipe vinyl furniture
3. Polish all leather furniture

E. Quarterly

1. Dusting:
    i. Venetian blinds
    ii. Vents, grids, grill, ducts & surrounding areas
    iii. Light fixtures (wall scones, chandeliers, etc.)
2. Washing
    i. Tables, countertops, stools, etc
    ii. Exterior of lockers
    iii. Restroom walls (ceiling to floor)
    iv. Partitions (all sides)
    v. Inside and outside of ceiling lights
    vi. Light fixtures (wall scones, chandeliers, etc.)

Site Specifications
Mosquito Control Headquarters
Division of Fish & Wildlife

A. Location

1161 Airport Road, Milford

B. Weekly

1. Empty all trash cans and change liners as needed.
2. Clean glass at building entrance and lobby
3. Dust cabinets, desks, office machines, bookcases in main office building.
4. Vacuum entrance mat and carpeted offices in main office building.
5. Wet mop hard surface floors including main office, restrooms, & break room.
6. Clean counters and sink in break room.
7. Clean and disinfect restrooms.

C. Yearly

1. Strip and wax floor in main office at an additional cost of $300.00.

Site Specifications
DNREC Fish and Wildlife
McKay House

A. Location

6180 Haypoint Landing Road
Smyrna, DE 19977

B. Weekly

1. Vacuum all carpeted areas and spot clean as needed
2. Sweep/dust mop and wet mop any other uncarpeted areas
3. Complete cleaning of all bathrooms, including cleaning mirrors and walls, sanitizing inside and outside of all toilets, urinals, showers and sinks
4. Refill all paper towels and toilet paper holders
5. Do high and low dusting, including furniture, window sills, baseboards and counter tops
6. Completely clean kitchen area, including sinks (upon absence of dishes) and counter tops.
7. Empty all trash and replace can liners

Site Specifications
DNREC Fish and Wildlife

Mallard Lodge

A. Location

4876 Haypoint Landing Road
Smyrna, DE 19977

B. Weekly

1. Vacuum all area rugs and carpets and spot clean carpet as needed
2. Sweep/dust mop all uncarpeted areas on all three floors.
3. Complete cleaning of all 8 bathrooms (4 on ground floor, 2 on second floor and two on third floor), including floors, mirrors and walls, and sanitizing inside and outside of all toilets, urinals, showers and sinks (this includes the tile floor and wall areas and all fixtures in the newly-added handicapped-access bathroom off the ground floor lobby).
4. Clean kitchen sinks, countertops and flooring.
5. Refill all paper towel and toilet paper holders and restock paper goods stored in supply closets (on ground floor off dining room and in second floor women's bathroom)
6. Do high and low dusting, including furniture, window sills, baseboards and woodwork.
7. Wipe down switch plates, doors, counter tops and walls.
8. Empty the recycling bin and all trash bins and replace the trash can liners for each
9. Evaluate Lodge condition relative to user group checklist form provided and inform ARE staff of any problems with how the lodge was left.

C. As Needed (3-4 times a year)

1. Clean glass of sliding doors inside and out and dust all window blinds
2. Vacuum dirt that accumulates in hardwood flooring grooves.

Site Specifications
DNREC Fish and Wildlife
Aquatic Resources Education Center

A. Location

4876 Haypoint Landing Road
Smyrna, DE 19977

B. Weekly

1. Vacuum all carpeted areas and spot clean carpet as needed.
2. Sweep/dust mop and wet mop foyer, kitchen, bathrooms and any other uncarpeted floors.
3. Complete cleaning of all bathrooms, including cleaning mirrors, and walls, and sanitizing inside and outside of all toilets, urinals, showers, and sinks.
4. Refill all paper towel and toilet paper holders
5. Do high and low dusting, including furniture, window sills, baseboards, and woodwork
6. Completely clean kitchen area, including sanitizing sinks and counter tops
7. Empty all trash and replace trash can liners.

C. As Needed (3-4 times a year)

1. Dust all window blinds
2. Wipe down switch plates, doors, and woodwork.

Site Specifications
P&P Sussex Day Reporting Center

A. LOCATION

22883 Dupont Blvd.
Georgetown, DE 19947

B. BUILDING SPECS

Usable Sq. Feet: 4160
-Vinyl: 697
-Carpet: 3463 -Restroom Sq. Feet (Vinyl): 150
-Restroom Sq. Feet (Ceramic): N/A Total
Cleanable Square Feet: 4160

C. FREQUENCY

1. Sweeping, dust mopping and wet mopping (uncarpeted areas): 3x per Week
2. Vacuuming (carpeted areas) 3x per Week
3. Trash removal: 3x per Week
4. Cleaning and disinfecting: 3x per Week
5. Polishing: 3x Per Week
6. Dusting:
   a. All furniture and fixtures – remove fingerprints; window sills, ledges etc. 3x per Week
   b. 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. Weekly
   c. Clean and polish all brass; dust venetian blinds; pour clean water in all floor drains; clean and sanitize all interior of holding cells. Weekly
7. Buff all vinyl floors. Monthly
8. Strip, Seal and Wax vinyl tile floors. Semi-Annually

Site Specifications
DNREC State Park Office

A. LOCATION

152 S. State St.
Dover, DE 19901

B. DAYS OF SERVICE

Cleaning service will be provided three days a week after 5pm.

C. EQUIPMENT AND SUPPLIES PROVIDED

All paper goods, soap, liners, cleaning materials, tools, and equipment will be provided by Mid Atlantic Services.

D. SCOPE OF WORK (3 times per week)

- Clean all entrance door glass.
- Wipe down all entrance area furniture.

- Empty and replace liners in all receptacles
- Remove dirt/dust, and wet mop all hard surfaces.
- Vacuum all carpeted areas
- Sanitize all countertops.
- Dust all surfaces under 6' including window blinds, ledges, and desks
- Sanitize restrooms to include, restocking of all paper products/hand soap, clean all fixtures, partitions, and toilets/urinals, removing dirt/dust and wet mopping floor surface, clean all glass mirrors.

Site Specifications
DSCYF Administration Buildings
(Main #2 and Murphy Cottage #1)
Revised 10/1/2013

A. LOCATION
   i. Faulkland Road,
      Wilmington, DE
B. DAILY
   i. Empty trash cans and recyclables daily. Change can liners, as needed.
   ii. Vacuum entrance mate and Cabinet Secretary's office
   iii. Dust mop or sweep all hard surface floors, and wet mop
   iv. Clean/sanitize water fountains
   v. 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.
   vi. Clean restrooms
   vii. Clean all break room countertops, sinks, and faucets
C. WEEKLY
   i. Vacuum all carpeted areas three times per week
   ii. Dust all surfaces below 6' two times per week
D. MONTHLY RESPONSIBILITIES
   i. Sweep all stairwells
   ii. Clean and disinfect shower areas
E. QUARTERLY REQUIREMENTS
   i. Clean all lights and vents
F. ADDITIONAL REQUIREMENTS
   i. 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.
G. RATE REQUIREMENTS
   i. Monthly price

Site Specifications
DSCYF Education Center
1825 Faulkland Road
Wilmington, DE 19805
Revised 1/2/2014

A. LOCATION
   ii. DSCYF New Castle County Campus
B. DAILY CLEANING RESPONSIBILITIES
   i. Empty trash cans and recyclables. Change can liners when necessary
   ii. Vacuum entrance area and entrance mats
   iii. Dust mop or sweep hard surface floor areas
   iv. Clean and sanitize all water fountains
   v. Clean restrooms
   vi. Clean break room countertops, sinks and faucets

vii. Complete minor cleaning tasks as specified in maintenance request log. These tasks should only require approximately ½ hour per day to complete.

C. OTHER CLEANING RESPONSIBILITIES
   i. Vacuum carpeted common areas twice per week.
   ii. Vacuum conference room once per week, minimum
   iii. Wet mop hard surface floors once per week
   iv. Wipe down student desks once per month.

D. SCHEDULING
   i. Specific hours to be determined. Generally, the expectation is for this building to be cleaned last.

Site Specifications
Silver Lake Treatment Center – DSCYF

A. LOCATION
   i. 493 E. Main St. Middletown, DE 19709

B. DAYS OF SERVICE
   i. Cleaning service will be provided three times a week M,W, and F after 3pm.

C. EQUIPMENT AND SUPPLIES PROVIDED
   i. All paper goods, soap, and liners will be provided by Silver Lake Treatment Center. All cleaning materials, tools, and equipment will be provided by Mid Atlantic Services.

D. SCOPE OF GENERAL WORK
   i. Clean all interior glass surfaces.
   ii. Empty and replace liners in all receptacles
   iii. Remove dirt/dust, and wet mop all hard surfaces.
   iv. Vacuum all carpeted areas.
   v. Sanitize all desk, countertops, and light switches.
   vi. Sanitize restrooms to include, restocking of all paper products/hand soap, clean all fixtures, partitions, and toilets/urinals, removing dirt/dust and wet mopping floor surface, clean ail glass mirrors.

E. MONTHLY
   i. Dust all surfaces under 6' including window blinds and ledges.

F. PROJECT WORK (AS REQUESTED/BILLED SEPERATELY)
   i. Buffing of VCT flooring to include workroom, dining area, and activity room.
   ii. Stripping and re waxing of all VCT.