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 #23 – Effective March 1, 2015- Price Increase Correction**
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..... 7

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 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	Effective 3/1/2015 – 2/28/2016 MONTHLY COST
Agriculture Building & New Lab	5	3108.0765
Capitol Police	3	339.2614
DEMA	6	5365.9395
Dover Inspection Lane	3	482.5035
Fire Marshall Office	5	923.2096
James Williams Service Center	5	5345.0614
JP Court #8	2	427.5633
JP Court 7/16	6	1862.0855
Kent County Family Court	5	2898.9453
Kent County Fire School (Monday-Friday)	5	2274.7035
Maintenance Facility	3	482.5035
Massey Station	5	1079.2855
Murphy House	2	427.5633
Office of the Chief Medical Examiner	5	3071.1201
Pre-School Youth & Diagnostic Center	3	585.5035
Public Safety Building	5	3523.1974
Rose Cottage	3	585.5035
State Communications	3	574.2765
State Police Bureau of Identification	5	1547.472
State Police Community Relation Building	3	436.6273
State Police Crime Lab	3	482.5035
State Police Garage	3	482.5035
State Police Headquarters	3	677.2662
State Police Troop #3	6	1544.9588
State Police Troop #3 Maintenance Garage	1	136.6913
Supreme Court Building	5	923.2199
Sykes Building	5	870.1646
W.A.R. Building	3	471.0499
William Penn Building – OIS	5	3835.308
DFM LOCATIONS	**DAYS PER WEEK**	**PER DIEM COST**
Kent County Fire School (Weekends). Applicable if weekend service is provided.	2	$149.35
DOJ LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**
DOJ – Dover		1338.3408

DOJ – Georgetown		1418.6602
Eden Hill Court	5	336.4495
Child Advocate	1	171.1654
Public Defender Office- Citizens Bank Building	5	1031.236
DSP LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**
State Police – Starlifter Complex		1950.717
Troop 7	5	928.8437
DHSS LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**
Ashley Manor	5	972.5672
Churchmans – 84A & 84B	5	5459.3193
DSAMH	5	1128.5813
DeLa Warr	5	1128.6328
Hudson	5	4210.8254
Northeast	5	2533.182
Porter	5	1908.9299
Thurman Adams (Georgetown)	5	6411.5955
Bridgeville	5	507.8312
Arms Annex-Milford	5	2157.3865
Walnut Street - Milford	5	2207.29
RiverWalk - Milford	5	2503.8373
Shipley	5	2122.2326
Pyle	5	2001.2488
Laurel	5	1110.2267
Ellendale Crisis Management		498.4067
Stockley Campus – State Medical Examiner Complex	2	640.0935
Stockley Campus – Wellness Center	3	933.5508
Stockley Campus - ARMS	2	323.9041
TASC Georgetown	2	374.01
TASC Dover	1	$199.33
DNREC LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**
Lukens Drive (Site Investigation & Restoration)	5	1763.36
Mosquito Control Headquarters Building	1	178.5196
Aquatic Resource Education Center	1	293.0762
Mallard Lodge	1	293.0762
McKay House	1	146.5381
DNREC State Park Office, Dover	3	301.4501
Stone Tavern	1	306.2499
Fisheries Office	1	377.6701
Shoreline and Water Management	1	422.1455

Groundwater Discharge Office	1	299.3592
Air Resource Section - Blue Hen Mall	5	1302.5998
Indian River Marina per Cottage	Per Diem	66.95
St. Jones Reserves	1	447.8646
Blackbird Creek Reserve	1/bi-Weekly	237.209
Little Creek Hunter Ed Center	1/month	82.915
Soil and Water Conservation Building –Georgetown	2	532.4585
DOS LOCATIONS	**DAYS PER WEEK**	**MONTHLY COST**
New Castle Co. Courthouse Museum	2	$233.50
Public Advocate Office	1	$192.64

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

PER DIEM DEDUCTIONS ONLY

DSCYF LOCATIONS		PER DIEM COST
DSCYF Administration Bldgs.		$0.00
DSCYF Training Academy *		$28.51
Ferris School		$92.58
New Castle Detention Center		$85.53
Grace Cottage		$0.00
Snowden Cottage		$0.00
Mowlds Cottage		$0.00
Terry Children's Center		$0.00
Stevenson House Detention Center		$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
Municipal Building	5	$2,299.01
Newark Police Department	5	$3,274.46
George Wilson Community Center	6	$1,011.59
Maintenance Complex	5	$816.51
Newark Parking Office	5	$531.85

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

DOL LOCATIONS	DAYS PER WEEK	MONTHLY COST
Windsor Building	5	$515.00

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.

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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
i. Dupont Hwy, Milford

B. Daily

i. Empty all trash cans daily and change liners as needed.
ii. Recyclables (Green Cans) to be emptied on Fridays or as needed.
iii. Clean glass at building entrance and lobby
iv. Vacuum entrance mats.
v. Dust mop hard surface floors to include Medical
vi. Wet mop hard surface floors to include Medical
vii. Clean counters, tables, microwaves and sinks in break room and administration areas.
viii. Damp wipe desks and chairs in classrooms only
ix. Clean all water fountains.
x. 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.
xi. Clean and disinfect restrooms
xii. Clean and disinfect medical area

C. TWICE WEEKLY Tuesday and Thursday

i. Vacuum all carpeted areas (administration and education offices, common areas, medical and dental areas, conference rooms and library).

ii. Dust mop and wet mop main corridor and control room

D. WEEKLY

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

E. ADDITIONAL REQUIREMENTS

i. 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 EQUIPMENT

i. 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

i. 391 Lukens Drive
New Castle, DE 19720

B. DAILY

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

C. TWICE WEEKLY

i. Vacuum all offices and cubicles

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

E. QUARTERLY

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

Site Specifications
Mosquito Control Headquarters
Division of Fish & Wildlife

A. LOCATION
i. 1161 Airport Road, Milford

B. WEEKLY
i. Empty all trash cans and change liners as needed.
ii. Clean glass at building entrance and lobby
iii. Dust cabinets, desks, office machines, bookcases in main office building.
iv. Vacuum entrance mat and carpeted offices in main office building.
v. Wet mop hard surface floors including main office, restrooms, & break room.
vi. Clean counters and sink in break room.
vii. Clean and disinfect restrooms.

C. YEARLY

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

Site Specifications
DNREC Fish and Wildlife
McKay House

A. LOCATION

i. 6180 Haypoint Landing Road Smyrna, DE 19977

B. WEEKLY

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

Site Specifications
DNREC Fish and Wildlife
Mallard Lodge

A. LOCATION

i. 4876 Haypoint Landing Road Smyrna, DE 19977

B. WEEKLY

i. Vacuum all area rugs and carpets and spot clean carpet as needed
ii. Sweep/dust mop all uncarpeted areas on all three floors.
iii. 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).
iv. Clean kitchen sinks, countertops and flooring.
v. 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)
vi. Do high and low dusting, including furniture, window sills, baseboards and woodwork.
vii. Wipe down switch plates, doors, counter tops and walls.
viii. Empty the recycling bin and all trash bins and replace the trash can liners for each
ix. 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)

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

Site Specifications
DNREC Fish and Wildlife
Aquatic Resources Education Center

A. LOCATION

i. 4876 Haypoint Landing Road Smyrna, DE 19977

B. WEEKLY

i. Vacuum all carpeted areas and spot clean carpet as needed.
ii. Sweep/dust mop and wet mop foyer, kitchen, bathrooms and any other uncarpeted floors.
iii. Complete cleaning of all bathrooms, including cleaning mirrors, and walls, and sanitizing inside and outside of all toilets, urinals, showers, and sinks.
iv. Refill all paper towel and toilet paper holders
v. Do high and low dusting, including furniture, window sills, baseboards, and woodwork
vi. Completely clean kitchen area, including sanitizing sinks and counter tops

vii. Empty all trash and replace trash can liners.

C. AS NEEDED (3-4 times a year)

i. Dust all window blinds
ii. Wipe down switch plates, doors, and woodwork.

Site Specifications
P&P Sussex Day Reporting Center

A. LOCATION

i. 22883 Dupont Blvd. Georgetown, DE 19947

B. BUILDING SPECS

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

C. FREQUENCY

i. Sweeping, dust mopping and wet mopping (uncarpeted areas): 3x per Week
ii. Vacuuming (carpeted areas) 3x per Week
iii. Trash removal: 3x per Week
iv. Cleaning and disinfecting: 3x per Week
v. Polishing: 3x Per Week
vi. Dusting:
-All furniture and fixtures – remove fingerprints; window sills, ledges etc. 3x per Week
-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
-Clean and polish all brass; dust venetian blinds; pour clean water in all floor drains; clean and sanitize all interior of holding cells. Weekly
vii. Buff all vinyl floors. Monthly
viii. Strip, Seal and Wax vinyl tile floors. Semi-Annually

Site Specifications
DNREC State Park Office

A. LOCATION

i. 152 S. State St. Dover, DE 19901

B. DAYS OF SERVICE

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

C. EQUIPMENT AND SUPPLIES PROVIDED

i. 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)

i. Clean all entrance door glass.
ii. Wipe down all entrance area furniture.
iii. Empty and replace liners in all receptacles
iv. Remove dirt/dust, and wet mop all hard surfaces.
v. Vacuum all carpeted areas
vi. Sanitize all countertops.
vii. Dust all surfaces under 6' including window blinds, ledges, and desks
viii. 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

i. 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 less than 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.

Site Specifications
Office of the Chief Medical Examiner

A. LOCATION

i. 200 S. Adams St. Wilmington, DE 19801

B. DAYS OF SERVICE

i. Cleaning service will be provided five times per week with one 6 hour shift

C. EQUIPMENT AND SUPPLIES PORVIDED

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

D. SECURITY AND BACKGROUND CHECK

i. Prior to Mid Atlantic Services employee starting at the OCME a background and security check will be provided. The background and security check includes the following:
-Fingerprints for criminal background check thru SBI on the state and federal level
-DNA recording done by the office of medical examiner
-Credit report check
-Random drug testing to be performed

*A fee of $98.20 will be charged to the State of Delaware upon each occurrence.

E. SCOPE OF WORK (18,553 sq.ft.)

i. Daily
-Cleaning of all interior glass
-Empty and replace liners as needed on interior and exterior trash receptacles
-Cleaning and disinfecting
-Polishing
-Sweeping of all stairwells, and outside main entrance area up to 6ft from the building
-Cleaning all restrooms:
  -Clean all fixtures with germicidal cleaner
  -Clean all partitions including hi-low area
  -Refill all paper products
  -Spot clean mirrors and partitions
  -Remove dirt/debris from hard surfaces, and damp mop
-Low dusting under six feet 2x per week, and vacuuming 3x per week

ii. Monthly
-Clean all lights, vents, and clean all restroom walls.

iii. Quarterly
-Machine scrub all ceramic restroom floors.

iv. Semi-Annual
-Clean walls in basement area of main building.

v. Yearly(PROJECT WORK on WEEKEND or EVENINGS)
-Strip, seal, and re-wax all VCT flooring.

F. INITIAL DEEP CLEAINING (ONE TIME INITIAL CLEANING FEE $1204.65, price may increase 1.03% on/after March 1, 2015)

i. Dusting
-All window ledges and frames above and below 6'
-Base boards and chair rail
-Entranceway door frames and metal window ledges
-All stairwells railing post edging top and bottom
-Stairwell high ledges and edging
-Ceiling vents

ii. Windows and Walls
-Cleaning of all interior door glass
-Cleaning of all entrance glass
-Wipe down and cleaning of basement finished brick walls top to bottom
-Cleaning of all bathroom partitions
-Removal of spots or blemishes from door jambs, light switches, or cleanable wall surfaces

iii. Floor
-Edging of all carpeted and hard surface flows to remove dust and debris
-Wet mopping of all designated hard surface flooring
-Vacuuming of all carpeted areas
-Machine Scrub all restroom ceramic tile flooring
-Sweeping and wet mopping of all stairwells

iv. Other
-Cleaning of all lighting to remove bugs and debris

Site Specifications
DNREC Stone Tavern

A. LOCATION

i. 254 Main St Little Creek, DE 19961

B. DAYS OF SERVICE

i. Cleaning will be provided once per week

C. SCOPE OF WORK

ii. Weekly
-Sweeping, dust mopping (uncarpeted areas)
-Empty and replace liners as needed on interior and exterior trash receptacles
-Vacuuming (carpeted areas)
-Cleaning of all interior glass
-Cleaning all restrooms:
-Clean all fixtures with germicidal cleaner
-Clean all partitions including hi-low area
-Refill all paper products
-Spot clean mirrors and partitions
-Remove dirt/debris from hard surfaces, and damp mop
-Low dusting under six feet
-AS REQUESTED- Strip, seal, and wax all VCT floor

Site Specifications
DNREC Fisheries Office

A. LOCATION

i. 3002 Bayside Dr. Dover, DE 19901

B. DAYS OF SERVICE

iii. Cleaning will be provided once per week

C. SCOPE OF WORK

iv. Weekly
-Sweeping, dust mopping (uncarpeted areas)
-Empty and replace liners as needed on interior and exterior trash receptacles
-Vacuuming (carpeted areas)
-Cleaning of all interior glass
-Cleaning all restrooms:
-Clean all fixtures with germicidal cleaner
-Clean all partitions including hi-low area
-Refill all paper products
-Spot clean mirrors and partitions
-Remove dirt/debris from hard surfaces, and damp mop
-Low dusting under six feet
- Extra billing for stripping and waxing of tile floors once a year at a cost of $1078.58(price may increase 1.03% on/after March 1, 2015)

Site Specifications

A. LOCATION

i. 21309 Berlin Rd., Suite 7 Georgetown, DE 19947

B. DAYS OF SERVICE

ii. Cleaning will be provided twice per week on Wednesday and Friday

C. SCOPE OF WORK

iii. Weekly
-Sweeping, dust mopping (uncarpeted areas)
-Empty and replace liners as needed on interior and exterior trash receptacles
-Vacuuming (carpeted areas)
-Cleaning of all interior glass
-Cleaning and disinfecting of all surfaces free of employee personal items
-Polishing of all dispensers, and all common surfaces free of any personal items of employees
-Cleaning all restrooms:
-Clean all fixtures with germicidal cleaner
-Clean all partitions including hi-low area
-Refill all paper products
-Spot clean mirrors and partitions
-Remove dirt/debris from hard surfaces, and damp mop
-Low dusting under six feet

Site Specifications

A. LOCATION
i. 29 South State Street Dover, DE 19901

B. DAYS OF SERVICE
ii. Cleaning service will be provided once per week on Friday.

C. EQUIPMENT AND SUPPLES PROVIDED

iii. All paper goods, soap, and liners will be provided by DE Division of Public Advocate. All cleaning materials, toilet seat covers, tools, and equipment will be provided by Mid Atlantic Services.

D. SCOPE OF WORK
-Sweeping, dust mopping and wet mopping (uncarpeted areas).
-Empty and replace liners as needed on interior and exterior trash receptacles.
-Vacuuming (carpeted areas).
-Cleaning of all interior glass doors.
-Cleaning and disinfecting.
-Polishing.
-Clean all restrooms:
-Clean all fixtures with germicidal cleaner
-Clean all partitions including hi-low areas
-Refill all paper and soap products.
-Spot clean mirrors and partitions
-Remove dirt/debris from hard surfaces, and damp mop.
-Dusting of all surfaces under 6'.
-Spot cleaning of furniture and carpet around 6 inches in diameter.

Site Specifications
Stockley Campus ARMS Building

A. LOCATION
i. C-5 Campbell Circle
Georgetown, DE 19947

B. DAYS OF SERVICE
i. Cleaning service will be provided twice a week on Tuesday/Thursday with a start time between 1:30-2:30

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

D. SCOPE OF WORK:
- Clean all interior glass surfaces.
- Remove dirt/dust, and wet mop all hard surfaces.
- Vacuum all carpeted areas.
- Sanitize all desk, countertops, and light switches.
- Dust all surfaces under 6' with spot dusting of higher surfaces, including window blinds and ledges.
- Removal of all trash and replace all liners.
- Sanitize break room table, chairs, and countertop including sink (dishes removed).
- 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
Soil and Water

A. LOCATION
i. Soil and Water Conservation
21309 Berlin Road, Unit #6
Georgetown, DE 19947

B. DAYS OF SERVICE
i Cleaning service will be provided twice a week.

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

D. SCOPE OF WORK:
i. Weekly

- Dust Bookcase, Common area furnishings and all chairs, Conference room furnishing, baseboards, chair railings, ledges, doors and doorways, storage room furnishings.
- Dust personal desk only if employee has cleaned off desk and left note to please clean.
- Vacuum after dusting is complete.

ii. Monthly
- Dust off window treatments then vacuum up dust.
- Vacuum all chairs
- Vacuum air vents

There are no restrooms included in this area.

Site Specifications
Division of Watershed Stewardship

A. LOCATION
i. 901 Pilottown Road
Lewes, DE 19958

B. DAYS OF SERVICE
i Cleaning service will be provided once a week.

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

D. SCOPE OF WORK:
i. Weekly
- Vacuum all carpeted areas
- Sweep and mop all tile areas
- Clean and sanitize all restrooms
- Wipe down appliance, table tops, and countertops
- Dust furniture and fixtures
- Take out trash to dumpster
- Make sure recycling goes into proper receptacles
- Clean office, wipe down desk and phones
- Pour clean water in all bathroom floor drains
- Clean corners of walls/ceilings to remove cob webs, etc.

ii. Monthly
- Burnish VCT tile floors

iii. Quarterly
- Clean light fixtures
- Wipe down walls in restrooms and break room from floor to ceiling
- Clean inside of windows
- Dust and clean all ceiling vents
- Scrub restroom floors

iv. Annually
- Clean carpets

Stripping and waxing of VCT tile floors will be done at an extra charge on request

Site Specifications
Ground Water Discharges Section, Small Systems Branch

A. LOCATION
   i. 20653 DuPont Boulevard, Unit 5
      Georgetown, DE 19947

B. DAYS OF SERVICE
   i Cleaning service will be provided once a week.

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

D. SCOPE OF WORK:
   i. Weekly
      - Dust Bookcase, Common area furnishings and all chairs, Conference room furnishing, baseboards, chair railings, ledges, doors and doorways, storage room furnishings.
      - Dust personal desk only if employee has cleaned off desk and left note to please clean.
      - Vacuum after dusting is complete.

   ii. Monthly
      - Dust off window treatments then vacuum up dust.
      - Vacuum all chairs
      - Vacuum air vents

There are no restrooms included in this area.

Site Specifications
Division of Air Quality

A. LOCATION
   i. Blue Hen Corporate Center
      655 S. Bay Road, Suite 5N
      Dover, DE 19901

B. DAYS OF SERVICE
   i Cleaning service will be provided once a week.

C. EQUIPMENT AND SUPPLIES PROVIDED:
   i. All labor, equipment, janitorial supplies, and cleaning will be provided by Mid-Atlantic Services, A-Team Corp.'s sub-contractor Impressive Job Cleaning Services.

D. SCOPE OF WORK:
   i. Daily
      - Dust mop and damp mop all hard floors with disinfectant
      - Clean entrance door
      - Vacuum all carpets and matting as necessary
      - Provide interior matting at exterior door needed
      - Empty all trash cans, replacing liners as needed
      - Collect recyclable trash as per client’s instructions
      - Damp wipe with disinfectant all horizontal, cleared desks and counter areas including phone handsets
      - Clean restroom sinks, urinals, and toilets inside and out with disinfectant, removing any mineral deposits or rings
      - Maintain clean walls around sinks, urinals, and toilets
      - Polish restroom mirrors, metal and fixtures as needed
      - Maintain and supply solid aerosol air fresheners in all restrooms

- Stock all paper and soap products in restrooms, kitchens, and maintenance sinks
- Replace restroom light bulbs within 24 hours of failure to light
- Polish kitchen sinks
- Dust all horizontal surfaces and ledges to 6 foot
- Clean microwave oven inside and out

ii. Monthly
- Ultra high speed burnish all VCT floors as necessary
- Dust mini-blinds or reachable air vents or light fixtures
- Maintain fluorescent lights in areas to client's satisfaction

iii. Quarterly
- Spot Clean carpets as needed
  Semi-Annually
- Light strip and wax all VCT flooring
- Bonnet and/or hot water extract carpets where needed
- Spot clean upholstery

There are no restrooms included in this area.

Site Specifications
Indian River Marina Cottages

A. LOCATION
i. 39415 Inlet Road
Rehoboth Beach, DE 19971

B. PRICE
i. per Cottage per Occurrence - $65

*Any additional cleaning needed due to renter negligence, outside of the specs provided by Indian River Marina will be billed at an additional $32.00 per hour. Indian River management will be contacted for approval before any additional cleaning/time is performed.

ii. per Cottage Semi-Annual Deep Cleaning - $244

iii. per Cottage Floor Work - $192.50

C. DAYS OF SERVICE
i. As specified by daily

D. EQUIPMENT AND SUPPLIES PROVIDED:
i. All labor, cleaning materials, and equipment, will be supplied by Mid Atlantic Services, A-Team Corp.

D. SCOPE OF WORK:
i. Basic Cleaning After Each Rental
- Bedrooms:
  - o Dust blinds and window sills
  - o Dust furniture surfaces
  - o Evacuate furniture drawer surfaces of dirt, debris, and items left by tenants
  - o Dust lamps and shelf units
  - o Clean mirrors (where applicable)
  - o Vacuum floors including under beds, chest of drawers and bed side tables
  - o Make beds, check mattress pads, change pads and comforters as needed (pads and comforters are supplied by IRM)
- Bathrooms:
  - o Dust blinds and window sills

- o Clean and disinfect shower stall and fixtures
- o Dust shelf units
- o Clean and disinfect sink and toilet
- o Wipe down stainless shelf unit
- o Clean mirror
- o Wipe down light fixtures and switches
- o Vacuum and mop floor
- o Replace toilet paper (supplied by IRM)
- o Sanitize door handles

- Laundry:
  - o Wipe down exterior of appliances
  - o Dust or vacuum floor
  - o Wipe spills where found
  - o Empty lint trap
  - o Wash/dry bath mat and oven mitts
- Living Room:
  - o Dust blinds and window sills, top of doorway/baseboards/chair rails
  - o Vacuum/dust seating furniture
  - o Dust tables
  - o Dust entertainment appliances and shelves
  - o Clean fireplace glass when needed
  - o Clean fireplace tile when needed
  - o Dust pictures
  - o Vacuum carpet and inside entry mat
  - o Mop exposed laminate floor and surface
  - o Vacuum/dust stairs
  - o Wipe down stairs as needed
  - o Sanitize stair railing
  - o Dust overhead beams
  - o Dust ceiling fan
- Kitchen:
  - o Dust blinds and window sills
  - o Vacuum/sweep floor surfaces
  - o Mop floor surfaces
  - o Wipe down exterior cabinet faces
  - o Clean outside/inside of refrigerator, microwave, convection oven, & racks (surface dirt and/or spills)
  - o Clean surface of cook top, coffee maker, toaster, can opener and tea kettle
  - o Check flatware/pots/pans/bakeware/dishes/glasses, wash if needed
  - o Clean/disinfect sink surfaces
  - o Clean/disinfect countertops
  - o Check cabinet interiors for dust/debris, clean flatware tray
  - o Dust/clean dining table and chairs
  - - Rear Deck:
  - o Sweep/vacuum floor surface, table and chairs
  - o Remove surface spills where possible
  - o Clean table top
  - o Sweep bugs & cobwebs
- Front Entrance:
  - o Sweep bugs and cobwebs
  - o Sweep/shake out entry mats and entrance area
- All Areas/Units:
  - o Provide detailed report to IRM Management regarding damaged or missing materials in cottages
  - o Replace toilet paper (provided by IRM)
  - o Refill general purpose cleaners in all units (fluids provided by cleaning company, to be invoice to IRM).
  - o Notify IRM Management if bed bug encasements are open or damaged
  - o Replace non-washable mattress pads when worn, stained, or damaged (provided by IRM)
  - o Inventory counts on all inventory items, contact IRM Management of any shortages or damages

Semi-Annual Deep Cleaning

- Bedrooms:
  - Wash down all binds and window sills
  - Clean interior/exterior windows and screens
  - Deep clean furniture surfaces, apply restorative chemicals to renew finish
  - Shampoo carpeted areas
  - Wash all wood work, trim, door frames and doors
- Bathrooms:
  - Wash down all blinds and window sills
  - Clean interior and exterior of windows and screens
  - Clean all tiled wall surfaces
  - Clean shower stalls and fixtures
  - Clean stainless steel surfaces
  - Clean mirrors and extraneous furniture
  - Clean linoleum floors, apply restorative chemicals to renew finish
  - Wash all wood work, trim, door frames and doors
- Laundry:
  - Clean interior and exterior of appliances
  - Clean under appliances
  - Wash all wood work, trim, door frames, and doors
  - Vacuum lint trap and accessible areas of dryer
- Living Room:
  - Wash down all blinds and window sills
  - Clean interior/exterior windows and screens
  - Clean seating furniture
  - Wash all wood work, trim, door frames, and doors
  - Shampoo carpets and upholstered surfaces
  - Deep clean teak tables and apply restorative chemicals to renew finish
  - Clean all overhead beams, light fixture housings and ceiling fans and octagon window
  - Scrub stairwell and apply shining agent to metal finish
  - Wash all laminate floor surfaces, apply restorative chemicals to renew finish
- Kitchen:
  - Wash all blinds and window sills
  - Clean interior/exterior windows including sliding door and track
  - Clean all cabinets including tops, apply restorative chemicals to renew finish
  - Pull refrigerator and clean floor below, clean entire unit
  - Clean solid surfaces, counters, tiles, and stainless surfaces including sink
  - Clean inside and outside of dishwasher and convection oven
  - Clean kitchen return vent
- Rear Deck:
  - Deep clean floor surface, table and chairs
  - Wash down screening
- Miscellaneous Items:
  - Monthly remove existing bedspreads and replace with clean bed spreads and launder the removed bedspreads, returning cleaned materials to IRM for storage (all spreads supplied by IRM)
    Floor Work
- Carpet extraction in bedrooms, and loft area. Removal of top coating and application of new high-gloss non-buff finish on all hard surface flooring.

Site Specifications
Little Creek Hunter Education Center

A. LOCATION
i. 3018 Bayside Drive
Dover, DE 19901

B. MONTHLY COST: $80.50
-Floor Work One Time Cost (per request):
-Top machine scrub, and recoat - $379.00
-Machine stripping, resealing, and top coat waxing- $464.75

C. DAYS OF SERVICE
i Cleaning service will be provided once a month on a F, S, S after 4pm.

D. EQUIPMENT AND SUPPLIES PROVIDED:
i. All paper goods, soap, liners, cleaning materials, tools, and equipment will be provided by Mid Atlantic Services.

E. SCOPE OF WORK:
-Clean all entrance door glass.
-Empty and replace liners in all receptacles
-Remove dirt/dust, and wet mop all hard surfaces.
-Vacuum all carpeted areas.
- Sanitize all desk, countertops, and light switches.
-Dust all surfaces under 6' including window blinds and ledges.
- 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
Public Advocate Dover

A. LOCATION
i. 29 South State Street
Dover, DE 19901

B. DAYS OF SERVICE
i Cleaning service will be provided once per week on Friday.

D. EQUIPMENT AND SUPPLIES PROVIDED:
i. All paper goods, soap, and liners will be provided by DE Division of Public Advocate. All cleaning materials, toilet seat covers, tools, and equipment will be provided by Mid Atlantic Services.

E. SCOPE OF WORK:
-Sweeping, dust mopping and wet mopping (uncarpeted areas).
-Empty and replace liners as needed on interior and exterior trash receptacles.
-Vacuuming (carpeted areas).
-Cleaning of all interior glass doors.
-Cleaning and disinfecting.
-Polishing.
-Clean all restrooms:
-Clean all fixtures with germicidal cleaner
-Clean all partitions including hi-low areas
-Refill all paper and soap products.
-Spot clean mirrors and partitions
-Remove dirt/debris from hard surfaces, and damp mop.
-Dusting of all surfaces under 6'.
-Spot cleaning of furniture and carpet around 6 inches in diameter.

Site Specifications
Department of Labor, Windsor Building

A. LOCATION
i. 24 N. W. Front St., Suite 100
Milford, DE 19963

B. DAYS OF SERVICE
i Cleaning services shall be provided one time per week. (Friday)

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

D. SCOPE OF WORK:
i. Daily
- Empty trash can and replace liners as needed
- Clean and sanitize water fountains, restrooms, and stock restrooms
- Clean and polish entrance glass
- Sweep or dust mop and wet mop all hard surface floors
- Remove debris from outside urns
- Wipe counters, tables, and clean sinks in break rooms and kitchens
- Clean and polish all mirrors, brass, stainless steel, fixtures, door knobs, and kick plates
- Vacuum high traffic carpeted areas
- Sweep exterior entries

ii. Twice Weekly
- Dust furniture, desk, office machines, fixtures, cabinets, tables, etc. (under 6ft)
- Dust stairwells, stairs, landings, and railings (interior)
  Three Times Weekly
- Vacuum all carpeted areas thoroughly
  Weekly
- Edge all floors with vacuum
- Dust baseboards
- Dust blinds

* Carpet cleaning, tile floor stripping and waxing, and window cleaning are extra billing when requested*

Site Specifications
Office of the Child Advocate

A. LOCATION
i. 6 West Market Street, Suite 1
Georgetown, DE 19947

B. DAYS OF SERVICE
i Cleaning services shall be provided one time per week. (Friday)

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

D. SCOPE OF WORK:
i. Daily
-Sweep, dust mop and wet mop all uncarpeted area
- o Vestibules, lobbies and entries (interior and exterior)
- o Corridors
- o Stairwells, stairs and landings (interior)
- o Offices (administrative and clerical) and classrooms
- o Clean and disinfect

-Clean and sanitize urinals inside and out
- o Clean and sanitize commodes inside and out
- o Clean mirrors
- o Clean and sanitize wash basins (washrooms and clinic areas, etc.) inside and out
- o Clean and sanitize miscellaneous restroom and toilet fixtures (towel dispensers, soap dispensers)
- o Clean and sanitize restroom and toilet floors
- o Clean and sanitize restroom wash basin wall area and toilet wall area

- o Spot clean walls, doors and trim
- o Clean exterior and interior glass doors and frames and other interior glass, plastic and frames
- o Clean and sanitize water fountains
- o Clean and sanitize kitchenette areas (tables, chairs, countertops, external areas of appliances)

-Vacuuming (carpeted areas)

- o Vestibules, lobbies and entries
- o Corridors
- o Stairwells, stairs and landings
- o Elevators and elevator vestibules
- o Offices (administrative and clerical) and classrooms – edges, corners and under furniture
- o Coatrooms and conference rooms
- o Computer rooms

-Trash Removal

- o Empty all trash containers, replace liners and clean and sanitize as needed
- o Dispose of trash in sealed and/or ties plastic bags in outside dumpsters or compactors

-Dusting

- o All furniture and fixtures (i.e. personal desktops, file cabinets, desks, tables) remove fingerprints
- o Window sills, ledges, etc
- o Stairwells, stairs, landings and railings
- o Door casings

Site Specifications
Office of the Public Defender

A. LOCATION
i. 14 The Circle # 2
Georgetown, DE 19947

B. DAYS OF SERVICE
i Cleaning service will be provided M-F with the exception of State of Delaware observed holidays.

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

D. SCOPE OF WORK:
i. Daily

-Sweeping, dust mopping and wet mopping (uncarpeted areas).

- o Vestibules, lobbies and entries (interior and exterior)
- o Corridors
- o Stairwells, stairs and landings (interior)
- o Elevators and elevator vestibules
- o Offices (administrative and clerical) and classrooms
- o Coatrooms, lunch rooms and conference rooms
- o Labs and preparation rooms
- o Computer rooms
- o Vending machine rooms
- o Exterior stairs and loading platforms, and patio areas.

-Wet Mopping

- o All tile, wooden or hard surface floors

-Wet Mopping Standards

- o After dust mopping, all floors shall be cleaned by wet mopping using quaternary ammonium germicide and shall be free from streaks, stains and film from dirt or soap. There shall be no splashes on walls, baseboards, furniture and furnishings. Wet mopping is also required on all stairwells, sitars, stair landings and elevator hard floors. Mops and water must be clean.

-Polishing
- o Clean and polish all brass and stainless steel, ie: railings, elevators, door knobs, plumbing fixtures kick plates, etc.

-Vacuuming (carpeted areas) – Monday, Wednesday, Friday, or as necessary
- o Vestibules, lobbies and entrances (interior and exterior); Daily
- o Corridors

Site Specifications
State Police Troop #7

A. LOCATION
i. 18006 Costal Highway
Lewes, DE 19958

B. DAYS OF SERVICE
i Cleaning service will be provided M-F with the exception of State of Delaware observed holidays. All semi-annual floor work will be scheduled in advance to be performed.

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

D. SCOPE OF WORK:
i. Daily
- Clean all entrance door glass.
- Empty and replace liners in all receptacles
- Remove dirt/dust, and wet mop all hard surfaces.
- Vacuum all carpeted areas.
- Sanitize all desks, countertops.
- Dust all surfaces under 6' including window blinds and ledges.
- 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.
- Sanitize all of kitchen area, to include wiping out of microwave.

ii. Monthly Project Work:
- Dust all interior windows, ledges, and blinds.
- Vacuum curtains in all rooms.
- Wipe down all walls in entire building to remove all dirt and scuff marks.
- Clean all light fixtures.
- Burnish all VCT flooring.

iii. Semi-Annual Project Work-
- One strip and waxing of all first floor and basement VCT.
- One scrub and recoat of all first floor and basement VCT.

Site Specifications
TASC Dover

A. LOCATION
i. 655 S. Bay Road, 1D Corporate Center
Dover, DE 19901

B. DAYS OF SERVICE
i Cleaning service will be provided once per week

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

D. SCOPE OF WORK:

i. Deep Clean: (3,292 sq. ft.)

- Wipe down of all fixtures to remove dust and debris.
- Removal of all tape on doors, and glass.
- Cleaning of all walls to remove any dust or film.
- Cleaning of all blinds and window ledges.
- Sanitize all countertops, and furniture.
- Removal of any small trash from floor.
- Dusting and wipe down all baseboard, and chair rail.
- Sanitation of all restrooms to include partitions, walls, toilets, urinals, sinks, countertops, mirrors, and fixtures.
- Wet mop all hard surface floors.
- Dust and remove debris from all vents and lights.
- Vacuum all carpeted areas including any upholstered furniture.
- Removal of all trash upon completion.

ii. Floor Work: (3,292 sq. ft.)

- Extraction of all carpeted areas
- Scrub and cleaning of all VCT.
- Adding two coats of sealer, followed by 3 coats of wax.

Site Specifications
Stockley Campus – Office of Medical Examiner

A. LOCATION

i. 26351 Patriots Way
Georgetown, DE 19947

B. DAYS OF SERVICE

i Cleaning services will be provided two times per week, Tuesday and Friday.

C. EQUIPMENT AND SUPPLIES PROVIDED:

i. Cartridges for waterless urinals are provided by State.
All paper towels, toilet paper, soap, and trash liners provided by Mid-Atlantic Services.
Cleaning materials, tools and equipment will be provided by Mid-Atlantic Services.

D. SCOPE OF WORK:

i. Daily

- Sweeping, dust mopping and wet mopping (uncarpeted areas).
- Empty and replace liners as needed on interior and exterior trash receptacles).
- Vacuuming (carpeted areas)
- Cleaning and disinfecting.
- Polishing.
- Clean all restroom, and exam rooms:
    - Clean all fixtures with germicidal cleaner.
    - Clean all partitions including hi-low areas.
    - Refill all paper and soap products.
    - Spot clean mirrors and partitions.
    - Remove dirt/debris from hard surface, and damp mop.
- Low dusting under six feet.

ii. Quarterly

- Machine scrub all restroom floors
- High dusting over 6ft.