



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

03/04/2016

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

FROM: THERESA NEWMAN  
PROCUREMENT OFFICER  
302-857-4552

SUBJECT: **AWARD NOTICE**  
**GSS16612-JANITORIAL-Addendum #7– Updating Contact Information for**  
**Mid-Atlantic Services, A-Team Corp**  
**Janitorial Services**

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**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**

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**REF: Title 29, Chapter 6911(d) Delaware Code.** Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by 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**

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Each contractor's contract shall be valid for a twenty-three (23) month period from April 1, 2016 through February 28, 2018. Each contract may be renewed for three (3) one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

### **3. VENDORS**

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<b>Mid-Atlantic Services, A-Team Corp.</b> P.O. Box 708 Seaford, DE 19973  <b>Vendor ID:</b> GSS16612-JANITORIALV01  <b>FSF ID#:</b> 0000026188  <b>Contact Person:</b> Rosemary Everton <b>Phone:</b> (302) 628-3403 <b>Fax:</b> 302-628-3423 <b>Cell Number:</b> 302-249-3795 <b>Email:</b> <a href="mailto:rosemary@ateamcorp.com">rosemary@ateamcorp.com</a>  <b>Contact Name:</b> Crystal French <b>Phone Number:</b> 302-628-3403 <b>Fax Number:</b> 302-628-3423 <b>Email Address:</b> <a href="mailto:midatlanticservices@prodigy.net">midatlanticservices@prodigy.net</a>	<b>Andrews &amp; Company</b> 30 Sparta Ave, Unit B Sparta, NJ 07871  <b>Vendor ID:</b> GSS16612-JANITORIALV02  <b>FSF ID#:</b> 0000006404  <b>Contract Person:</b> Nadja Mee <b>Phone:</b> 973-383-3193 <b>Fax:</b> 973-726-4118 <b>Cell:</b> 973-219-3353 <b>Email:</b> <a href="mailto:nadjamee@andrewscleaning.biz">nadjamee@andrewscleaning.biz</a>  <b>Contract Person:</b> Joe Paulo <b>Phone:</b> 973-529-2810 <b>Fax:</b> 973-726-4118 <b>Cell:</b> 973-529-2810 <b>Email:</b> <a href="mailto:joe@andrewscleaning.biz">joe@andrewscleaning.biz</a>
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### **4. SHIPPING TERMS**

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F.O.B. destination; freight pre-paid.

## 5. **DELIVERY AND PICKUP**

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N/A

## 6. **PRICING**

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

>See "Pricing Spreadsheet"<

## **ADDITIONAL TERMS AND CONDITIONS**

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## 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. **PURCHASE ORDERS**

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS16612-JANITORIAL on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

## **12. 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.

For a complete list of contract specifications please refer to the original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

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## **13. 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.

## **14. 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.

## **15. 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.

## **16. 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 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.
- e. 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>.

## **17. 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 their designee as soon as we learn of the emergency. When an unforeseen emergency or day when State offices are closed (such as a Snow closure), the State shall have the following options:

- To reschedule the work on any day satisfactory to both parties. The contractor will be promptly notified of the State's decision by the Janitorial Superintendent or designee.
  - Forego the work and reduce the payment due to the contractor accordingly for work not performed.
- 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 5:00 p.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.

## **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.

## **1. Vendor Background Check Requirements**

Contractor(s) selected for an award that access state property or come in contact with vulnerable populations, including children and youth, shall be required to complete background checks on employees serving the State's on premises contracts. Unless otherwise directed, at a minimum, this shall include a check of the following registry:

Delaware Sex Offender Central Registry at:

<https://desexoffender.dsp.delaware.gov/SexOffenderPublic/>

Individuals that are listed in the registry shall be prevented from direct contact in the service of an awarded state contract, but may provide support or off-site premises service for contract vendors. Should an individual be identified and the Contractor(s) believes their employee's service does not represent a conflict with this requirement, may apply for a waiver to the primary agency. The Agency's decision to allow or deny access to any individual identified on a registry database is final and at the Agency's sole discretion.

By Agency request, the Contractor(s) shall provide a list of all employees serving an awarded contract, and certify adherence to the background check requirement. Individual(s) found in the central registry in violation of the terms stated, shall be immediately prevented from a return to state property in service of a contract award. A violation of this condition represents a violation of the contract terms and conditions, and may subject the Contractor to penalty, including contract cancellation for cause.

## **2. SECURITY PROCEDURE:**

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>.

All potential employees require fingerprinting and from this a criminal history record is obtained. Employees must comply with the security requirements of all departments in which he/she will gain access to. State and/or Federal background checks may be required by each department. It is not the financial responsibility of the state to incur cost responsibility for background checks performed. As fees are subject to change, contact the agency where you plan to submit your forms for current fees. Each candidate is to report to a location below for fingerprinting.

### **Kent County – Primary Facility**

State Bureau of Identification  
Blue Hen Mall & Corporate Center  
655 Bay Rd. Suite 1B  
Dover, DE 19901

Walk-ins accepted: Mon 9 am – 7 pm, Tue - Fri 9 am – 3 pm

Customer Service: (302) 739-2134

### **New Castle County - Satellite Facility**

State Police Troop Two

100 LaGrange Ave  
Newark, DE 19702  
(Between Rts. 72 and 896 on Rt. 40)  
By appointment only  
Scheduling: (302) 739-2528 (local)(800) 464-4357 (toll free)

**Sussex County – Satellite Facility**

Delaware State Police Troop Four  
South DuPont Hwy & Shortley Rd.  
Georgetown DE 19947  
(Across from DelDOT & the State Service Ctr.)  
By appointment only  
Scheduling: (302) 739-2528 (local) (800) 464-4357 (toll free)

All individuals employed or conducting work for the private contractor/vendor must be cleared through a criminal record screening before being allowed to enter the facility. The contracted vendor will provide the Delaware Capitol Police with SBI report, name, address, last four digits of social security number and date of birth of each individual and/ or photo ID, at least fifteen days prior to the start of the project or employment.

Once the information is received, the Delaware Capitol Police will conduct a criminal record screening on each individual. Any individual found to have the following will be denied access to the state facilities which are under the control of the Delaware Capitol Police.

- Extensive and/or significant criminal history.
- A felony offense conviction.
- A violent offense or other cause for the Delaware Capitol Police to believe the individual poses a risk to the Governor, the Governor's family, State of Delaware staff or property.

For all other facilities, not under the control of the Delaware Capitol Police, a recommendation will be provided to the agency in charge of the facility to make the determination.

In the event access is denied, the Delaware Capitol Police will only inform the Director of Facilities Management/ designee or responsible agency that access for the individual has been denied. Specific reasons WILL NOT be discussed.

The Delaware Capitol Police personnel will complete a detailed memo explaining the decision to deny an individual access which will be submitted for supervisory review.

The Delaware Capitol Police will maintain a record of all contractors/vendors and their employees that have been granted access and those that have been denied. All backgrounds will be repeated every 3 years.

Any employee entering the state facility without appropriate identification will be denied access to the campus. No walk-throughs will be allowed prior to the Delaware Capitol Police screening of an individual. Individual contractor access cards will be issued to the individual and returned upon release from employment. No access cards will be shared among workers or contractors.

New hires must obtain a security clearance before starting work. Personnel not properly cleared will not be allowed in the building.

**Contract staff working in DSCYF locations in the State of Delaware are required to pass a Criminal Background Check completed by the Delaware State Police and a Child Abuse Registry check, completed by DSCYF.**

## **19. SECURITY RULES**

1. No visitors, unauthorized personnel, family members etc. are permitted within the perimeter of the buildings under contract.
2. No visitors, unauthorized personnel, family members etc. are to accompany the contractor's employees to work.
3. No unauthorized use of state computers.
4. All suspicious persons and situations (i.e., suspicious packages, alarm problems, or other safety related details) shall be reported immediately.
5. Day Shift working supervisors of the contractor are to notify the location contact person of irregularities, i.e., defective plumbing, lights out, etc. Night Shift employees are to call State Police dispatch 659-2341.
6. No possession or consumption of intoxicating beverages or illegal drugs or intoxicating quantities of un-prescribed legal drugs are permitted on State property.
7. Security sensitive areas within buildings will be identified with the successful contractor. The location contact will coordinate "Special Requirements" for these areas with the successful contractor.
8. State Service Centers: All exterior doors must be locked at 5:00 p.m. unless otherwise specified. Contractor is responsible for securing the building and turning off all lights and locking all doors when services are complete.
9. No food or beverages consumed in unauthorized areas.
10. No unauthorized use of state telephones, except emergency cases.
  - a. Family emergencies may be called into vendor for proper notification to contractor's employee. It is also the responsibility of vendor to maintain current building list with employee's names for response to these situations.
  - b. Facilities Management Locations: Phones are authorized for use of computer log in and log out procedures only.
  - c. Children Youth and Their Families Locations: Family emergencies may be telephoned to the main phone number for the facility for proper notification to the Vendor's employee.
11. The contractor awarded this contract will be financially responsible for all costs incurred for failing to properly follow deactivation/activation alarm procedures that results in the response by a paid security firm.

## **20. ADDITIONAL SECURITY RULES – CHILDREN YOUTH AND THEIR FAMILIES LOCATIONS**



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

## **21. TRAINING**

The contractor shall provide formal on-the-job training and conduct meetings with the contractor's employees on the contractor's own time. The Agent or their designee shall be advised in advance of the scheduled dates and times of these training sessions and may elect to attend.

The contract shall provide previously trained and experienced housekeeping personnel for use on this contract. Also, the contractor shall supply each employee with a specific duty listing with frequency of performance. A copy of these listing shall be posted by the contractor in all janitors' closets and storage rooms. The contractor shall furnish complete copies of the contract Special Provisions and Specifications, etc. to the Contract Manager, Regional Supervisor, Supervisors and Working Supervisors for their use in monitoring the performance of this contract.

## **22. ASSIGNMENT OF JANITORIAL STAFF**

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

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

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

## **23. SUPERVISION**

The supervision of the cleaning operations is key. Supervisors will be responsible for the cleaning operations in those building under their control; it is necessary that they have a thorough knowledge of the job methods, equipment, materials, production rates and frequencies and the performance.

### **1. RANGE OF SUPERVISION**

The assignment of a contract manager and area supervisor shall be interpreted as a mandatory requirement. In many situations a working leader may answer the supervisory need in lieu of these supervisory positions.

### **2. SUPERVISORY POSITIONS**

- a. **Area Supervisor**: An employee in charge of all janitorial employees including subordinate supervisors working on a shift assigned to a building complex. In order to properly inspect and supervise the work, the specific shift assigned is usually designated day or night.

- b. **Working Leader**: A productive employee in charge of a small group of janitorial employees who acts as a pace setter and coordinator in working along with subordinates a majority of the time. Most often used where a minimum of three (3) to a maximum of eight (8) non-supervisory custodial personnel are assigned to a crew as a productive unit (as in daily and scheduled periodic cleaning).

## **24. MEETINGS**

- a. **Facilities Management Locations**: Meetings with the contractor may be called by the Agent or designee. The contractor may request meetings with appropriate personnel as needed. However regularly scheduled meetings will be scheduled amongst Division of Facilities Management.
- 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.
- f. **All Locations**: Meetings with the contractor may be called by the designee within each agency. The contractor may request meetings with appropriate personnel as needed.

## **25. INSPECTION**

Joint and/or independent building inspections by the contractor or contractor's designee and the agent designee will be performed at frequencies necessary (weekly, monthly, quarterly) to ensure quality housekeeping is being performed. Inspection Reports will be prepared by the agency designee during the inspection. One copy of the report will be given to the contractor or designee for appropriate action. Copies of the monthly inspection sheet will be forwarded to the designated agent. For independent building inspections copy of report will be forwarded to the other party. Inspection frequency may be adjusted as needed. Spot checking by Department staff may also occur at any time.

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

## **26. SUPPLIES –ALL LOCATIONS**

The contractor is responsible for providing **all** supplies necessary to perform quality housekeeping as specified in this contract, unless otherwise specified in the locations specifications.

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.

## **27. SUPPLIES – CHILDREN YOUTH AND THEIR FAMILIES LOCATIONS**

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

## **28. FACILITIES MANAGEMENT ADDITIONAL REQUIREMENTS**

### **1. DAY PORTER**

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

Hours for the Day Porter will be:

8:00 a.m. – 10:00 a.m.	Float between buildings
10:00 a.m. – 1:00 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 1<sup>st</sup> and 2<sup>nd</sup> floor – sweep floors, wipe off counter tops and sinks.
- e. Stairwells

## **2. WEEKLY WALK-THRUS**

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

## **3. LOG PROCEDURE**

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

## **4. EQUIPMENT**

Vacuum – Commercial Model. 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.

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

### **DEPARTMENTAL WORK CONTROL**

- a. General: The Janitorial Superintendent or their 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 their 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 their 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.

### **30. 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.
1. The Department will award one contract for campus-wide services at the following eight locations. Five facilities located on the campus have other services in place and will only be served on an irregular/back-up basis, perhaps not at all. Details for each location follow in Appendix C.

- a. Administration Building #2
- b. Multi-Purpose Building
- c. DSCYF Training Academy (as needed)
- d. New Castle County Detention Center
- e. Ferris School
- f. Grace Cottage
- g. Mowlds Cottage
- h. Snowden Cottage

**31. HOLIDAYS:**

In accordance with Title 1, Chapter 5, subsection 501, Delaware Code, please view the following link for are legal holidays in the State of Delaware:  
<http://www.delawarepersonnel.com/labor/holidays/>

**32. BUILDING CONTACT INFORMATION**

>See Pricing Spreadsheet<

**33. ADDED BUILDING SPECIFICATIONS**

See below for additional specifications of locations added or revised after contract was awarded. For all other specifications, refer to the RFP.

**SITE SPECIFICATIONS**  
**Public Safety Motorcycle Class Day Porter**

**A. LOCATION**

303 Transportation Circle  
Dover, DE 19901

## **B. BUILDING SPECIFICATIONS**

-Square Footage:  
VCT: 7,142  
Carpet: 20,922  
Total Cleanable Square Footage: 28,064

## **C. DAYS OF SERVICE**

Janitorial Day Porter Services will be provided once per week, on Sunday after the scheduled motorcycle class with services not to exceed 2 hours each day. Price is based on a per day rate.

## **A. EQUIPMENT AND SUPPLIES**

All cleaning materials, tools, cleaning chemicals, and equipment will be provided by Mid-Atlantic Services, A-team Corp.

## **B. SCOPE OF WORK**

1. Per Diem
  - Trash Removal
  - Sweeping and dust mopping of all hard surface floors
  - Wet mopping of hard surface floors
  - Cleaning and disinfecting conference room tables
  - Cleaning, re-stocking, and disinfecting of all restrooms
  - ☐ Clean and disinfect all toilet fixtures
  - ☐ Clean and disinfect all sinks
  - ☐ Damp wipe all ledges and sills
  - ☐ Polish all stainless steel and chrome fixtures
  - ☐ Clean all mirrors
  - ☐ Damp mop all floors
  - ☐ Replenish all toilet tissue, paper towels, toilet seat covers, and hand soap areas

## **SITE SPECIFICATIONS** **Georgetown DMV Day Porter**

## **A. LOCATION**

23737 DuPont Boulevard  
Georgetown, DE 19947

**B. DAYS OF SERVICE**

Janitorial Day Porter Services will be provided Monday through Friday, 6 hours per day with the exception of Wednesday where janitorial services will be provided for 4 hours. Services will not be rendered on observed state holidays.

**C. EQUIPMENT AND SUPPLIES**

All cleaning materials, tools, cleaning chemicals, and equipment will be provided by Mid-Atlantic Services, A-Team Corp.

**D. SCOPE OF WORK**

1. Daily

- Collect trash from all back offices, break rooms, employee restrooms, public restrooms, lobby trash cans; transport to specified area for removal and replace liners and clean containers as needed.
- Collect trash from exterior trash receptacles, cigarette disposal containers, and around the building and doorways. Transport to specified area for removal and replace liners as needed.
- Sort recycled trash and dispose properly.
- Sweep outside sitting areas and keep clean trash and debris. Wipe down outside tables.
- Continuously replenish all restrooms and break rooms with paper towels, toilet paper, and soap.
- Constantly monitor to keep all restrooms clean and orderly.
- Monitor lobby area to ensure cleanliness always.
- Monitor shredder to keep debris from surrounding area. Transport shredded materials to specified area
- Vacuum and mop floors as needed throughout the day
- Keep cleaning supplies put away and organized
- Keep lunch area disinfected to include tables, chairs, counter tops, sink, appliances, etc.
- Address any facility concerns or requests

2. Weekly

- Dust, Vacuum, and wipe window sills
- Dust baseboards throughout facility
- Dust and clean all pictures throughout the facility
- Change bag in vacuum as needed



**SITE SPECIFICATIONS**  
**Public Safety Day Porter**

**A. LOCATION**

930 Public Safety Boulevard  
Dover, DE 19901

**B. DAYS OF SERVICE**

Janitorial Day Porter Services will be provided Monday through Friday, 6 hours per day starting at 9 am with the exception of Wednesday where janitorial services will be provided starting at 12 pm. Services will not be rendered on observed state holidays.

**C. EQUIPMENT AND SUPPLIES**

All cleaning materials, tools, cleaning chemicals, and equipment will be provided by Mid-Atlantic Services, A-Team Corp.

**D. SCOPE OF WORK**

a. Daily

- Collect trash from all back offices, break rooms, employee restrooms, public restrooms, lobby trash cans; transport to specified area for removal and replace liners and clean containers as needed.
- Collect trash from exterior trash receptacles, cigarette disposal containers, and around the building and doorways. Transport to specified area for removal and replace liners as needed.
- Sort recycled trash and dispose properly.
- Sweep sitting areas and keep clean trash and debris. Wipe down outside tables.
- Continuously replenish all restrooms and break rooms with paper towels, toilet paper, and soap.
- Constantly monitor to keep all restrooms clean and orderly.
- Monitor lobby area to ensure cleanliness always.
- Monitor shredder to keep debris from surrounding area. Transport shredded materials to specified area
- Vacuum and mop floors as needed throughout the day
- Keep cleaning supplies put away and organized
- Keep lunch area disinfected to include tables, chairs, counter tops, sink, appliances, etc.
- Address any facility concerns or requests

b. Weekly

- Dust, Vacuum, and wipe window sills
- Dust baseboards throughout facility
- Dust and clean all pictures throughout the facility

- Change bag in vacuum as needed

## **SITE SPECIFICATIONS**

### **Kent County Trash Collection**

#### **1. LOCATION**

Legislative Hall, Supreme Court, Murphy House, Rose Cottage, WAR Building, Sykes Building, and Transportation Lanes - Dover, DE 19901

#### **2. DAYS OF SERVICE**

Trash removal will be provided 5 days per week, Monday through Friday at the Legislative Hall, Supreme Court, and Sykes Building locations. Trash removal will be provided 3 days per week, Monday, Wednesday, and Friday at the Rose Cottage, WAR Building, and Transportation Lanes. Trash removal will be provided 2 days per week on Tuesday and Thursday at Murphy House. If services are outside scope afore here mentioned, a separate price quote will be submitted to the state for approval. Services will not be rendered on observed state holidays.

#### **3. EQUIPMENT AND SUPPLIES**

All cleaning materials, tools, cleaning chemicals, and equipment will be provided by Mid-Atlantic Services, A-Team Corp.

#### **4. SCOPE OF WORK**

Trash will be picked up at Legislative Hall, Supreme Court, Murphy House, Rose Cottage, WAR Building, Sykes Building, and the Transportation Lanes and disposed of in the appointed location as directed by state personnel.

## SITE SPECIFICATIONS

### Kent County Fire School - Saturday & Sunday Janitorial Services

#### A. LOCATION

1461 Chestnut Grove Road  
Dover, DE 19904

#### B. BUILDING SPECIFICATIONS

Square Footage:  
VCT: 23,042  
Total Cleanable Square Footage: 23,042

#### C. DAYS OF SERVICE

Janitorial Day Porter Services will be provided twice per week, once on Saturday and once on Sunday not to exceed 4 hours each day. Price is based on a per day rate.

#### D. EQUIPMENT AND SUPPLIES

- All cleaning materials, tools, cleaning chemicals, and equipment will be provided by Mid-Atlantic Services, A-Team Corp.

#### E. SCOPE OF WORK

- a. Per Diem
  - Trash Removal
  - Sweeping and dust mopping of all hard surface floors
  - Wet mopping of hard surface floors
  - Cleaning and disinfecting classroom tables and desks
  - Monitor and remove trash in garage area
  - Cleaning, re-stocking, and disinfecting of all restrooms
    - Clean and disinfect all toilet fixtures
    - Clean and disinfect all sinks
    - Damp wipe all ledges and sills
    - Polish all stainless steel and chrome fixtures
    - Clean all mirrors
    - Damp mop all floors
    - Replenish all toilet tissue, paper towels, toilet seat covers, and hand soap areas

## SITE SPECIFICATIONS

**Georgetown P&P – Townsend Building**  
(Original Specifications from RFP)

**A. LOCATION**

22855 Dupont Hwy., Georgetown DE 19947

**B. BUILDING SPECS**

Usable Sq. Feet: 14630

-Vinyl: 3300

-Carpet: 11000

-Restroom Sq. Feet (Vinyl): 830

-Restroom Sq. Feet (Ceramic): N/A

- Total Cleanable Square Feet: 14300

**C. FREQUENCY**

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

**D. SPECIAL REQUIREMENTS**

**E. RATE REQUIREMENT**

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

A. **LOCATION**

200 South DuPont Blvd.  
Smyrna, DE 19977

B. **BUILDING SPECS**

**Total Cleanable Square Feet: 9221**

C. **DAYS OF SERVICE**

Scope of work is for cleaning 5 times per week, excluding state holidays

D. **EQUIPMENT AND SUPPLIES**

All paper goods, soap, and trash liners will be provided by Mid-Atlantic Services. In addition, all cleaning supplies, equipment, and labor will be provided by Mid-Atlantic Services, A-Team Corp.

E. **SCOPE OF WORK**

a. **DAILY (5x PER WEEK)**

- **Floors**
  - Edge all carpeted and hard surface floors to remove dust or debris
  - Wet mop all designated hard surface floors
  - Vacuum all carpeted areas
  - Sweep all uncarpeted areas
- **Trash removal**
  - Empty all trash containers and replace liners as needed
- **Restrooms**
  - Clean all fixtures in showers and sinks to remove grime
  - Clean and disinfect all urinals, toilets, and sinks
  - Wipe/disinfect switch plate covers, kick plates, stalls, and high touch surfaces
  - Damp wipe all ledges and sills
  - Polish all stainless steel and chrome fixtures
  - Clean all mirrors
  - Replenish all restroom towels, tissues, toilet seat covers, and hand soap
- **Kitchen/Break Room**
  - Clean and disinfect countertops and sink
  - Damp wipe, spot clean, and sanitize all tables and chairs
  - Wipe/disinfect switch plate covers and high touch surfaces
  - Refill soap and hand towel dispensers as needed

b. **Twice Weekly**

- **Dusting/Low Cleaning (Under 6')**
  - All furniture and fixtures (remove fingerprints)
  - Window sills, ledges, venetian blinds
  - Stairwells, stairs, landings, railings
  - Clean and polish all brass

c. **Once Per Week**

- **Spray Buffing**
  - Spray buff waxed VCT tile in vestibules, lobbies, corridors, and conference rooms

- d. **Monthly**
  - **Spot Clean Carpet Traffic Areas**
    - Bonnet Clean Carpet Traffic Areas
  - **Clean/Sanitize Exam Room Walls**
    - Wipe down/sanitize exam room walls in Wic area, from floor to ceiling
- e. **Quarterly**
  - **High Dusting (Over 6')**
    - Dust and clean all ceiling vents
    - Door casings
    - Clean and remove all debris from light fixtures (bugs, paper, dust)
    - Fire alarm bells
    - Partitions, wood paneling, etc.
    - Ventilators, grids, grilles, ducts and surrounding wall and ceiling areas
  - **Wax Vinyl/VCT Tile (Oct, Jan, April)**
    - Machine scrub all waxed VCT tile in restrooms, breakroom, and lobby, and seal with wax
- f. **Annually**
  - **Strip and Wax VCT Tile (July)**
    - Strip, seal, and wax VCT flooring in restrooms, breakroom, and lobby

## **A. LOCATION**

Delaware Veterans Home

100 Delaware Veterans Blvd.

Milford, DE 19963

## **B. BUILDING SPECS**

### **Usable Sq. Ft:**

- Carpet: 6,696
- Ceramic: 1,488
- VCT: 2,808
- Vinyl: 1,972
- Terrazzo: 3,992
- Cement: 2,808

**Total Cleanable Square Feet: 19,764**

Areas to be serviced: ***Admin West, Admin East, Front Entrance/Reception, Main Hall Offices and Common Areas, Locker Rooms, Maintenance/Laundry Hall Offices and Common Areas, Back Hall Offices and Common Areas, Therapy Room, Break Room, Front and Rear Exterior Porches***

## **C. DAYS OF SERVICE**

Janitorial services will be provided 7 days a week including all holidays with services performed on the schedule listed below in the Scope of Work section.

## **D. EQUIPMENT AND SUPPLIES**

All paper goods, hand soap, trash liners, and cleaning supplies provided by Delaware Veterans Home. All labor and supervision provided by Mid-Atlantic Services, A-Team Corp.

## **E. SCOPE OF WORK**

### **a) DAILY**

*(7 Days a Week, including all Holidays)*

***-All areas with the exception of Resident wings, and Dining room***

1. Trash Removal
  - Empty trash receptacles
  - Wipe down lids
  - Replace with clean trash liner
2. Restrooms
  - Trash Removal
  - Clean and polish all mirrors, dispensers, and fixtures
  - Wash/disinfect all sides of toilet seats, bowls, urinals, and sinks
  - Replenish/refill all paper and soap dispensers
  - Spot clean prints from all doors, frames, and light switches
  - Dust all horizontal spaces, partitions, window sills, and smoke detectors
  - Floors swept and damp mopped
3. Admin West
  - Trash removal
4. Admin East
  - Trash removal
  - Restrooms cleaned
5. Front Entrance/Reception



- Trash removal
- Clean front door glass
- Wipe down front reception desk
- Vacuum foyer/vestibule
- Hard surface floors swept and cleaned
- 6. Main Hall Offices and Common Areas
  - Trash removal
  - Restrooms cleaned
  - Locker rooms
    - Restrooms cleaned
    - Floors in locker room area swept
  - Office areas with hard surface floors swept
  - Hallways and common areas swept and cleaned
- 7. Maintenance/Laundry Hall offices and Common Areas  
*(Sewing room is never to be cleaned per customer request)*
  - Hallways, laundry room, laundry folding room, and 2 offices in kitchen area to be swept and cleaned
  - All other offices with hard surfaces floors swept
- 8. Back Hall Offices and Common Areas
  - Office areas with hard surface floors swept
  - Hallways and common areas swept and cleaned
  - Staff restrooms cleaned
- 9. Therapy Room
  - Hard floor surfaces swept
  - Restroom cleaned
- 10. Break Room
  - Trash removal
  - Hard floor surfaces swept and cleaned
  - Damp wipe/disinfect outside of microwave, coffee pot, other appliances
  - Fill/replenish any towels, soap, etc.
  - Damp wipe/disinfect all tables, chairs, countertops
- 11. Front and Rear Porches
  - Policed daily for trash, cigarettes, and debris
  - Trash removal
  - Exterior ash trays dumped

**b) 3x Per Week**

*(Monday, Wednesday, Friday)*

1. Admin West
  - Vacuum carpeted floors
2. Admin East
  - Vacuum carpeted floors
3. Main Hall Offices and Common Areas
  - Vacuum carpeted offices, conference rooms, and common areas
  - Office areas with hard floor surfaces cleaned
  - Locker room floors cleaned
4. Maintenance/Laundry Hall offices and Common Areas
  - Vacuum carpeted offices
  - Office areas with hard floor surfaces cleaned
5. Back Hall Offices and Common Areas
  - Vacuum carpeted offices, conference rooms, and common areas
  - Office areas with hard floor surfaces cleaned

**b) 3x Per Week(continued)**

6. Therapy Room
  - Hard floor surfaces cleaned
7. Front and Rear Exterior Porches
  - Concrete broom swept

**c) 2x PER WEEK**

(Tuesday and Thursday)

1. **Dusting**

***\*Mid-Atlantic Services staff will not disturb desks or personal belongings***

-Dust all horizontal surfaces, window sills and smoke detectors

-Admin West

-Admin East

-Main Hall Offices and Common Areas

(includes dusting tops of lockers in locker rooms)

-Back Hall Offices and Common Areas

-Therapy Room

-Break Room vending machines

-Interior glass in all above areas

-Dusting

-Spot cleaning glass

d) **1x PER WEEK**

(Day of the week to be set by customer)

-Barber Shop

-Hard floor surfaces swept and cleaned

e) **Bi-Weekly**

-Buff/burnish dining room floor

f) **MONTHLY**

1. High Dusting and vent cleaning in all areas with ceilings less than 10' high within the square footage listed in the Building Specs above.

-Dust all high edging and corners to remove all cobwebs and debris

-Remove all dust from vents and returns

-Clean light covers, remove all dust, debris and bugs from lights and vents

2. Disinfect tile walls and partitions in restrooms and locker rooms