

The City of Forest Park

Request for Proposals

Citywide Janitorial Services Various Departments throughout the City

Pre- Proposal Conference: Thursday, February 24, 2022 at 11:00 a.m. (local time)
City of Forest Park City Hall
745 Forest Parkway, Forest Park, GA 30297

Proposal Deadline: Tuesday, March 22, 2022 at 2:00 p.m.

| |
|---|
| ADDENDUM #1 Issued March 4, 2022 |
|---|

*Acknowledgment of receipt of this addendum **MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE TO THE RFP.***

REVISION(S):

- 1 A revision has been made to **include the Fleet Department** in the contractor's scope. Please refer to the edited **EXHIBIT A: SCOPE OF WORK AND TECHNICAL SPECIFICATIONS SECTION: 2.7 Fleet Department** attached below which includes a description of square footage and cleaning details for the Fleet Department. Additionally, Proponents should submit their Cost Proposal on the approved **Cost Proposal form** provided with this addendum.

QUESTION(S):

- 1 I am William Marsh. I was trying to find out where to locate the award winning bid amount from The last cleaning service back in September. Could you point me in the right direction to where I can find that?

Answer:

The current janitorial contract was awarded to American Facility Services, Inc in the amount of \$118, 464.96 per year. Proponents may request an open record through the City Clerk's office to obtain more details. To obtain records, please complete and submit a Request for Public Records to the City Clerk via the following link: <https://forestparkga.justfoia.com/publicportal/home/track>. Upon receipt of the request, the City Clerk's office will make the most requested information available within three (3) business days of the date received in the office, for review by the requestor.

- 2 To follow my last question. Do we get reimburse at the end of the month for supplying all paper products and soap or is that apart of the cleaning services job to supply materials as well?

Answer:

The awarded Contractor shall furnish all labor, equipment, and supplies necessary to perform the services. The Cost Proposal must support the Scope of Services contained in the RFP and fully encompass all activities. Please refer to **EXHIBIT A: SCOPE OF WORK AND TECHNICAL SPECIFICATIONS** for more information.

3 Who is the current vendor and contract value?

Answer:

The current janitorial contract was awarded to American Facility Services, Inc in the amount of \$118, 464.96 per year.

4 Are you able to provide any stats about paper usage?

Answer:

The City of Forest Park do not have those details as the current janitorial contractor provides all of our paper products.

5 Are all facilities open and staff working? If no is there an anticipated date of staff coming back in office?

Answer:

All City of Forest Park employees are in the office on a full time basis.

6 Will all services be performed in the evening?

Answer:

Some facilities must be cleaned during operating hours and others must be cleaned during non-operating hours. Some facilities must be cleaned on a regular schedule and others must be cleaned on an as-needed basis. Please refer to **EXHIBIT A: SCOPE OF WORK AND TECHNICAL SPECIFICATIONS** for more information.

7 I attended the pre-conference today and had to leave during the tour, can I come back and tour the other sites tomorrow? Or if one day next week will work for you?

Answer:

The last and final site tour will be scheduled Tuesday, March 8, 2022 at 1:30 p.m. Proponents must make an appointment to attend the site tour. To make an appointment, please email your request to ageeter@forestparkga.gov.

SIGNATURE

COMPANY NAME

TITLE

DATE

EXHIBIT A

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

- 1.0 INTRODUCTION. The Contractor is required to provide **Janitorial Services** at The City of Forest Park in accordance with the services contained in the contract.
- 2.0 SCOPE OF SERVICES. The Contractor shall provide **Janitorial Services** to various departments throughout The City of Forest Park. **The Contractor shall furnish all labor, equipment, and supplies necessary to perform the services** set forth herein, except as otherwise specified. COFP reserves the right to add or delete facilities/spaces as deemed necessary during the term of the contract. Days and hours for cleaning of each building may be modified at COFP's discretion throughout the life of this contract. The vendor is to include the standard hourly rate for general custodial services for tasks that occur outside the scheduled work time or special events. Space will be provided on the premises for storage of the Contractor's equipment and supplies. All floor waxes, strippers, sealers, polishes, carpet cleaning products, etc. are to be applied in accordance with manufacturer's specifications. Only the best water emulsion, non-skid waxes are to be used. Waxes, strippers, and sealers are to be approved by the Director of Public Works. The work shall be scheduled at such times as to avoid interference with normal or specific activities that may occur in the facilities of the various Departments. All scheduled work must be completed. Any area not completed shall be reported to the Department of Public Work's designee. Minimum staffing will be agreed to by Contractor and the Department of Public Works and must be maintained throughout the Contract. The Contractor is responsible for the security of the buildings during the period Contractor's employees are at work and upon completion of work each day, all windows and doors shall be locked securely when appropriate. The contractor will be responsible for and will provide their own transportation between the various work locations, in accordance with the work described in these specifications is to be performed for various departments at the following locations:

CITY OF FOREST PARK BUILDINGS SQUARE FEET

| BUILDINGS | LOCATION | SQUARE FEET |
|--------------------------------|---|-----------------------|
| CITY HALL | 745 Forest Pkwy, Forest Park, GA 30297 | 13,244 sq feet |
| HUMAN RESOURCES | 785 Forest Pkwy, Forest Park, GA 30297 | 3,536 sq feet |
| PLANNING, BUILDING, AND ZONING | 785 Forest Pkwy, Forest Park, GA 30297 | 2,860 sq feet |
| PUBLIC WORKS | 5230 Jones Road, Forest Park, GA 30297 | 11,760 sq feet |
| POLICE DEPARTMENT | 320 Cash Memorial Blvd, Forest Park, GA 30297 | 22,313 sq feet |
| 850 MAIN ST. (1st FLOOR ONLY) | 850 Main St, Forest Park, GA 30297 | 2,986 sq feet |
| FLEET DEPARTMENT | 5230 Jones Road, Forest Park, GA 30297 | 621 sq feet |
| | | |
| TOTAL SQUARE FEET | | 57,320 sq feet |

2.1 CITY HALL

This area consists of:

Offices, Four (4) Restrooms, One (1) conference room, One (1) Council Chamber, One (1) Lobby

Janitorial services to be performed five (5) times a week (Monday-Friday) unless noted.

LOBBY AND COMMON AREAS:

A. Daily

1. Police sidewalk and entrance areas.
2. Empty all trash receptacles, cigarette urns, etc. and reline, as necessary.
3. Spot clean doors, walls, interior glass, and woodwork.
4. Vacuum carpeted floors.
5. Sweep and mop or spot mop composition tile and terrazzo floors.
6. Clean and sanitize water fountains.

B. Weekly

1. Dust to hand height (70") all horizontal surfaces.
2. Dust and/or damp clean all furniture including desks, chairs, tables and various accessories.

C. Monthly

1. High dust above hand height all horizontal surfaces.
2. Clean exterior of urns and trash containers.

OFFICES:

A. Daily

1. Empty trash receptacles and reline as needed. remove trash to designated area.
2. Spot clean doors. walls. counter tops, interior glass, and woodwork.
3. Vacuum carpeted floors.

B. Weekly

1. Dust to hand height (70") all horizontal surfaces.

COUNCIL CHAMBERS:

Janitorial services to be performed once a week unless noted.

A. Weekly

1. Dust
2. Empty all trash receptacles, cigarette urns, etc. and reline, as necessary.
3. Spot clean doors, walls, interior glass, and woodwork.
4. Vacuum carpeted floors.

5. Clean and sanitize water fountains.

REST ROOMS:

A. Daily

1. Clean and sanitize, interior and exterior of all fixtures, including toilets, urinals and lavatories.
2. Clean and dry polish all chrome fittings.
3. Damp mop floors with germicidal disinfectant.
4. Empty all trash receptacles and disposals and reline as needed.
5. Spot clean and sanitize exterior of all containers.
6. Spot clean to hand height (70") walls, partitions, interior glass, mirrors, and horizontal surfaces.
7. Replenish all dispensers to normal levels, from owner's supply, (soap, tissue, paper towels, etc.).

BREAK ROOM:

A. Daily

1. Damp clean and sanitize counters, tabletops, and chairs.
2. Empty trash receptacles and reline as needed.
3. Spot clean doors, walls, and interior glass.
4. Sweep and mop or spot mop composition tile floors.

GENERAL:

Contractor will:

1. **Provide all cleaning supplies and equipment for the entire city.**
2. Spray buffs all composition tile floors (TWICE MONTHLY).
3. Comply with owners' specifications when cleaning unique areas, i.e., computer rooms, laboratories, etc.
4. Provide small trash can liners. Large trash bags are extra and will be billed as used.

2.2 HUMAN RESOURCES

This area consists of:

Four (4) Offices, One (1) Workspace, Two (2) Restrooms, One (1) conference room, One (1) Breakroom, One (1) Lobby

Janitorial services to be performed daily unless noted. If office is locked, that area does not need to be cleaned that day.

OFFICES AND WORKSPACE:

1. Empty trash
2. Vacuum
3. Dust

RESTROOMS:

1. Empty trash
2. Clean Sink & Toilet
3. Clean mirrors
4. Refill Paper Products

CONFERENCE ROOM:

1. Clean tabletop
2. Vacuum
3. Empty trash
4. Dust

BREAKROOM:

1. Clean tabletop
2. Sweep & mop
3. Dust
4. Clean Sink & Counter
5. Wipe down refrigerator

LOBBY:

1. Sweep & mop
2. Clean furniture
3. Dust

2.3 PLANNING, BUILDING, AND ZONING

This area consists of:

Offices, Two (2) Restrooms, One (1) Conference Room, One (1) Kitchen, One (1) Court Room, One (1) Front Lobby, Hallways

Janitorial services to be performed daily unless noted.

OFFICES:

1. Empty trash
2. Vacuum
3. Dust

RESTROOMS:

1. Empty trash
2. Sweep
3. Mop
4. Clean sink/toilet
5. Refill paper products, soap, air freshener

CONFERENCE ROOM:

1. Clean table
2. Vacuum
3. Empty trash
4. Dust

KITCHEN:

1. Sweep/mop
2. Refill paper towels and soap
3. Empty trash
4. Clean sink/counter/table

COURT ROOM:

1. Empty trash
2. Vacuum
3. Clean table
4. Dust

FRONT LOBBY:

1. Sweep/mop
2. Dust counter

HALLWAYS:

1. Vacuum

GENERAL:

Contractor will:

1. Take out all trash and put in trashcans in the back of the building.
2. Wednesdays - move cans in the back to the front by the Rec center to be picked up.

2.4 PUBLIC WORKS

This area consists of:

One (1) Front Lobby, Administration Offices, One (1) Conference Room, One (1) Community Service Room, One (1) Training Room, Employee Side Entrance Hallway to Back of Building, One (1) Computer Room, One (1) Kitchen, One (1) Breakroom, One (1) Locker / Shower / Men Restroom / Laundry Room, One (1) Women's Locker / Restroom

Janitorial services to be performed three (3) days a week (Monday, Wednesday, and Friday) unless noted.

FRONT LOBBY:

1. Clean glass doors & window
2. Vacuum

ADMINISTRATION OFFICES:

All offices & open offices

1. Empty trash
2. Dust
3. Vacuum
4. Clean sinks & counters, refill paper products, soap
5. Clean restrooms - empty trash, clean sinks, counter tops, toilets & mop
6. Sweep & mop hallways

CONFERENCE ROOM:

1. Dust
2. Vacuum

COMMUNITY SERVICE ROOM:

1. Clean counter
2. Sweep & mop
3. Empty trash

TRAINING ROOM:

1. Dust
2. Clean tables
3. Vacuum

EMPLOYEE SIDE ENTRANCE HALLWAY TO BACK OF BUILDING:

1. Sweep & mop

COMPUTER ROOM:

1. Dust
2. Sweep & mop

KITCHEN:

1. Clean sink & counter (no dishes)
2. Sweep & mop
3. Empty trash

BREAKROOM:

1. Clean tables
2. Clean counter
3. Sweep & mop
4. Empty trash

LOCKER / SHOWER / MEN RESTROOM / LAUNDRY ROOM:

1. Clean showers
2. Clean sink, counter & toilets
3. Refill paper products, soap
4. Sweep & mop
5. Empty trash

WOMEN'S LOCKER / RESTROOM:

1. Clean shower
2. Clean sink, counter & toilet
3. Sweep & mop
4. Empty trash

2.5 POLICE DEPARTMENT

This area consists of:

Administration: Communications/Radio, One (1) Conference Room, Offices & Mailroom, Kitchen/Breakroom, Restroom, Admin Glass Window & Door; Records/Court Area: Judge's Office Restroom, One (1) Court Room, One (1) Kitchen/Breakroom, Main & Court/Probation Hallway; Operations: Watch Office& Captains Office, Restrooms, One (1) Library, Squad/Roll Call, Operations Hallway, Comstat, COPS Office, Detectives Area, Operation Conference Room; Sallyport, Grounds/Parking Lot

Janitorial services to be performed three (3) days a week (Monday, Wednesday, and Friday) unless noted.

*Main Court Hallway, Court Room, Side Probation Hall and Judges Offices are **NOT** accessible on Wednesdays

ADMINISTRATION

COMMUNICATIONS/RADIO:

1. Empty trash
2. Dust
3. Vacuum
4. Sweep & mop

CONFERENCE ROOM:

1. Empty trash
2. Dust
3. Vacuum
4. Clean glass tabletop

ALL OFFICES AND MAILROOM:

1. Empty trash
2. Dust

3. Vacuum

KITCHEN/BREAKROOM:

1. Clean sink; table; counter
2. Sweep & mop
3. Empty trash

RESTROOMS:

1. Sweep & mop
2. Clean sink & toilet (Lift Seat)
3. Empty trash
4. Refill paper products, Soap, Air freshener

ADMIN GLASS WINDOW & DOOR:

1. Clean Glass with Soapy Water & Cloth ONLY
!!!NO WINDEX!!

RECORDS/COURT AREA

RECORDS:

1. Empty trash
2. Dust
3. Clean window (Windex)
4. Sweep & mop
5. Empty shred bag

*COURT ROOM:

A. Daily-except Wednesdays

1. Empty trash
2. Dust

B. Tuesdays & Thursdays ONLY

1. Vacuum

*JUDGE'S OFFICE:

A. Daily-except Wednesdays

1. Empty trash
2. Dust
3. Vacuum

KITCHEN/BREAKROOM:

1. Clean sink; table; counter
2. Sweep & mop
3. Empty trash

RESTROOMS:

1. Sweep & mop
2. Clean sink & toilet (Lift Seat)
3. Empty trash
4. Refill paper products; Soap; Air freshener

HALLWAYS- MAIN & *COURT/PROBATION:

1. Sweep & mop
2. Clean & sanitize water fountains
3. Empty trash

OPERATIONS

1. Empty Trash
2. Dust
3. Vacuum

WATCH OFFICE & CAPTAINS OFFICE:

1. Empty Trash
2. Dust
3. Vacuum

OPERATION CONFERENCE ROOM:

1. Empty trash
2. Dust
3. Sweep & mop

DETECTIVES AREA:

1. Empty trash
2. Dust
3. Sweep & mop

COPS OFFICE:

1. Empty trash
2. Dust
3. Vacuum

SQUAD/ROLL CALL:

1. Empty trash
2. Dust
3. Vacuum

COMSTAT:

1. Wipe tables
2. Dust

3. Vacuum

LIBRARY:

1. Dust
2. Vacuum

OPERATIONS HALLWAY:

1. Sweep & mop

SALLY PORT:

1. Empty trash

GROUNDS/PARKINGLOT:

1. Empty Cigarette Posts - located @ Front, West, East & Rear Entrances
2. Empty Trash Cans - located @ Front, West, East & Rear Entrances

2.6 850 MAIN ST

This area consists of:

FIRST FLOOR ONLY: One (1) Kitchen/Breakroom, Administration Offices, One (1) Conference Room, Restrooms

Janitorial services to be performed daily unless noted

KITCHEN/BREAKROOM:

1. Clean sink; table; counter
2. Sweep & mop
3. Empty trash

RESTROOMS:

1. Sweep & mop
2. Clean sink & toilet (Lift Seat)
3. Empty trash
4. Refill paper products; Soap; Air freshener

CONFERENCE ROOM:

1. Empty trash
2. Dust
3. Vacuum
4. Clean tabletop

ALL OFFICES:

1. Empty trash
2. Dust
3. Vacuum

2.7 FLEET DEPARTMENT

This area consists of:

One (1) Front Lobby, Three (3) Administrative Offices, One (1) Kitchen, and Four (4) Restrooms

Janitorial services to be performed three (3) days a week (Monday, Wednesday, and Friday) unless noted.

FRONT LOBBY:

1. Clean glass doors & window
2. Vacuum

ADMINISTRATIVE OFFICES:

All offices & open offices

1. Empty trash
2. Dust
3. Vacuum
4. Sweep & mop hallways

KITCHEN:

1. Clean sink & counter (no dishes)
2. Sweep & mop
3. Empty trash
4. Refill paper products and soap

RESTROOMS:

1. Clean sink, counter & toilet
2. Sweep & mop
3. Empty trash
4. Refill paper products; Soap; Air freshener

The City may require services beyond the scope of these Contractual documents. The Contractor will provide a cost proposal for these extra services as requested based on the per unit price, which includes the cost of direct labor with supervision, payroll (see Section 9.0), plus overhead and burden. Contractor will be notified at minimum one week in advance for additional service requests.

3.0 KEY CONTROL

A. The Contractor shall establish and implement methods of insuring that all keys

issued to the Contractor by the Department are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor shall be duplicated. The Contractor shall develop procedures covering key control that will be included in the quality control plan.

- B. The Contractor may be required to replace, re-key, or to reimburse the Department for replacement of locks or re-keying as a result of Contractor losing keys. In the event a master key is lost or duplicated, the Department shall replace all locks and keys for that system, and the total cost shall be deducted from the monthly payment due the Contractor.
- C. It is the responsibility of the Contractor to prohibit the use of keys issued by any persons other than the Contractor's employees.

4.0 CONSERVATION OF UTILITIES

- A. The Contractors shall be directly responsible for instructing employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude waste of utilities, which shall include, but shall not necessarily be limited to electricity, water, etc.
- B. Lights shall be used only in areas where and at the time when work is actually being performed.
- C. The workers will not adjust mechanical equipment, or controls for heating, ventilation, and air conditioning systems, except in cases of emergency to shut off the systems.
- D. Water faucets or valves shall be turned off after the required usage has been accomplished.

5.0 LOST AND FOUND PROPERTY

It is the responsibility of the Contractor to ensure that all possible lost articles of personal or monetary value found by the Contractor's employees are turned in to the City's representative.

6.0 STANDARDS OF CONDUCT

The Contractor shall be responsible for maintaining satisfactory standards of employees' competency, conduct, courtesy, appearance, honesty, and integrity, and shall be responsible for taking such disciplinary action with respect to any employee, as may be necessary.

7.0 DISMISSAL OF EMPLOYEES

The Department may request the Contractor to immediately remove from the premises and/ or dismiss any employee found unfit to perform duties due to one or more of the following reasons:

- A. Neglect of duty, absenteeism, and sleeping on the job.
- B. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting.
- C. Theft, vandalism, immoral conduct, or any other criminal action.
- D. Selling, consuming, possessing, or being under the influence of intoxicants, alcohol, or illegal substances, or any other drug/medicine prescribed or over the counter, which produce similar effects while on duty.

8.0 SUPERVISION

The Contractor shall provide adequate competent supervision at all times during the performance of this Contract. To that effect, a qualified Project Manager and one or more alternates shall be designated in writing to the Department prior to Contract start. A resume of qualifications of the designated individuals must accompany aforementioned designation. The Project Manager or his designated representative must be ready to meet with Departmental personnel. The Contractor shall provide the telephone numbers where its representative(s) can be reached or call back within a two-hour time frame.

9.0 PERFORMANCE EVALUATION MEETINGS

The Contractor shall serve a 90-day probationary period. At the end of the probationary period, the Project Manager shall be readily available to meet with representatives of the Department weekly during the 3rd month of the Contract and as often as necessary thereafter. A mutual effort will be made to resolve any and all problems identified at these meetings. A designated representative of the Department will be responsible for scheduling and chairing the meetings and preparing copies of written minutes for distribution. Should the Contractor not concur with same, he shall set forth in writing his reasons for disagreement and present them to the Department representative.

10.0 SPECIAL PROVISIONS

These requirements are to be followed explicitly for all sites:

- A. All employees shall be required to sign in and out on a designated log sheet.
- B. All employees shall be required to wear I.D. badges to be furnished by Contractor and approved by the City of Forest Park.
- C. At the end of each week, the Contractor shall file with the Department representative a list of all employees used at the work site.
- D. Keys to each facility shall be issued only to Contractor's Supervisor for that site. Only the Supervisor shall unlock any outside door and shall be responsible for maintaining facility security. If the office doors are locked, do not clean that area on that day.
- E. No one under age eighteen is permitted on the premises after normal working hours. Contractor's employees are not allowed on the premise if they are not involved in the performance of the work.

11.0 REQUIREMENT PRIOR TO COMMENCING WORK

- A. Upon executing the Contract and before beginning the work, the Contractor shall prepare a schedule that shall include:
 - 1. The dates to strip and refinish all composition, cement, terrazzo, marquette, ceramic, resilient, etc., floors and stairways.
 - 2. The dates to thoroughly clean carpet at each location.
 - 3. The dates to wash the light fixtures and surrounding ceiling.
- B. Prior to beginning work, the Contractor shall prepare schedules, referencing individual locations and the following Sections and Technical Specifications:
 - 1. Weekly - day of week;
 - 2. Monthly - day of month;
 - 3. Semi-annually - month of service; and
 - 4. Annually - month of service.
- C. The Contractor shall establish and maintain a comprehensive Quality Control Program to assure the requirements of the Contract are provided as specified. An update must be provided as changes occur. The Program shall include, but

not be limited to the following:

1. An inspection system, covering all the services to be performed under the Contract. It must specify areas to be inspected on either a scheduled or unscheduled basis and the name and title of the individual(s) who will do the inspections.
 2. A method of identifying deficiencies in the quality of services Performed before the level of performance becomes acceptable.
 3. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to the City upon request.
- D. Contractor shall provide schedules for services to be provided at each prior to commencement of work. Schedules are to be in a Checklist format and copies will be posted at each location. Contractor's Employees shall sign the schedule as duties are completed.
- E. The Daily Requirements shall be posted at each location. The Contractor's employees shall sign the list on a daily basis.

12.0 WAGES

The Contractor shall maintain payroll records during the entire term of the Contract and any Contract extensions. A copy of the payroll summary shall be forwarded to the City no later than five (5) working days after each pay period.

13.0 PAYMENTS TO CONTRACTOR

1. The Contractor shall be paid monthly the amount stated on the approved invoice.
2. The City may require services beyond the scope of these Contractual documents. The Contractor will provide a cost proposal for these extra services as requested based on the per unit price, which includes the cost of direct labor with supervision, payroll (see Section 9.0), plus overhead and burden. Contractor will be notified at minimum one week in advance for additional service requests.
3. Specialty cleaning should be priced out and approved by each department head (i.e., stripping and waxing floors, carpet cleaning, light fixtures, etc.).
4. The City reserves the right to increase and/or decrease any work

locations. Contractor's compensation will be adjusted accordingly.

5. Additional work as specified by Department's designee shall be priced and submitted via change order.

14.0 RULES AND REGULATIONS

The Contractor agrees to observe and obey any and all rules and regulations adopted by the City of forest Park, and such regulations as set forth by the Federal, State and local government/authorities.

15.0 REPAIR OF BUILDING

The Contractor shall notify the Public Works Director or designee immediately of any fixtures, building equipment, or material which have become loose, out of order, or in need of repair or replacement.

16.0 DAILY

- A. All composition floors shall be swept and/or damp mopped to remove dirt and soiling and deodorized.
- B. All Terrazzo, Marble, and Ceramic floors and stairways shall be wet mopped. These areas shall be sealed and polished wherever wear is noticeable.
- C. All office counters, furniture, cabinets, desks, chairs, ledges, windowsill partitions, pictures, and other wall adornments, etc. are to be dusted and cleaned.
- D. Empty wastebaskets, trashcans, ashtrays, sand urns, water urns, etc. Empty recycle bins into recycle containers. Supply sand and water urns with fresh sand or water. Trash shall be placed in designated locations.
- E. Marks and smudges shall be removed as needed from all walls, doors, floors, partitions, elevator cars and doors, light switches, electric and telephone outlets, doorknobs, mirrors, and other high-traffic areas.
- F. Report burned-out lights to Maintenance.
- G. All areas shall be cleaned with the same type and level of cleaning.

- H. All sinks and drinking fountains shall be cleaned and sanitized.
- I. All kitchen/breakroom areas shall be cleaned and sanitized.
- J. Restrooms
 - 1. Urinals, commodes, and washbasins shall be cleaned and disinfected.
 - 2. Mirrors shall be polished.
 - 3. Stall partitions and tile walls shall be cleaned and sanitized.
 - 4. Floors shall be swept and wet mopped with cleaner.
 - 5. Sanitary napkins receptacles shall be cleaned and sanitized.
 - 6. Hand towels, tissue, sanitary napkins, and soap receptacles shall be refilled from City's supplies.
 - 7. Each month a bucket of water must be poured into the floor drain.
- K. Conference Room
 - 1. Clean chalkboards. Chalkboards shall not be damp-wiped.
 - 2. Dust and rearrange the furniture.
 - 3. Glass in entrance doors, storefronts, and partitions shall be cleaned, vacuum carpet or mopped the floor, dust furniture and empty trash bins.

17.0 WEEKLY

- A. Sweep floors with treated dust mop and an approved cleaning solution semi-weekly or more frequently if needed.
- B. Trashcan liners are to be changed. New liners are to be furnished by the

Contractor.

- C. Disinfect all walls and floors in restrooms.
- D. Wall, wainscot, and woodwork shall be dusted and soiling removed.
- E. All marble/ceramic surfaces and areas surrounding washbasins in Restrooms are to be cleaned and disinfected.
- F. Inside of all windows six (6) feet and below shall be cleaned.
- G. Telephone receivers shall be damp-wiped with a disinfectant solution.
- H. All carpets shall be thoroughly vacuumed, inclusive of corners, edges, and behind doors.

18.0 SEMIMONTHLY

All terrazzo, Marblette, and ceramic floors and stairways are too sealed and polished. High traffic areas shall be polished more frequently as needed.

19.0 MONTHLY

- I. All walls, partitions, doors, door closures, and doorframes are to be completely cleaned.
- J. Venetian and Levolor blinds are to be washed.
- K. Draperies and curtains are to be vacuumed.
- L. Walls, wainscot, and woodwork are to be thoroughly cleaned.
- M. De-scale fixtures in restrooms with acid-type bowl cleaner.
- N. Wash and polish all furniture as needed.
- O. Clean and disinfect inside and outside of all trash and ash receptacles.

20.0 QUARTERLY OR SEMI-ANNUAL AS STATED

- P. Air conditioning diffusers return vents, and surrounding areas are to be washed every 6 (six) months.
- Q. Strip, reseal, and refinish floors with at least two coats of seal and two coats of finish every 3 (three) months.
- R. Shampoo carpet every 6 (six) months.
- S. Interior of all windows above six (6) feet shall be cleaned every 6 (six) months.
- T. Exterior of all windows shall be cleaned every 6 (six) months.

21.0 COMPUTER ROOMS

Normal schedules, detailed in Sections 17.0 through 20.0 above, prevail. However, special conditions require restrictions at these locations:

- A. All dusting must be done with anti-static cloths.
- B. Floors are to be dust mopped with mops treated with anti-static solution.
- C. Whenever water must be used, limit the amount to that necessary for the job.
- D. Polishing pads shall be of the type designed for use in this type of area.
- E. These areas must be serviced during normal working hours.
- F. Steel wool will not be used in these areas.

22.0 METHODOLOGY

The following shall be the basic description of methods to be used. Any variation from these shall be subject to specific approval by the Public Works Director or designee.

- A. Floor Sweeping

The floor shall be swept clean so that no dust streaks are left and no dust is left there. Dirt is picked up with the dustpan. No dirt or dust shall be left in the corners, behind or under the furniture, behind doors, or on stair treads and risers. Sweeping shall be done with hairbrushes and cotton sweeping mops in such a manner that a minimum amount of dust is raised. Straw brooms may be used only in sweeping exterior surfaces. In areas where no dust can be tolerated, vacuum cleaners, cotton sweeping mops, oil free treated mops, or an oil free sweeping compound - and hairbrush shall be used. All furniture and other equipment moved during the sweeping process shall be replaced at the completion of the work. Baseboards, doors, furniture, and equipment shall not be disfigured or damaged by being struck with the sweeping brush or mop, or in the process of moving furniture and equipment.

B. Mopping

Floors shall be wet mopped to remove dirt and stains that cannot be removed by sweeping. Natural soap solution shall be used as an agent to remove the dirt. Floors shall be rinsed clean so as to remove soap residue and any dingy or cloudy appearance. Floors shall be dried after mopping to prevent any standing water from being absorbed into beams or floor covering. Mop water shall be changed regularly throughout the day. Mop water splashed on baseboards, doors, furniture, equipment, etc., shall be removed immediately. Terrazzo, ceramic tile, and vinyl asbestos floors shall be mopped nightly.

C. Scrubbing

Scrubbing shall be done as needed with neutral soap solutions when mopping cannot clean a floor. With specific approval, scouring powder may be used on very dirty quarry tile or ceramic tile floors. Water or scrubbing solution shall not be allowed to stand on floors longer than necessary to complete the cleaning job, at which time dirty water shall be picked up, and the floor shall be rinsed clean until free of all soapy solution, when dried.

D. Floor Finishing (Stripping/Sealing/Waxing)

Floor finishing shall be done no less than what is stated in the contract and approval of Department's Designee and shall be limited to floors other than terrazzo floors. Only approved floor finishes shall be used on floor coverings. All floor areas shall be finished with slip resistant, approved finish. The finish shall be applied to the floor services with the approved applicator or cotton mop after the floor surface has been thoroughly cleaned by mopping or scrubbing and is dry. The application of excessive amounts of finish shall be avoided and a buildup of finish shall not be permitted. Sufficient material shall be used to fully protect

the floor surface and present a neat, well-kept appearance. Refinishing shall be done in heavy traffic areas, such as in doorways and corridors, or in heavy work areas as scheduled or as needed (in these areas), to keep the floors fully protected and a uniform well-kept appearance of the entire area. In cases where it becomes necessary to remove the old finish, a neutral soap solution shall be used. Where finish has been permitted to pile up along walls or near furniture, #1 or #2 steel wool may be used in addition to the soap solution. In the case of large areas, the buffing machine equipped with a steel wool pad may be used in the removal of old finish material.

E. Buffing

Floors shall be thoroughly dry before buffing. A buffing machine shall be used nightly, and buffing shall be only enough to bring surface to desired uniform luster. Woodwork, baseboards, and furniture shall not be marred or discolored by the buffing equipment or the material used. Finish shall not be applied to floors nearer than six (6) inches to baseboards or non-movable fixtures, as the buffing brushes will carry enough material to protect a six-inch wide area along the baseboards and fixed objects, movable furniture, fixture, and equipment, including desks, tables, and business machines on rollers shall not be moved during operation and then replaced.

F. Miscellaneous Fixture cleaning - Water Closets

The inside and outside surfaces of water closets, tanks, and seats shall be cleaned to remove all rust, odors, and water stains.

G. Urinals

Urinals shall be cleaned to remove rust, odors, and stains. Cleaning solutions shall be flushed through the trap to reduce accumulations of scale.

H. Washbowls

Washbowls shall be cleaned to remove all rust, stains, odors, and scale. Abrasives or polishes shall not be applied to fittings. Water used in cleaning shall not be allowed to get between the fixtures and the wall.

I. Drinking Fountains

Drinking fountains shall be cleaned to remove accumulations of stain, rust, and scale. Grilles below fountains shall be dusted daily.

J. Toilet Room Cleaning

Provide all cleaning as detailed for urinals, water closets, floor type, mirrors, toilet partitions, walls, ceilings, water fixtures, soap dispensers, paper towels and toilet paper dispensers, hand dryers, countertops, doors, etc.

Each month the contractor shall pour a bucket of water into the floor drains.

K. Care of Dispensers

All paper towels, cloth roller towels, toilet paper, and soap dispensers shall be refilled as needed. Paper towel and cloth towel cabinets and soap dispensers shall be cleaned after refilling. The City shall furnish materials used in these dispensers. The contractor shall maintain an inventory of each building of service and provide a weekly report.

L. Glass/ Window Cleaning

All glass cleaning shall be done as required by schedule.

Any paint drops or smears shall be washed from both inside and outside window glass. Steel wool shall not be used, but razor blades or broad knives are permissible.

Both inside and outside surfaces of glass shall be washed to remove all traces of film, smudge, dirt, and other foreign matter.

In the event it is found to be physically impossible to remove stains from any particular glass pane, the matter shall be called to the attention of the City's Representative so arrangements can be made for the replacement of the glass if deemed necessary.

M. Cleaning Interior Glass

Glass partitions, glass in doors, transoms, glass-draft shields of window, and mirrors shall be cleaned to present a neat, clean appearance, having all dirt and smudges removed.

N. Dusting

All dust shall be removed nightly from exposed surfaces. Furniture to be dusted shall include windowsills, baseboards, woodwork, shelves, fire extinguishers, railings, ledges, machines, and similar items. It shall not

be the responsibility of the Contractor to tidy-up desks or filing cabinets, other than to empty and dust and/or wash glass tops. Furniture with removable cushions and backs shall have them removed and dust shall be removed from under them.

O. Polishing Metal

Solid, non-ferrous metal, nameplates, fire extinguishers, and other fixtures shall be polished whenever needed, to present a neat, clean, shiny appearance. Polishing materials shall be used so that finish of metal fixtures and adjacent surfaces will not be damaged.

P. Cleaning Carpets

Carpets shall be thoroughly vacuum cleaned whenever as stated in the contract without damaging nap.

Q. Wall, Partition, and Woodwork Cleaning

Wall, partition, and woodwork shall be washed where wall surfaces are vitreous materials, paint, or enamel; surfaces of walls, wainscoting, partition, and woodwork, which are not washable, shall be spot cleaned to remove accumulations of dirt and pencil marks. All wall registers and grills shall be kept clean.

R. Spot Cleaning of Doors, Windows, Handrails, and Walls

Doors surfaces, facings, casings, and knobs, window casings and stools, and handrails on stairways and walls shall be spot cleaned nightly to remove soil stains, caused by such things as rubber burns, hand prints, dirt, food particles, chemicals, and blood.

S. Cleaning Ash Urns, Ashtrays, and Wastepaper Baskets

Ash urns and wastepaper baskets shall be cleaned thoroughly, nightly.

T. Washing Furniture

Wood and metal desks, tabletops, chair and sofa arms shall be cleaned when needed to remove dust, soil, stains, and grease.

U. Trash Removal

The City shall furnish wastebaskets, ash urns, rubbish, and trash containers located in the building. The Contractor shall collect and remove trash and rubbish nightly from the premises and deposit it in proper curbies, located behind each building in the designated areas on the cleaning site(s). The Contractor shall furnish proper containers, required to collect and transport trash and rubbish from the building. Soiled wastebasket liners shall be replaced immediately. All trash containers, including receptacles placed outside of the entrances, shall be emptied daily, and contain no dirt, grime or residue on the inner or outer surface. All containers shall be lined with new, correct size liners. If a trash container is placed outside of a closed door, it is to be emptied, liner replaced, and returned to the outside of the door. The door is not to be opened. All spills or leaks shall be cleaned up and the area returned to the original conditions. All trash containers shall be returned to their original locations.

23.0 INSPECTION

A Deficiency Report shall be prepared for each location and provided to the Contractor by the Department's designee. The Deficiency Report shall be used to write down any discrepancies noted by the Department designee or personnel. The Contractor shall read the Deficiency Report at the beginning of each workday and enter the date, his/her signature, acknowledging receipt of the form and any comments when the deficiency is remedied. Departmental designee will sign the Deficiency Form acknowledging whether or not the discrepancy has been remedied. (Refer to section 6.0, 9.0, 14.0)

In the event service performed is unsatisfactory, or is NOT in accordance with the Contract specifications, the Contractor shall, upon notification by the Department's designee **provide immediate service to the Department to correct any deficiencies noted within a 2 (two) hour response time, without additional cost to the Department.** The contractor shall provide a 24-hour emergency contact name and number to the Department's designee.

For failure by the Contractor to provide routine custodial service as specified in the Contract, the City may deduct the prorated share of the unclean area(s) from any payments due, based on the Contractor's price per square foot quoted in the Bid Form. This provision may be used when the work is not promptly corrected by the Contractor or there are continuous, documented deficiencies in the Contractor's performance. This may also serve as cause for dismissal of contract.

24.0 ADDITIONAL WORK

Additional work as specified by Department's designee shall be priced and submitted via change order.

EXHIBIT A.1: Cost Proposal

The Cost Proposal must support the Scope of Services contained in the RFP and fully encompass all activities in the Proponent's Proposal. **The Cost Proposal must be submitted in a separate sealed envelope.**

| # | BUILDINGS | SQUARE FEET | Total Amount Per Month |
|------------------------------|--------------------------------|--------------------|------------------------|
| 1 | CITY HALL | 13'244 sqft | |
| 2 | HUMAN RESOURCES | 3,536 sqft | |
| 3 | PLANNING, BUILDING, AND ZONING | 2'860 sqft | |
| 6 | PUBLIC WORKS | 11'760 sqft | |
| 7 | POLICE DEPARTMENT | 22,313 sqft | |
| 8 | 850 MAIN ST. (1st) FLOOR | 2,986 sqft | |
| 9 | FLEET DEPARTMENT | 621 sqft | |
| | TOTAL SQUARE FEET | 57,320 sqft | |
| TOTAL PROPOSAL AMOUNT | | | |
| (For Buildings 1-9) | | | |

| PROPOSAL AMOUNT FOR ADDITIONAL SERVICES (AS NEEDED) | |
|--|--|
| includes the cost of direct labor with supervision, payroll, plus overhead and burden. | |
| HOURLY RATE: | |

Total Proposal Amount for All Services: _____

Proponent's Name: _____