

Attachment B – Specifications

RFx No.: 3000022929

Title: *Mand. Site Visit* Janitorial Services -LDH

**Rapides Parish Health Unit
5604-A Coliseum Blvd.
Alexandria, LA 71303**

**SPECIFICATIONS FOR CUSTODIAL SERVICES
INSTRUCTIONS, CONDITIONS, AND REQUIREMENTS**

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The intent of these specifications is to provide for a complete Custodial Service Program. The Contractor will be required to provide specified custodial services.

General Conditions

All Contractor personnel are expected to work in a manner which will maintain the security and best interests of the Rapides Parish Health Unit, hereafter referred to as the Agency. The Agency reserves the right to require the Contractor to dismiss any employees deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of the Agency. The Contractor agrees that during the term of this contract, he and his employees will conduct themselves in a careful and prudent manner and that he will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

The Contractor will be directly responsible for any and all damages to the buildings or their contents caused by Contractor employees.

The Contractor will be responsible for compliance with all Agency policies, security measures, and vehicle regulations. Any Contractor employee who is found to be in violation of this policy will be subject to immediate dismissal.

Although designated storage areas will be provided for storage of Contractor's equipment, materials, and supplies, the Agency will not be responsible or liable for such equipment, materials, or supplies and the security thereof.

The Contractor will procure insurance as per the insurance requirements, and will show evidence of such insurance in the form of Certificate(s) of Insurance prior to contract award.

The Contractor will hold and save the Agency, its officers, agents, and employees harmless from liability of any nature or kind, including costs and expenses for any lawsuit or damages resulting from injuries, or damages sustained by any person or persons or property by virtue of performance of this contract by the Contractor or its agents.

The Contractor is to contract for goods, services, and employment in his firm's name only, and will not implicate the Agency directly or by inference in these transactions. The Contractor is to be in all respects an independent Contractor and none of his employees is to be regarded as employees of the Agency. The contract is not to be assigned or transferred by the Contractor to any subcontractor or any other party during the term of the contract unless prior approval is obtained.

The terms and conditions of this contract cannot be changed, altered, or modified in any way without the advance written approval of the Office of State Procurement. If, because of reasons beyond the control of the Agency (e.g. fire), business operation in any or all of the facilities is interrupted or stopped, the Agency will have the right to terminate this contract upon 10 days' certified written notice without any penalty thereof.

Contractor's price will be sufficient to pay for all applicable federal and state withholdings, workmen's compensation, insurance, and all licenses, and comply with the current minimum wage rate.

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1. **Description of Services**

The Contractor will provide all supervision, labor, materials, supplies, and equipment, and will plan, coordinate, schedule, and assure effective performance of all service described herein. The Contractor will provide all janitorial and related services in accordance with the requirements of this contract.

2. **Contractor Minimum Qualifications**

Contractor will demonstrate they have been in business satisfactorily providing similar services for at least the last five years.

Contractor will have one project of two thirds or more of the square footage of this project (see Section 13), under a similar scope of work, in which janitorial services have been satisfactorily rendered.

Each bidder should attach an organization profile of their company, including but not limited to the following information:

1. The year the company was formed.
2. Total number of years of company janitorial experience.
3. Total number of custodial employees employed with the company.
4. Total number of businesses (not residential) and/or same facilities under contract for janitorial services.
5. Total number of custodial employees (full-time and part-time) as well as management personnel bidder intends to utilize for all facilities in this contract.

Company profile will be submitted to the Office of State Procurement within five working days after request. Failure to provide the requested documents may eliminate your bid from consideration.

3. **Supervision**

3.1 General

The Contractor will arrange for satisfactory supervision of the contract work. It will not be considered a responsibility of the Agency.

3.2 Contract Manager

The Contractor will provide the name, address, telephone number, text number, and an e-mail address that can accept voice mail or electronic transmissions for the Contract Manager from the Agency Contact Representative, this information will be submitted within five working days after request.

All calls and text messages will be returned within a two-hour period. Functioning telephone, cell phone numbers, and e-mail addresses that can accept voice mail communications or text messages will be maintained by the Contract Manager. Failure to return calls and messages within two hours will constitute grounds for placing the Contractor in default. The Contract manager is responsible for the management and scheduling of work to be performed under this contract. Any person filling this position will have prior approval. Any change in telephone, cell phone, or e-mail addresses will be made available to the Agency within a 24-hour period. Failure to report these changes may constitute grounds for placing the Contractor in default.

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The Contract Manager will be the liaison between the Contractor and the Agency. The duties of the Agency Contact Representative include but are not limited to work schedules, employee records, reports, and other correspondence to the campus, key security/issuance/collection, response to complaints, employee behavior/discipline, materials inventory control, and other duties.

3.3 Onsite Supervisor

The Contractor will provide the name, address, and telephone number of the onsite supervisor in writing to the Office Manager. This information will be submitted within five working days after request.

The term "onsite Supervisor" means person designated by the Contractor who has full authority to act on behalf of the Contractor on a day-to-day basis at the work site. Any person filling this position will have prior approval. Any change in telephone numbers will be made available to the Agency within a 24-hours period. Failure to report these changes may constitute grounds for placing the Contractor in default.

During the initial occupancy period, the onsite Supervisor may be designated from the custodial work force provided the specified qualifications are met. Once full-time supervisory activity is warranted, the Supervisor will discontinue activities as a custodial worker and devote full attention to contract supervision.

4. Qualifications of Personnel

4.1 Qualifications of the Contract Manager

The Contract Manager will possess recent satisfactory (within the past five years) experience in the management of custodial-type operations of the approximate size building(s) to be cleaned under this contract. A detailed resume containing the information specified below will be submitted to the Agency Contact Representative. This information will be submitted within five working days after request. Both new and replacement contract managers must provide the following documentation:

- a. The full name of the proposed Contract Manager.
- b. The detailed description of the previous five years employment history of the proposed Contract Manager.
- c. The name(s) and address(s) of the companies for whom the proposed managers worked for the past five years along with the name(s) and telephone number(s) of his/her immediate supervisor.

4.2 Qualifications of Supervisory Employees (Onsite Supervision)

All supervisory personnel engaged in directing work to be accomplished under this contract will possess recent satisfactory experience (within the past five years) in directing cleaning operations in a supervisory capacity.

A detailed resume containing the information specified below will be submitted to the Agency Contact Representative. This information will be submitted within five working days after request. Both new and replacement supervisors must provide the following documentation:

- a. The full name of the supervisor.
- b. A detailed description of the previous five years employment history of the proposed supervisor.

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- c. The name(s) and address(s) of the companies for whom the proposed supervisor worked for the past five years along with the name(s) and telephone number(s) of his/her immediate Supervisor.

4.3 Qualifications of Other Contract Personnel

The personnel employed by the Contractor will be capable employees, qualified in custodial type work. The staff will be trained and experienced cleaning personnel that exhibit the capability of performing contract services with minimum supervision. All personnel will receive close and continuing first-line supervision by the Contractor. Any non-compliance with terms of qualification will be cause for removal from the building.

Contractor will have in place training, education and development programs to ensure custodians are being properly trained. This should include blood-borne pathogens, safety training, material handling, and customer service. Contractor will provide attendance documents for employee training sessions when requested.

5. Scheduling Work and Reporting

5.1 Weekly Reports

The Contractor will submit to the Agency Contact Representative monthly work report of the jobs performed for comparison with the scheduled requirements. The report will include all periodic work performed. Such reports will specify the location where work has been completed, for example; that rooms have been stripped and refinished, that rooms have been damp mopped and spray buffed, and high cleaning has been performed in rooms, halls, lobby etc. The Agency contact will examine the Contractor's work on a daily basis.

5.2 Quality Control Program

The Contractor will establish a complete daily quality control program to assure the requirements of the contract are provided as specified. Within five working days prior to the starting date of the contract or within the time agreed upon between the Agency contact and Contractor, the Contractor will submit a copy of his program to the Agency contact. The program will include, but not be limited to the following:

- a. An inspection system covering all the services stated in the Frequency Schedule Quality Control section (section 14) of this contract. A checklist used in inspecting contract performance during regularly scheduled or unscheduled inspections. The name(s) of the individual(s) who will perform the inspection.
- b. The checklist will include every area of the operations serviced by the Contractor as well as every task required to be performed.
- c. A system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the State's inspectors point out the deficiencies.
- d. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation will be made available to the Agency during the term of the contract.

6 Security Clearance Requirements/Standards of Conduct

6.1 Security Clearance Requirements

The State reserves the right to request drug testing/screening at no additional cost to the State, for all janitorial/custodial employees by a certified laboratory of drug testing for each employee, (certified according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines). The report will identify the drugs/metabolites tested for, whether positive or negative. The report will also indicate the date and time of specimen collection, the date received by the laboratory, and the date and time reported. Drug testing will include testing for the presence of marijuana, opiates, cocaine, amphetamine/methamphetamine, and phencyclidine (PCP).

The State reserves the right to request additional drug screens for janitorial staff for reasonable cause. Any janitorial staff that tests positive on any drug screen(s) may be immediately dismissed.

Contractor is to be responsible for all keys issued if any. Keys are not to be left indoors and Contractor is not to admit anyone to offices while work is in progress unless advised by the Agency Contact Representative. All doors are to be closed, locked, and checked before leaving the building. In the event of key loss, Contractor will reimburse Agency for replacement, including re-keying of affected locations.

6.2 Standards of Conduct

Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and will be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is also responsible for ensuring that his employees do not disturb papers on desks, open desk drawers, or cabinets, or use Agency computers, fax machines, telephones, copy machines, including any and all State-owned property, materials, or supplies except as authorized. All contract employees will be required to enter and leave the premises through the front door. All employee packages or other items brought into, or out of the facility will be subject to search.

7 Staffing Standards

7.1 Minimum Standards

The Contractor will provide staffing to meet or exceed the following "minimum staffing standards" on the first day of work under the contract. These standards are "minimum" levels of staffing. The minimum daily staffing requirement is three custodians and one supervisor. This minimum is based on the size of the facility and the coverage needed to complete all tasks within the working hours outlined in section 8.2. The facility will be staffed to maintain optimum conditions of cleanliness. If the level of cleaning at any time is considered to be unacceptable to the Agency, then the Contractor will be required to increase his staff or take whatever measures are required at no additional cost to the Agency.

The Contractor is cautioned that the minimum daily staffing requirement may not be enough to accomplish all of the routine daily tasks and does not include special or project cleaning as required under this contract. The determination of total staff hours required above the minimum to complete the required task is the sole responsibility of the Contractor.

If at any time a change in personnel is made, the Contractor will be responsible for having a pool of at least two additional employees for the sole purpose of emergencies that may occur, and /or replacement of janitorial staff.

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7.2 Working Hours – beginning at 3:30 pm with all work completed by 8pm – Monday thru Friday. No staff should be remaining in or entering the building after 8pm. No staff should be entering the building on Saturday or Sundays.

7.3 Absenteeism

The Contractor will provide relief personnel as necessary to ensure that each assignment is performed daily, per contract specifications, regardless of employee absenteeism. If Contractor cannot provide an employee for required work hours, the amount of hours of non-performance of contract will be deducted by the hourly rate of that employee from the monthly invoice.

7.4 Employee Records

The Contractor will keep the records identified below for each employee performing the work described in the contract:

- a. Name
- b. Work Classification or Classifications
- c. Biweekly Hours Worked

The Contractor will furnish a certified copy of such records to the Agency contact at the end of each two-week period.

8. Correspondence

The Contractor or his designated officers will respond to all inquiries, complaints, and other written correspondence from Agency personnel within the required number of days as specified in each notice. (See Section 15 C). Correspondence will be on the Contractor's official stationery.

9. Supplies/Equipment

9.1 Furnished by the Agency

- a. Electrical power at existing outlets for the Contractor to operate such equipment as is necessary in the conduct of his work.
- b. Hot and cold water as necessary.
- c. Space in the various buildings for the storage of an inventory of supplies and equipment, which will be used in the performance of the work under the contract. The Agency will not be responsible in any way for damage or loss to the Contractor's supplies, materials, replacement parts, or equipment.

9.2 Furnished By the Contractor

- a. The Contractor will furnish all supplies and materials necessary for the performance of the work of this contract unless otherwise specified herein. For a list of expected supplies and materials, see page 15. Should the Contractor not furnish the proper supplies or adequate quantity, the State will make a one-time purchase of the needed supplies and charge them

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against the Contractor's invoice at the State's cost plus 20%. If the Contractor does not provide proper supplies after this action, then the Contractor will be in danger of default. Action placing the Contractor in default will be taken on the second occurrence during this contract.

b. The Contractor will provide the following products to be stocked in various dispensers:

1. Plastic Trash Can Liners to line Agency trash cans
2. Contractor will supply his own liners for trash collection.

The Contractor will furnish all cleaning equipment, vacuum cleaners, mops, brooms, etc. cleaning supplies, cleaners, cleaning powders, disinfectants, wood polish, etc. and any other items necessary to maintain the cleanliness and sanitation of the building at no additional charge to Agency.

The Contractor will not use any material which the Agency determines would be unsuitable or harmful to the surfaces to which it is to be applied. The Agency reserves the right and sole discretion to reject any material.

- a. All necessary cleaning equipment, including power-driven floor scrubbing machines, waxing and polishing machines, industrial-type vacuum cleaners, and all necessary motor trucks, etc., needed for the performance of the work will be furnished by the Contractor. For a list of expected equipment, (see page 15). Such equipment will be of the size and type customarily used for work of this kind and will meet the approval of the Agency. No equipment will be used which is harmful to the facility or its contents. Failure to provide adequate equipment may be cause to terminate the contract.
- b. All equipment will be in good working condition at all times. The Contractor will be responsible for all maintenance and repair costs necessary to keep their equipment in proper working condition and for any cost necessary to repair damage to the equipment due to misuse, abuse, or neglect by his employees. Should any machine become unserviceable during the contract period, the Contractor will furnish at his expense the equipment necessary to comply with the provisions of these specifications. Any non-working equipment will be replaced/repared within 24 hours. Contractor will notify the Agency contact of any changes in their equipment for the duration of the contract.
- c. The Agency will conduct an equipment inventory. The purpose of the inventory is to ensure that all equipment is in operating condition and that the quantity and quality agreed upon at the award of the contract is the same. The Contractor will accompany the designated person conducting the inventory.
- d. The Contractor will be responsible for maintaining the sanitary napkin/tampon waste receptacles owned by Agency in operable conditions.
- e. The Agency will not be responsible for theft.

10. OSHA Guideline Compliance:

- a. The Contractor will be responsible for furnishing the Agency with all Material Safety Data Sheets applicable to the products and chemicals being furnished by him under this contract. All products and chemicals used to provide services in this contract will be used in accordance with the safety methods set forth on the Material Safety Data Sheets. All products, chemicals, and application devices will be disposed

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of and or cleaned in accordance with the methods set forth on the Material Safety Data Sheets or as governed by Local, State or Federal laws. The Contractor will be responsible for the education and compliance of all employees in the safe use, handling, and disposal of all products, chemicals, and application devices as related to the Material Safety Data Sheets. Contractors found to be non-compliant with the safety methods set forth on the Material Safety Data Sheets will be referred by the Agency to local authorities for further investigation and action. Negligent and irresponsible actions by the Contractor or his employees will place the Contractor in danger of default.

- b. Contractor will comply with OSHA regulation 1919.1200, paragraph f, concerning the labeling of all chemical containers.
- c. Contractor will use caution signs as required by OSHA regulation 1910.144 and 1910.145 at no additional cost to the agency. Caution signs will be on site on commencement of the contract.
- d. Contractor will comply with the OSHA standard 29CFR1910.1030 blood-borne pathogens as it pertains to the training, safety, and equipment needed for all employees engaged in providing custodial services.

11. Building Information

The following is a list of the buildings to be serviced by the Contractor and included are the appropriate custodial square footage for those buildings. The square footage figures are listed for bidder convenience and no guarantees are made concerning their accuracy. The Contractor is responsible for verifying the size and condition of all facilities.

- Rapides Parish Health Unit, is **26,933** square feet

The Contractor is responsible for cleaning and servicing all interior space of the above buildings with the following exceptions, which will be the responsibility of the Agency personnel to maintain:

- a. All mechanical rooms, heater rooms, fan rooms, electrical rooms, etc.
- b. The inside of cabinets, cupboards, drawers, etc.
- c. Mechanical equipment area of Central Mechanical Plant, Central Stores Area, and Warehouse Area.

12. Frequency Schedule/Quality Control

Contractor will provide, in writing, a calendar schedule of the exact day or date(s) all weekly, monthly, semi-annual, and annual services will be performed or commenced for the entire contract term. Schedule should be provided within one week of startup or within time agreed upon Agency contact and Contractor.

The Agency Contact Representative is to, at all times, have access to work when it is in progress.

The Agency will recognize the following unpaid holidays during the contract term. The Contractor will not be responsible for having any personnel in the facility on these holidays: Independence Day, Labor Day, Thanksgiving Day and Day After, Christmas Day, New Year's Day, Mardi Gras Day, Good Friday, Juneteenth, and Memorial Day.

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A. DAILY SERVICE REQUIREMENTS:

1. Clean entrance doors (inside and out) and spot clean all other glass
2. Dust & damp mop all vinyl floors (use disinfectant in exam rooms and lab.)
3. Vacuum all carpet
4. Spot clean carpet
5. Sweep outside entrances
6. Clean water fountains
7. Empty trash can and replace liners.
8. Check furniture in waiting rooms for trash, spills, dust, etc.
9. Spot clean walls
10. Clean kitchen – sinks, tables, counter tops, cabinets, microwaves, outside of appliances (not inside). No dishes.
11. Clean & disinfect restroom fixtures, sinks, mirrors, urinals, toilets, empty trash cans and replace liners and clean receptacles. Refill dispensers as needed in restrooms, sweep & wet mop floors, spot clean walls and partitions.
12. Refill dispensers in exam rooms, lab and kitchens.
13. Empty and clean ash-urns.
14. Remove trash to outside designated area.

B. WEEKLY SERVICE REQUIREMENTS:

1. Spray buff all vinyl composite floors
2. Dust furniture and window sills
3. Clean all inside glass
4. Empty all shredders

C. MONTHLY SERVICE REQUIREMENTS:

1. Clean baseboards
2. Dust A/C Vents

D. QUARTERLY SERVICE REQUIREMENTS:

1. Dust Blinds
2. Clean all restroom walls and partitions
3. Clean windows inside and outside

E. SEMI-ANNUAL SERVICE REQUIREMENTS:

1. Strip and wax all vinyl composite floors (sheet vinyl is not wax)
2. Shampoo all carpet

F. UTILITY WORK, FLOOR MAINTENANCE, FREQUENCY SCHEDULE FOR VINYL, OTHER SOFT FLOORING, CARPET, CERAMIC FLOOR, AND TERRAZZO.

1. The Contractor's floor maintenance calendar schedule, once approved, will be used and adhered to with no changes from the schedule unless approved by the Agency representative.
2. FLOOR PROCEDURES: Sweep, dust mop, remove residue from floor. Wet mop with proper cleaners. Hi-speed or scrub as required to remove black marks, let dry and apply proper coating

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as per manufacturer's instructions.

QUALITY CONTROL STANDARD: Glossy shine with no powdering or streaked appearance. Walls, doors, frames, and furniture will be free of residue.

3. CARPET PROCEDURES: Vacuum thoroughly, spot stains with approved chemicals. Bonnet clean (method) carpets or use extraction method to remove stains or dirt build-up. Alternative cleaning methods may be used if specifically approved by the Agency Contact Representative. QUALITY CONTROL STANDARD: No streaking, no light or dark shaded areas, no staining. Furniture and walls will be free of spills.
4. CERAMIC FLOOR TILES: Sweep, machine scrub floor using proper cleaners, hand scrub under and around partition panels, under toilets, corners, doorways, and door jamb(s). Rinse, damp mop floor and walls. Apply sealer to restroom floor only. QUALITY CONTROL STANDARD: Free of soap cleaner residue. Corners free of machine marks, no dirt build-up visible in base, partition panels, doors, and door jamb.
5. BUILDING DETAIL WORK PROCEDURE:
 - a. Dust desks, chairs, tables and other office furniture and cabinets, including chair rungs and bases.
 - b. Dust all ledges, flat surfaces within reach. Remove all cobwebs from corners, walls and ceilings.
 - c. Remove fingerprints and smudges from doors and walls.
 - d. Clean door fascia plates and thresholds.
 - e. Vacuum under cushions of upholstered furniture.
 - f. Dust or vacuum air return grills and registers in walls, doors, and ceilings.
 - g. Dust all window blinds and louvers.

13. Inspection

- A. In order to monitor the quality of work performed by the Contractor, the Contract Manager and Agency contact Representative will conduct random inspections on all areas cleaned commencing at the Agency contact Representative's discretion. The intent of this contract is to receive acceptable, quality, complete, and uniform custodial services throughout each building or area on a daily basis. The Agency contact will choose the area(s) to be inspected, the days of inspection, and the number of inspections to be performed. The Agency will be the sole judge of the quality of services and the required frequency of the services.
- B. Rating System: There are four grades of quality considered for each element; "Excellent", "Good", "Fair", and "Poor".
 - "Excellent" (10 points) signifies that the quality of work or services is as good as or better than the required standard.
 - "Good" (8 points) signifies that the quality of work or service in the particular element is similar to set the quality control standard required and is acceptable.

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- "Fair" (6 points) indicates that the set quality is below the standard required and needs improvement.
- "Poor" (4 points) indicates the quality of work is unacceptable.

The specifications state that the Contractor will keep the grades at or above "good" (8 points) in all elements on a daily basis. The standard has been predetermined and entered for each element, as noted in contract section. "Frequency Schedule/Quality Control".

The Agency contact Representative will prepare a Quality Control Form during the inspection routine noted above; and will provide copies of the report with findings and grades after inspections.

- C. The Office of State Procurement will notify the Contractor of reported performance issue(s) submitted by the Agency. Contractor will respond to the reported performance issue(s), in writing to the Office of State Procurement, as instructed in the notice. Contractor's failure to respond to agency's complaint of deficiencies in performance, or failure to satisfactorily respond to the Office of State Procurement notice of performance issues within the required number of days specified in each notice will constitute grounds for placing Contractor in default.

Agency will submit to State Procurement written documentation of non-performance issues and any attempts made by Agency or Contractor to resolve the performance issue(s). Copies of all supporting documentation will always be forwarded to the Office of State Procurement for placement in the contract file as well as the Contractor's vendor file.

Incidents of unsatisfactory cleaning performance, shortage of hours, or failure to comply with other terms of the contract will constitute grounds for placing Contractor in default and may, at the State's discretion, result in contract termination.

14. Supplies, Materials, and Equipment List

The Contractor is expected to furnish the items within the below list for use during the contract period. The Contractor is advised that the list is by no means exhaustive and that the responsibility of providing the supplies necessary and essential for performing work specified in the contract rests with the contractor:

Items

Plastic Trash Can Liners

Cleaner: Glass/Window

Cleaner: Bathroom

Cleaner: Toilet Bowl

Cleaner: Multi-Purpose

Floor Care: Stripper

Floor Care: Finish

Floor Care: Sealer

Floor Care: Polish

Metal Polish

Furniture Polish: Vinyl

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Furniture Polish: Wood
Carpet Spot/Stain Remover
Carpet Cleaner
Disinfectant
Tile Cleaner
Gum Remover
Dust Mop Treatment
Floor Pads
Upholstery Cleaner
Wood Cleaner
Porcelain Cleaner
Stainless Steel Cleaner
Brass Polish
Toilet Paper
Paper Towels
Liquid Soap
Vacuum
Commercial Grade, 1 ½hp.Min.
Wet/Dry Vacuum
Backpack Vacuum
Floor Scrub Machine
High Speed Buffing Machine
Low Speed Buffing Machine
Carpet Steam Cleaner
Broom - Indoor/Outdoor
Dustpans
Mop - Dust
Mop - Dust (treated)
Bucket
Wringer
Wet Floor Signs
Mobile Trash Cans (w/caddy)
Special High Cleaning Equipment
Dusters (Lambs wool or approved equal)
Commode Brush
Window Cleaning Tools
Power Sweepers