

**LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATION**

JANITORIAL SERVICES

**Louisiana Transportation Research Center (LTRC) &
Transportation Training & Education Center (TTEC)**

SCOPE OF WORK:

Contractor shall provide Janitorial Services for the Louisiana Department of Transportation and Development LTRC and TTEC buildings located at 4101 and 4099 Gourrier Ave, Baton Rouge, LA, 70808. Service locations consist of commercial office space, lobbies, bathrooms, conference rooms, training rooms, common areas, and kitchens for a total cleaning area of approximately 35,139 square feet. In accordance with the schedule of services and specifications provided herein, services shall be provided five (5) days per week, Monday through Friday. Contractor shall be responsible for all supervision, labor, training, materials, equipment and supplies except those noted within this specification.

REQUIREMENTS:

Staffing

The Contractor shall provide a minimum of two (2) employees, one (1) of which must be a Supervisor/Lead Worker, for each cleaning service. Janitorial staff shall not separate to perform services in different buildings; they must work together in the same building at the same time. If the level of cleanliness is substandard as determined by the Department, the Contractor will be required to increase the number of man-hours and/or take other measures necessary to meet the requirements of these specifications at no additional cost to the Department.

Onsite Supervision

Throughout this document, the term "Supervisor" refers to a Contractor designated "Supervisor/Lead Worker" that will act with full authority on behalf of the Contractor while at the worksite. The Supervisor must be onsite while services are performed to direct the janitorial staff and shall address any problems or concerns indicated by the Department Point of Contact (POC). Supervision shall not be considered a responsibility of the Department.

Schedule

Services shall be performed five (5) days per week, Monday through Friday except for disasters, special office closures, and holidays, both those observed in accordance with Louisiana R.S 1:55 and those proclaimed throughout the year. Should a scheduled monthly service fall on an official office closure day, the scheduled service shall be performed on the following service day.

NOTE: Contractor may be unable to complete all daily services on periodic Fridays during certain LSU campus events. Should this occur, the Contractor must notify the Department POC prior to leaving the location and arrange to complete the services on the coming Sunday.

Arrival and Departure

Contractor's employees shall arrive on site at 2:00 PM and depart at the completion of services as outlined within this specification. To ensure full access to all service areas, services shall begin at the LTRC Administration Building at 2:00 PM and continue at the TTEC Building at 4:00 PM or later. Contractor's employees will be assigned an ID badge for access to both buildings. On occasion, in order to cause the least possible interference with essential Department functions, the Department POC may request the janitorial staff to change work locations and/or adjust the sequence of work performed.

The Department will be responsible for making sure all offices and common areas are open for cleaning prior to 2:00 PM in the LTRC Admin building and 4:00 in the TTEC building each day of service. In the event an office is locked or unavailable, the Contractor is authorized to skip over that office, but must report the locked office on the janitorial checklist.

Prior to departure, the Supervisor shall ensure the completed checklist(s) and all equipment and supplies are put away in the janitorial closet and/or, as applicable, removed from the jobsite.

NOTE: All employee bags / packages or other items brought into or out of the facility are subject to search.

Inspections

The Department POC or their designee will examine the Contractor's work on a periodic basis. Department inspections shall not unduly delay the work or time of departure from the facility.

Employee Conduct

All Contractor personnel are expected to work in a manner that will maintain the security and best interests of the Department. The Department reserves the right to require the Contractor to dismiss any employee deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed contrary to public interests or inconsistent with the best interest of the Department. The Contractor agrees that employees will conduct themselves in a careful and prudent manner and will not permit the facility placed at his disposal for purposes other than those specified herein.

The Contractor shall not allow any person less than 18 years of age or any person that is not on the Contractor's payroll into or on the grounds of the facility at any time. The Contractor will be responsible for compliance with all Department policies, security measures, and vehicle regulations and will be directly responsible for any and all damages to Department buildings and/or their contents caused by Contractor employees.

Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is also responsible for ensuring employees do not remove personal items, disturb papers on desks, open desk drawers, or cabinets, or use Department computers, fax machines, telephones, copy machines, including any and all State owned property, materials, or supplies except as authorized.

Training and Experience

Contractor's personnel shall be trained and experienced cleaning personnel that exhibit the ability to perform the services with minimal supervision. The Contractor should have in place training and development programs to ensure personnel are properly trained to perform the scheduled cleaning and sanitization tasks. This should include at a minimum blood borne pathogens education, safety training, safe use, handling and disposal of all products, chemicals and application devices, and customer service.

The Contractor shall meet with the Department POC and/or their designee at a mutually agreed upon date and time prior to the start of the Contract to review the requirements of the specification, inspection of Contractor's equipment, review of selected cleaning chemicals, checklist, storage location(s), a tour of the locations to be serviced, etc.

COMMUNICATION AND CONTACT INFORMATION:

The Department Point of Contact (POC) is Dr. Mary Leah Coco, Associate Director of Technology Transfer and Training and may be reached at 225-767-9167 or maryleah.coco@LA.GOV. The onsite service coordinators are Ms. Rebecca Rizzutto, 225-767-9187 or rebecca.rizzutto@la.gov and Ms. Melissa Lee, 225-767-9155 or melissa.lee@la.gov.

The Contractor must supply the Department POC with a valid email address and phone number that is monitored and/or has voicemail. Responses to messages/emails are expected by the next business day.

Contractor shall provide the Department with a list of employees assigned to the facility, including any relief employees that will/may be onsite to replace a previously assigned employee. This list should include those designated as the "Supervisor/Lead Worker" and a POC above the Supervisor's authority that will be the POC for the Department to address issues such as conduct, arrival, departure, unsafe, or substandard cleaning, etc.

NON-PERFORMANCE:

The Department POC will communicate any deficiencies/concerns, in writing, directly to the Contractor's POC. If a resolution is not found within the number of days specified in the notice, the Department POC shall elevate the deficiency to the DOTD Procurement Office for assistance.

The DOTD Procurement Office will submit to the Office of State Procurement (OSP) written documentation of non-performance issues and any attempts made by Department or Contractor to resolve the performance issue(s). The OSP will notify the Contractor of the reported performance issue(s) as submitted. The Contractor will be given an allotted amount of time to respond in writing to the OSP, detailing how and when the Contractor intends to resolve the deficiency. The Contractor's failure to respond to the deficiencies in performance, or failure to satisfactorily respond within the required number of days specified in each notice, will constitute grounds for placing the Contractor in default.

Repeated incidents of unsatisfactory performance, failure to supply the required documentation, shortage of hours, or failure to comply with other terms of the contract will constitute grounds for placing the Contractor in default and could, at the State's discretion, result in contract termination.

DOCUMENTATION:**Checklist**

The Department will provide a cleaning checklist that will be located in the janitorial closets of the LTRC Administration Building and the TTEC Building. The Supervisor shall ensure the checklist has been completed for each service by initialing the checklist once each task has been accomplished. Completed checklists shall be left in the same location of the janitorial closet prior to departure each day and will be kept on file by the Department.

Janitorial staff should note, on the checklist, any defects or issues found during cleaning services, including but not limited to burned-out bulbs, broken fixtures, locked offices, etc.

The Department POC or their designee will review and note any issues/deficiencies on the forthcoming checklist. Deficiencies must be address the same service day. For example, a deficiency noted at the close of service on Monday will be noted on the checklist for Tuesday. Noted deficiency must be correct by close of service on Tuesday.

Safety Data Sheets (SDS) / Material Safety Data Sheets (MSDS) Sheets

The Contractor shall furnish the Department with all Safety Data Sheets (SDS) and/or Material Safety Data Sheets (MSDS) applicable to the products and chemicals furnished by the Contractor for the performance of the specified services.

SUPPLIES, EQUIPMENT AND STORAGE:

The Contractor shall furnish all supplies, materials and equipment necessary for the performance of the stated services unless otherwise specified herein. The type and quantity is to be congruent to the service(s) to be performed.

All products, chemicals, and application devices must be used, stored, disposed of and/or cleaned in accordance with the methods set forth on the SDS and/or MSDS, and as governed by Local, State and Federal laws.

Services Excluded From Contract

The Contractor shall not be responsible for the following refill services:

- **Hand Sanitizers**
- **Air Freshener Dispensers**
- **Restroom Soap Dispensers**

The Department shall provide the following:

- **Trash Collection Dumpster**
- **Trash Can Liners**
- **Paper Towels and Toilet Paper for Restroom Dispensers**
- **Urinal Mats and Urinal Screens**

Storage Location(s)

A janitorial closet (6.5' x 5.5') with utility sink and running water is available in each building for the storage of the Contractor's equipment, materials, and supplies that will be used for the performance of

the services specified herein. Neither the State nor the Department shall be held responsible or liable for any damage, loss or theft of such items.

Cleaning Equipment

The Contractor shall be responsible for providing all equipment and supplies necessary to perform the duties as specified. No equipment shall be used which is harmful to the facility, its contents or occupants. All equipment must 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 their employees. Should any machine become unserviceable, the Contractor shall furnish, at their expense, replacement equipment necessary to comply with the provisions of the specifications.

The following is a list of equipment and materials to be provided by the Contractor, it is not to be considered all encompassing. The responsibility of providing all necessary equipment and supplies is that of the Contractor:

- Wet/Dry Vacuum
- Floor Scrub Machine
- Buffing Machine
- Indoor/Outdoor Brooms
- Dustpans
- Dust Mops
- Wet Mops
- Mop Buckets
- Mop Bucket Ringers
- High Cleaning Equipment
- Dusters
- Toilet Brushes
- Window Cleaning Tools
- Cleaning Rags/wipes
- Floor Pad(s)

NOTE: For sanitary reasons, Contractor shall provide a minimum of two (2) mops per building, one for cleaning of the restrooms and one for cleaning of all other floor surfaces. Mops should be labeled to prevent any cross contamination.

Cleaning and Sanitizing Chemicals

The Contractor shall supply all cleaning and sanitizing chemicals needed to perform the required janitorial services, including but not limited to the associated tools and equipment necessary to use the chemicals. All chemical containers must be properly labeled and maintained in accordance with the most recent OSHA guidelines and regulations. Chemicals selected for use must be used as directed by the manufacturer on the label in accordance with the safety methods set forth on the SDS and/or MSDS. Chemicals shall not be used for any other purpose than its intended use.

The Contractor shall not use any material or chemical that the Department has determined to be unsuitable or harmful to the surfaces to which it is to be applied or the employees where it will be used. Chemicals and products selected shall not fade or damage flooring, furniture, or equipment. The Department reserves the right to reject the use of any cleaning chemical or product and require the Contractor to provide a replacement. Prior to use, replacements must be approved by the Department POC or their designee.

The following is a list of chemicals and cleaning supplies to be provided by the Contractor, it is not to be considered all encompassing. The responsibility of providing all necessary equipment and supplies is that of the Contractor:

- Cleaners
 - Glass/Window
 - Bathroom
 - Toilet Bowl
 - Multi-Purpose
 - Tile
 - Wood
 - Porcelain
 - Stainless Steel
 - Upholstery
- Disinfectant
- Gum Remover
- Dust Mop Treatment
- Floor Care
 - Finish
 - Sealer
 - Polish
- Polish
 - Brass
 - Metal
 - Furniture Polish

LOCATIONS OF SERVICE:

The following is a list of the buildings and approximate square footage to be serviced by the Contractor.

LTRC Administration Building

- Approximate Total Cleaning Area: 21,139 Square Feet
 - Lobby & Entrance Area (1)
 - Common Areas
 - Lab Offices
 - Offices (45)
 - Conference Room (1)
 - Kitchen (1)
 - Restrooms (5)

TTEC Building

- Approximate Total Cleaning Area: 14,000 Square Feet
 - Lobby and Entrance Area (1)
 - Common Area
 - Offices (20)
 - Conference Room (1)
 - Training Rooms (2)
 - Computer lab (1)
 - Auditorium (1)
 - Library (1)
 - Kitchen (1)
 - Restrooms (2)

SCHEDULE OF SERVICES:

NOTE: For safety reasons, the Department requests all wet floor care be completed as the last step in the cleaning services process.

Administration Building Daily Service

Lobby & Entrance

- Sweep the exterior areas leading up to the entry doors of the facility.
- Clean, inside and out, all entrance door glass and window panels adjacent to entrance doors, doorframes and ledges.
- Disinfect door push bars.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all trashcans as needed.
- Spot clean entrance walls to remove smudges and hand prints.
- Sweep and/or dust mop all floor surfaces.
- Vacuum carpeted mats at entryways and doors.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Common Areas

- Clean/wipe water fountains
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Spot clean walls to remove smudges and hand prints.
- Sweep and/or dust mop all floor surfaces.
- Vacuum carpeted mats at doors and entryways.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Lab Offices

- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Refill paper towels.

Offices

- Disinfect all door knobs/handles.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Vacuum offices with carpeted floors.
- Sweep and/or dust mop office with hard floor surfaces.
- Wet mop all offices with tile flooring using a mild cleaner/disinfectant/deodorizer solution.

Conference Room

- Disinfect and clean conference table and chairs.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Spot clean walls to remove smudges and hand prints.
- Vacuum floor.

Kitchen

- Wipe clean and sanitize:
 - Table Tops & Chairs
 - Countertops
 - Appliance Exteriors Only – **DO NOT CLEAN** the interior of any appliances.
 - Sink(s) – **DO NOT CLEAN** any dishes.
 - Cabinet Doors and Drawers – **DO NOT CLEAN** the interior of any cabinets or drawers.
- Wipe clean kitchen walls as necessary to remove food, grease, and stains.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all trashcans as needed.
- Sweep and/or dust mop all floor surfaces.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Restrooms

- Wash, clean, and sanitize all toilets, toilet seats, and urinals.
- Wash, clean and sanitize all sinks, faucets, other plumbing fixtures and counter surfaces.
- Clean all restroom mirrors.
- Refill all:
 - Paper Towel Dispensers
 - Toilet Paper Dispensers
- Replace all urinal mats and screens in each men's restroom, as needed.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all trashcans as needed.
- Spot clean restroom walls, partitions, doors, wall fixtures, dispensers, and cabinets.
- Sweep and/or dust mop all floor surfaces.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Janitorial Closet

- Tidy up the closet.
- Ensure all wet mops have been cleaned, rinsed and rung out.
- Dirty mop water has been properly disposed of.

TTEC Building Daily Service

Lobby & Entrance

- Sweep the exterior areas leading up to the entry doors of each facility.
- Clean, inside and out, all entrance door glass and window panels adjacent to entrance doors, doorframes and ledges.
- Disinfect door push bars.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Spot clean entrance walls to remove smudges and hand prints.
- Sweep and/or dust mop all floor surfaces.

- Vacuum carpeted mats at entryways and doors.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Common Area

- Clean/wipe water fountains.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Spot clean walls to remove smudges and hand prints.
- Sweep and/or dust mop all floor surfaces.
- Vacuum carpeted mats at doors and entryways.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Offices

- Disinfect all door knobs/handles.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Vacuum offices with carpeted floors.
- Sweep and/or dust mop office with hard floor surfaces.
- Wet mop all offices with tile flooring using a mild cleaner/disinfectant/deodorizer solution.

Conference Room

- Disinfect and clean conference table and chairs.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Spot clean walls to remove smudges and hand prints.
- Vacuum carpeted floor.

Training Rooms

- Disinfect and clean training tables and chairs.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Spot clean walls to remove smudges and hand prints.
- Sweep and/or dust mop all floor surfaces.
- Wet mop all training rooms with tile flooring using a mild cleaner/disinfectant/deodorizer solution.

Auditorium:

- Disinfect and wipe clean work surface areas and chair arms.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Vacuum carpeted floor.

Computer Lab:

- Disinfect and wipe clean work surface areas and chair arms
 - Keyboards and computers are not to be sprayed with any chemicals.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Vacuum carpeted floors.

Library:

- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all wastebaskets as needed.
- Vacuum carpeted floors.

Kitchen

- Wipe clean and sanitize:
 - Table Tops & Chairs
 - Countertops
 - Coffee Pots and Dispensers
 - Appliance Exteriors Only – **DO NOT CLEAN** the interior of any appliances.
 - Sink(s) – **DO NOT CLEAN** any dishes.
 - Cabinet Doors and Drawers – **DO NOT CLEAN** the interior of any cabinets or drawers.
- Wipe clean kitchen walls as necessary to remove food, grease, and stains.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all trashcans as needed.
- Sweep and/or dust mop all floor surfaces.
- Vacuum carpeted mat.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Restrooms

- Wash, clean, and sanitize all toilets, toilet sets and urinals.
- Wash, clean and sanitize all sinks, faucets, other plumbing fixtures and counter surfaces.
- Clean all restroom mirrors.
- Refill all:
 - Paper Towel Dispensers
 - Toilet Paper Dispensers
- Replace all urinal mats and screens in each men's restroom, as needed.
- Remove all trash and trashcan liners; put in a new trashcan liner.
 - Wipe clean all trashcans as needed.
- Spot clean restroom walls, partitions, doors, wall fixtures, dispensers, and cabinets.
- Sweep and/or dust mop all floor surfaces.
- Wet mop using a mild cleaner/disinfectant/deodorizer solution.

Janitorial Closet

- Tidy up the closet.
- Ensure all wet mops have been cleaned, rinsed and rung out.
- Dirty mop water has been properly disposed of.

**LTRC Administration Building
Monthly Service**

	1st Monday	1st Wednesday	1st Friday
Lobby, Entrance	Dust Baseboards & Blinds		Clean All Windows
Common Areas	Dust Baseboards & Blinds		
Offices		Dust Baseboards & Blinds	Clean All Windows
Conference Room	Clean & Dust Furniture	Dust Baseboards & Blinds	
Kitchen		Dust Baseboards & Blinds	
Restrooms	Dust Baseboards		Clean Partitions, Doors, Dispensers & Cabinets

**TTEC Building
Monthly Service**

	2nd Monday	2nd Wednesday	2nd Friday
Lobby, Entrance	Dust Baseboards & Blinds		Clean All Windows
Common Areas	Dust Baseboards & Blinds		
Offices		Dust Baseboards & Blinds	Clean All Windows

	3rd Monday	3rd Wednesday	3rd Friday
Conference Room	Clean & Dust Furniture	Dust Baseboards & Blinds	Clean All Windows
Training Rooms	Clean & Dust Furniture	Dust Baseboards & Blinds	Clean All Windows
Kitchen		Dust Baseboards & Blinds	Clean All Windows

	4th Monday	4th Wednesday	4th Friday
Computer Lab		Dust Baseboards & Blinds	Clean All Windows
Library		Dust Baseboards & Blinds	Clean All Windows
Auditorium	Clean & Dust Furniture	Dust Baseboards	
Restrooms	Dust Baseboards		Clean Partitions, Doors, Dispensers & Cabinets

**LTRC Administration & TTEC Buildings
Semi-Annual Service**

Lobbies, Entrances, Common Areas, Offices, Conference Rooms, Training Room, Kitchens

- Wax flooring, as directed to remove scuffs in hallways and classrooms.
 - Scrub floors to remove any deep stain(s) then machine buff or polish flooring in accordance with flooring recommendations.
 - Floor scrubbing machines that use excessive amounts of water will not be allowed.
 - Small furniture, chairs, tables, etc. will be removed by LTRC/TTEC personnel before semi-annual service.
 - Large stationary furniture will not be removed.
- Mop with a walk behind floor scrubber with drying capabilities using a mild cleaner/disinfectant/deodorizer solution all hard floors areas indicated by the Department POC.
- Clean common areas, kitchens and atrium tile per flooring maintenance requirements.
- Dust and remove cobwebs from blinds and hanging light fixtures.
- Clean all air return vents and registers located on the ceiling and/or walls.

NOTE: The semi-annual services shall be performed during the first month and sixth month of each contract year on a weekend. Contractor shall schedule all semi-annual services at least thirty (30) days prior with the Department POC or their designee to ensure the most optimal date and time of service is secured. Most of these services will need to be scheduled on the weekend or when the building is closed.