

**JANITORIAL SERVICES**  
**Statement of Work**  
**680 Baltimore Drive**  
**Wilkes-Barre Pa.18702**

**I. INTRODUCTION**

- A. This Invitation for Bid (IFB) is designed to provide prospective bidders with information on requirements associated with janitorial, recycling and trash removal services to be performed at the Office of Attorney General (“OAG”), Bureau of Narcotics Investigation and Drug Control, Region VIII Wilkes-Barre 680 Baltimore Drive. Wilkes-Barre Pa. 18702.

Questions regarding the technical aspect of this bid should be directed to Melisa Flesher, Administrative Officer, 717-705-8572. Questions regarding the contract or bidding procedures should be directed to Alecia Peddgree, Purchasing Agent, at 717-787-3804.

**B. MANDATORY SITE VISIT**

All prospective bidders must participate in the mandatory site visit on the date specified in the IFB in order to be considered for award of this project. Incumbent vendor is exempt from the mandatory site visit. For directions or other information contact the Wilkes-Barre Regional Office at 570-826-2051 weekdays between 9:00 a.m. and 4:00 p.m.

**C. VENDOR REGISTRATION**

In order to do business with the Commonwealth you **must be registered** in the SRM (Supplier Relationship Manager) system. Even if you are already an approved Commonwealth Vendor and have an SAP vendor number, you must still re-register within the SRM system in order to update your administrative information and/or submit a bid. Instructions on registration and bidding processes can be found at [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us). If you have questions concerning SRM Procurement Vendor registration, they should be directed to the Department of General Services at (717) 346-2676 (Harrisburg area) or (877) 435-7363 (toll free) and select option 1 or via e-mail at RA\_PSC\_Supplier\_Requests@pa.gov. Please note, SRM vendor registration does not mean that you will automatically receive this or any other contract with the Commonwealth.

**D. BID AWARD**

The bidder shall complete all requirements of the IFB (Invitation for Bid) electronically via the SRM system ([www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)) to qualify for the bid award. If you have questions concerning SRM Procurement Bidding process, they should be directed to the Department of General Services at (717) 346-2676 (Harrisburg area) or (877) 435-7363 (toll free) and select option 2 or via e-mail at SRMhelp@pa.gov.

Bids will be awarded based on a lump sum award.

The awarded contract/purchase order quantities herein are estimated only and may increase or decrease based upon on the service requirements of the OAG. The awarded bidder shall be paid at the unit price for actual work performed.

**E. RECEIPT AND OPENING OF BIDS:**

1. Bids must be submitted prior to the Bid Closing Date and Time affixed in the IFB. Bids submitted after the Bid Closing Date and Time will not be considered for award.
2. Bids must be submitted electronically through the SRM system ([www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us)). NOTE: Supplier's electronic bid reflecting "Held" or "Saved" status is not a complete submitted electronic bid. Therefore, the "Held" or "Saved" electronic bid shall not be considered for bid award due to the fact that the "Held" or "Saved" electronic bid cannot be accessed or reviewed by the Issuing Office at Bid Opening Date and Time affixed in the IFB.

**F. BID RESULTS:**

Bidder can obtain bid results by accessing the DGS website [www.dgs.state.pa.us](http://www.dgs.state.pa.us).

**II. SPECIFIC REQUIREMENTS**

- A. This IFB is required to provide for janitorial services at the Office of Attorney General ("OAG"), Bureau of Narcotics Investigation and Drug Control, Region VIII Wilkes-Barre 680 Baltimore Drive Wilkes-Barre Pa. 18702

Prior to the commencement of the awarded janitorial contract/purchase order, an on-site meeting **must** take place between the awarded contractor, the Office of Attorney General Regional Director, or designee and the Contract Administrator. At this time, the awarded contractor will provide information regarding the individual or individuals in their organization that will be responsible for supervising the work of the cleaning staff.

**B. CONTRACT PERIOD**

The term of the initial contract/purchase order is 12 months and will commence upon the final approval of the contract/purchase order no earlier than November 1, 2018, term ending October 31, 2019.

**C. OPTION TO RENEW**

The contract/purchase order or any part of the contract/purchase order may be renewed for up to four additional one-year periods by mutual agreement between the OAG and the awarded contractor. If the contract/purchase order is renewed, the same terms and conditions set forth in the original contract/purchase order shall apply.

**D. PRICE ADJUSTMENTS**

The awarded bid price shall remain firm for the first twelve months of the contract/purchase order term. Either party may make written request to the other party for an annual price adjustment in each subsequent contract/purchase order renewal period. The request must be transmitted so that the other party receives the price adjustment request no later than 4 months prior to the contract/purchase order term date.

For each subsequent renewal period, the contract/purchase order prices may be adjusted by the percentage change in the Employment Cost Index ("ECI") for Table 5, Total

Compensation (Not Seasonally Adjusted) for Private Industry Workers, Occupational Group, Service Occupations for the 12 months ending in September of the applicable contract/purchase order term. If the Services Occupations series data is missing or has been discontinued, the requesting party shall cite the Private Industry Workers, All Workers.

If the percentage change in the ECI exceeds 5% during any renewal period, and a party wants to adjust the price in accordance with the change, the requesting party shall submit written documentation to the other party to justify the price adjustment request. If the receiving party disputes the documentation's applicability to the contract/purchase order, the receiving party shall ask the Department of General Services to establish a new fair market price for the upcoming renewal period.

**E. OPTION TO EXTEND**

The Office of Attorney General reserves the right, upon written notice to the contractor, to extend the contract/purchase order or any part of the contract/purchase order for up to 3-months upon the same terms and conditions. This will be utilized to prevent a lapse in contract coverage and only for the time necessary, up to 3-months, to enter into a new contract/purchase order. There will be no price change made in the 3-month option to extend period.

**F. QUALIFICATION OF CONTRACTOR**

Prior to award of the contract/purchase order, the awarded contractor shall furnish references and background information to the OAG indicating the ability to perform janitorial services in a satisfactory manner, and proof that the awarded contractor has been actively engaged in the janitorial business for at least two (2) years.

The awarded contractor shall furnish any necessary information and background information to the OAG to evaluate the qualifications of the awarded contractor's employees, proposed subcontractors, (i.e. years of experience, financial responsibility, trade certifications, etc.).

**G. BID SECURITY**

Bid Security is not required.

**H. PERFORMANCE SECURITY**

Performance Security is not required.

**III. SERVICE SPECIFICATIONS**

**A. SCOPE OF WORK**

The awarded contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the janitorial services as described in the specifications detailed herein. The required result is to maintain the facility in such a manner as to provide a clean, healthy and safe work environment for occupants.

The specifications contained in this document have been developed to establish the minimum level of janitorial services required at:

Location: Office of Attorney General  
Bureau of Narcotics Investigation & Drug Control  
Region VIII Office,  
680 Baltimore Drive  
Wilkes-Barre Pa. 18702

Area to be cleaned:

5,919 sq.ft. Carpet

1,718 sq.ft. Vinyl tile

852 sq.ft. Ceramic tile

700 sq.ft. Concrete floor

Services must be performed between the hours of 9:00 a.m. and 4:00 p.m., Monday through Friday (excluding state holidays). The number of hours worked by the custodial person(s) must be sufficient to permit completion of the work to the satisfaction of the OAG's designated representative.

Any exceptions to this schedule must be pre-approved by the Contract Administrator, Regional Director or designee.

## B. EXAMINATION OF PREMISES

Any condition which would prevent implementation of the work identified in this contract or any adverse local conditions of the work shall be indicated by the awarded contractor to the OAG. Awarded contractor shall be held to have made such examinations and no allowances will be made by reason of error or omission to make adequate examinations. Square footages listed herein are estimates only. Any additional measurements are the responsibility of the awarded contractor.

## C. TASK DEFINITIONS

The following definitions outline minimum acceptable standards for the activity to be performed, where applicable:

### 1. Vacuum Carpet Runners

Thoroughly vacuum carpet runners. After vacuuming, leave runners free from dust balls, dirt and other debris. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a dumpster. As part of the vacuuming process, carpet runner spot cleaning is required on an ongoing basis.

### 2. Remove Carpet Runners

Carpet runners must be removed from floor to allow for proper cleaning, as needed.

### 3. Replace Carpet Runners

After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.

#### 4. Sweeping and Wet Mopping

The floors must be properly prepared, thoroughly swept to remove visible dirt and debris from the floor surfaces. Use clean water at all times (change water often). Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

#### 5. Waxing and Buffing

Apply wax in a thin, even coat and machine buff with a high speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

#### 6. Empty Waste Receptacles

Empty all containers that are provided for the disposal of waste (i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc.) into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal. When in doubt do not remove. Liners must be used in all waste receptacles and must be changed as needed and no less than twice per month. Waste containers in restrooms, break rooms, lunchrooms and conference rooms must be emptied daily and changed as needed.

#### 7. Restroom Cleaning

##### a. Fill Dispensers

Dispensers of all types must be checked daily and filled when necessary (i.e. anti-bacterial soap, 2-ply minimum toilet tissue, paper towels, sanitary napkin, etc.).

##### b. Dusting

Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water based dust control chemical, must be used. Areas not cleared by office occupant are not to be dusted.

c. Disinfect

Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved \*disinfectant solution and allow to air dry.

d. Clean and Disinfect Sinks

Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved cleanser. Rinse thoroughly as all cleanser residues must be removed. Then wipe each item with approved \*disinfectant solution and allow to air dry.

e. Clean Glass and Mirrors

Thoroughly clean all glass and mirrors using an approved glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.

f. Clean and Disinfect Toilets and Urinals

Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff dry to a streak, smear and smudge free "shine". Leave seats in a raised position.

g. Clean and Disinfect Walls, Doors, Partitions and Handrails

Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved \*disinfectant solution and allow to air dry.

h. Damp Mop - \*Disinfectant

Thoroughly damp mop all non-carpeted areas. Move and damp mop under all easily movable objects (i.e. chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free. Thoroughly damp mop floor with approved \*disinfectant solution. Allow to air dry.

i. Clean and disinfect showers, shower walls and stalls. Thoroughly clean all showers, including bottom, faucets, and spigots, with approved cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved \*disinfectant solution and allow to air dry.

\* All disinfectant solutions must be changed after each restroom cleaning.

8. Clean and Disinfect Bottled Water Dispensers

Thoroughly clean entire exterior surface with approved cleanser. Rinse thoroughly as all cleanser residues must be removed. Wipe entire surface with approved disinfectant solution. Use a clean, soft cloth and wipe item dry. Empty overflow tray daily and then clean with approved disinfectant solution.

9. Stainless Steel (Brass) Cleaning (Doors, Trim, Etc.)

Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.

Contractor will supply stainless steel cleaner/polish, if applicable.

10. Cleaning, High Traffic Areas

High traffic areas are any areas that would receive heavy traffic and that would require cleaning as specified. Areas would include: corridors, lobbies, waiting areas, conference rooms, squad bat isles or any area so designated by the Contract Administrator, Regional Director or designee.

11. Spray Buff Hard Floors

Hard floor must be properly prepared before spray buffing:

- a. Remove carpet runners
- b. Dust mop
- c. Damp mop

Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. Buffing pad must be approved and will depend on type of finish used. Rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed.

Great care must be taken to avoid using "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often. Great care must also be taken not to allow floor machine (buffer) to run in one spot for too long to avoid burning the floor.

Floor shall be dust mopped after scheduled spray buffing is completed.

Replace carpet runners.

12. Strip and Refinish

Stripping and refinishing work is to be scheduled during non-business hours preferably on a weekend. Scheduling of the stripping and refinishing are to be made with the Regional Director or designee. Close and properly mark area "closed". Remove all movable objects from area.

- a. Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
- b. Thoroughly agitate all floor area to remove all old finish with approved strip pad.
- c. Use wet vacuum to pick up old finish and stripper.
- d. Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
- e. Thoroughly mop rinse areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
- f. Allow floor to air dry.
- g. If any old finish remains, repeat "a" through "f".
- h. Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
- i. Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow sealer to thoroughly dry.
- j. Apply second coat of sealer as described in "i" above. Allow sealer to thoroughly dry.
- k. Apply top coating and second coat of approved floor finish.

13. Scrub - Restroom Floors/Hard Surface Floors

Close restrooms. Remove all movable objects from area

- a. Apply approved cleaning solution at approved dilution on area to be scrubbed. Do not allow solution to dry.
- b. Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
- c. Use wet vacuum to pick up dirty solution.
- d. Thoroughly mop rinse area with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed.
- e. Thoroughly mop rinse a second time with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed a second time.
- f. After floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
- g. Scrub all walls including partitions



h. Supply disinfectant spray for all restrooms.

14. Wall Spot Cleaning

Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean soft cloth. Also thoroughly clean all interior glass with approved alcohol based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.

15. Dusting

Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water based dust control chemical, up to and including ceiling vents, lighting devices, lighting louvers, window blinds, etc..

Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.

- a. Leave no dust streaks.
- b. Leave corners, crevices, molding and ledges free of dust and cobwebs.
- c. Leave no oil spots or smudges on dusted surfaces caused by dusting tools.

Horizontal surfaces include, but are not limited to, counter tops, file cabinets, tables, coat-racks, tops of modular furniture etc. Telephones, ashtrays, etc., must be lifted and dusted under. Do not disturb work papers.

Dusting high and low includes, but is not to be limited to, partition tops, pictures, chair rungs, etc.

Window hangings are either venetian blinds or drapes. Dust venetian blinds. Lightly vacuum drapes, if applicable.

16. Remove Recyclable Paper, Newspaper, Glass Bottles and Aluminum Cans

Pick up all recyclable paper, newspaper, glass bottles and aluminum cans from marked containers and remove from site to proper designated recycling center.

17. Clean Air Bars and Vents

Vacuum excess dust and dirt from air bars and vents. Damp wipe clean with approved disinfectant solution and wipe dry.

18. Glass Cleaning

Glass cleaning shall be performed as specified. It is expected that all glass, including doors and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. Surfaces must be streak free. If necessary, clean the entire door or window to accomplish clean glass. A squeegee is required for cleaning all windows and glass.

19. Ashtrays and Surrounding Areas

Ashtrays placed on the exterior of the building shall be emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. Sweeping and removal of cigarette butts and emptying of ashtrays as specified.

20. Vacuum fabric modular walls & fabric chairs (upholstered furniture)

Using suction type vacuum, will vacuum all fabric on modular walls and all fabric covered chairs leaving all fabric clean, free from dust balls, dirt and other debris.

21. Miscellaneous

- a. Rubbish removal from a site is the responsibility of the OAG. Contractor must bag all waste material and place inside containers provided for that purpose.
- b. The Contractor is responsible for the purchase and supply of sanitary napkins and dispensers. All profits from the sale of such items would belong to the contractor.

22. Contractor is responsible for the replacement and proper disposal of ceiling lights. Lights will be supplied by the OAG through the building owner.

## V. STATEMENT OF WORK

Routine duties of the awarded contractor shall include, but not be limited to the following:

### JANITORIAL SPECIFICATIONS

GENERAL OFFICE CLEANING	3X WEEK	WEEKLY	MONTHLY	FOUR MONTHS	SEMI-ANNUALLY	ANNUALLY	AS NEEDED	OTHER
1. Empty all waste receptacles. Replace plastic liners. Remove trash to designated area.	X							
2. Clean trash cans.							X	
3. Maintain separation of the following: recyclables bottles & cans, office paper, and news paper to designated area.	X							
4. Empty and clean ash can front and back doors	X							
5. Clean and polish water coolers.		X						
6. Thoroughly clean entrance doors (inspect daily).		X						
7. Clean window glass on inside and outside of entrance doors and reception partition (inspect daily).		X						
8. Dust wood work, files, bookcases, partitions, ledges, window sills, desks and work stations and other office furniture and equipment.		X						
9. Clean passenger elevator walls. <b>N/A</b>								
10. Dust venetian blinds with treated cloth.				X				
11. Vacuum upholstered furniture.					X			
12. Wash all window glass inside and out.					X			
13. Wash venetian blinds.						X		
14. Dust all grills, vents, louvers, diffusers.				X				
15. Wash all grills, vents, louvers, diffusers and fluorescent lights and covers.					X			
16. Wash all doors and door knobs.						X		
17. Spot clean doors, door handles, and other metal		X						

surfaces.

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<b>REST ROOM CLEANING</b>	<b>3X WEEK</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>FOUR MONTHS</b>	<b>SEMI-ANNUALLY</b>	<b>ANNUALLY</b>	<b>AS NEEDED</b>	<b>OTHER</b>
1. Wash sinks, urinals, and toilet bowls using scouring powder to remove stains, clean under sides, wash both sides of toilet seats and tile walls near urinals with disinfectant.	X							
2. Empty, clean, and reline all sanitary napkin receptacles.	X							
3. Fill and maintain mechanical operation of all toilet tissue dispensers, sanitary napkin dispensers, towel, soap, and paper cup dispensers. Ensure that replacement supplies are available to staff.	X							
4. Polish flush master, piping, toilet hinges, dispensers, and other metal work in rest rooms.		X						
5. Clean shower stalls.		X						
6. Wash tile walls, stall partitions and fixtures with disinfectant.			X					
7. Polish mirrors.	X							
<b>OFFICE FLOORS</b>	<b>3X WEEK</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>FOUR MONTHS</b>	<b>SEMI-ANNUALLY</b>	<b>ANNUALLY</b>	<b>AS NEEDED</b>	<b>OTHER</b>
1. Sweep and wet mop tile floors in kitchen, worker entrance area; client and worker traffic areas Vacuum these areas if carpeted.		X						
2. Sweep and wet mop with disinfectant all rest room floors.	X							
3. Sweep and wet mop/vacuum all other floors in the general office area.		X						
4. Vacuum carpet runners		X						
5. Spot clean carpets or tile floors <u>AS NEEDED</u> .							X	
6. Apply nonskid wax and buff tile floors					X			
7. Strip all tile floors of old finish and apply two coats of nonskid wax and buff.						X		
8. Steam clean and/or shampoo all carpeting						X		

JANITORIAL SPECIFICATIONS								
KITCHEN CLEANING	3X WEEK	WEEKLY	MONTHLY	FOUR MONTHS	SEMI-ANNUALLY	ANNUALLY	AS NEEDED	OTHER
1. Wash all counter surfaces, sinks and table tops	X							
2. Wipe with a damp cloth the refrigerator doors and microwave doors and the stove.	X							
3. Clean the interior of the refrigerator, stove, microwave <b><u>AS NEEDED.</u></b>							X	
4. Clean exterior of kitchen cabinets.		X						
5. Clean interior of kitchen cabinets.						X		
OFFICE WALLS AND CEILINGS	3X WEEK	WEEKLY	MONTHLY	FOUR MONTHS	SEMI-ANNUALLY	ANNUALLY	AS NEEDED	OTHER
1. Dust all ceilings.					X			
2. Dust walls removing and cleaning pictures, charts, etc.				X				
3. Wash walls and woodwork.						X		
4. Spot clean ceiling tiles, walls, and woodwork <b><u>AS NEEDED.</u></b>							X	
5. Vacuum modular walls & fabric furniture				X				
OTHER CLEANING	3X WEEK	WEEKLY	MONTHLY	FOUR MONTHS	SEMI-ANNUALLY	ANNUALLY	AS NEEDED	OTHER
1. Clean janitor's sink and neatly store cleaning equipment and supplies in designated locations.			X				X	
2. Replace and properly dispose of light bulbs. (Lighting to be supplied by occupant.) <b><u>AS NEEDED.</u></b>							X	
3. Sweep garage floor.			X					

**Supervisor completes and signs off on bi-weekly, monthly, and semi-annual services rendered.**

**\*\*RESPONSIBILITY FOR REPLENISHABLE SUPPLIES (if applicable)\*\***

a.	Paper towels	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor
b.	Toilet tissue 2 Ply	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor
c.	Anti bacterial hand soap	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor
d.	Plastic liners	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor
e.	Urinal Cakes	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor
f.	Sanitary Napkins	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor
g.	Disinfecting Spray	<input type="checkbox"/> by agency	<input checked="" type="checkbox"/> by contractor

**\*\*\*ALL CLEANING SUPPLIES WILL BE PROVIDED BY CONTRACTOR\*\*\***

**VI. OTHER REQUIREMENTS**

**A. SUPERVISION**

Awarded contractor shall provide a working supervisor to be in charge of the cleaning crew and inspect the work daily. The same supervisor completes and signs off on daily, weekly, monthly, quarterly and semi-annual chart of services rendered.

The Regional Director, or designee, will conduct at least one bi-weekly inspection and discuss the results of that inspection with the cleaning supervisor. This bi-weekly inspection/discussion will guarantee that the work performed is in accordance with the provisions of the contract. Failure on the part of the awarded contractor to report and perform the specified services will result in withholding of payment for those contracted services, in addition to any liquidated damages.

The awarded contractor shall exercise all supervisory control and general control over all day-to-day operations of his/her employees including control over all workers duties. The awarded contractor shall discipline his/her employees, as needed including firing and hiring.

**B. TRAINING AND DEVELOPMENT**

Awarded contractor shall employ personnel capable of fulfilling the requirements of this contract/purchase order, and who are to be free from communicable disease.

Within thirty days after assigning any employee to duty, the awarded contractor shall certify to the satisfactory completion of the following training:

1. General orientation of conduct and attitude on and toward job assignments.
2. Specific duties of the individual, including sufficient "Break-in-Training".
3. Employee and public relations.
4. Fire protection and safety.

All personnel are required to undergo periodic in-service training directed by the awarded contractor's supervisor, or designee, to include review of basic material and to insure their ability to perform satisfactorily.

### C. HEALTH, SAFETY, AND ENVIRONMENTAL PROTECTION

The awarded contractor shall conform to all applicable Federal, State and local laws, and to the requirements of this contract. In performing work under this contract, the awarded contractor shall:

Take all reasonable steps and precautions to prevent accidents and to preserve the health and safety of visitors, contractor personnel, and State personnel performing or in any way coming into contact with the performance of this contract/purchase order;

Take all reasonable precautions to prevent the release of hazardous chemicals into the environment; and

Take such additional precautions as the Regional Director, or designee, may reasonably require for health, safety, and environmental protection, including, but not limited to:

1. Provide and place the necessary signs around areas which might become slippery during cleaning or become a safety hazard to persons using the area. Awarded contractor shall remove these signs following completion of work and the elimination of these conditions;
2. Implement the latest Department of Environmental Protection ("DEP") Safety Regulations when entering confined spaces and provide equipment for personnel to meet these safety regulations.
3. Damage Reports. In all instances where State property or equipment is damaged, the awarded contractor shall submit to the Regional Director, or designee, a full report of the facts and extent of such damage verbally and in writing no later than the next business day.
4. Accident Reports. The awarded contractor shall comply with State of Pennsylvania, OSHA and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The awarded contractor shall provide a verbal and written report to the Regional Director, or designee, no later than the next business day.
5. Chemical Spills. The awarded contractor shall provide a plan to the Regional Director, or designee, addressing incidental and emergency spills of any chemicals brought on-site.
6. Hazard Communications. OAG will maintain two, updated Material Safety Data Sheet (MSDS) files on-site; one placed in Regional Director's office and the second in the awarded contractor's janitorial closet.

Any violation of these health, safety, and environmental rules and regulations, unless promptly corrected as directed by the Regional Director, or designee, shall be grounds for termination of this contract/purchase order in accordance with the Default Clause of this contract.



**D. EQUIPMENT AND SUPPLIES**

The awarded contractor must have equipment and staff to adequately perform the specified contract/purchase order janitorial services, and in the event of mechanical breakdown, will be expected to provide backup service so that janitorial services are performed as requested.

Awarded contractor shall furnish all cleaning supplies and material necessary to perform the requested duties.

The awarded contractor shall furnish and maintain all cleaning equipment necessary to perform the duties and services required by this contract/purchase order in an efficient and workmanlike manner. Equipment includes, but is not limited to, mops, buckets, gloves, wet/dry vacuum cleaner with dusting extensions, scrubber/buffer (industrial type), etc.

The awarded contractor must utilize cleaning equipment that meets with the approval of the OAG. A complete listing of equipment to be used shall be submitted to the Regional Director within 30 days after award of contract/purchase order.

Awarded contractor will supply all cleaners, finishes, etc. for the treatment of various types of flooring and/or carpeting. Use only such materials as are recommended and approved by the flooring manufacturer.

The OAG will furnish an area, when necessary, for storage of the awarded contractor's equipment. The awarded contractor will be held solely responsible for all items stored on State premises. The OAG is not responsible in any way for damages or loss from any cause to awarded contractor's tools, equipment, or supplies or to the personal property of the awarded contractor's employees.

**E. CONTRACTOR CLEAN UP**

The awarded contractor is responsible for repair, replacement or clean up as necessary due to carelessness or negligence on the part of the awarded contractor or his/her employees.

**F. EMPLOYEE CONDUCT**

All lost and found articles recovered by contractual employees must be immediately turned in to the Regional Director, or designee.

Contractual employees will be required to wear clean and neat clothing or uniforms supplied by the awarded contractor at all times while on the job.

Contractual employees:

1. Must not have relatives or other personal visitors at the work site.
2. Must not consume food or beverages in public view while on duty. During normal breaks and lunch periods, the lunch room or break room may be used for this purpose.
3. Must not consume alcoholic beverages nor use narcotics while on duty nor be under the influence when reporting for duty.
4. Must not receive or initiate personal telephone calls from state owned telephones.

5. Must not play radios or other sound equipment without the Regional Director, or designee's approval.
6. Must not fraternize with agency staff, clients, or visitors to the building nor unnecessarily disrupt agency staff from their work while performing their contractual duties.
7. Must turn off lights, if applicable, after cleaning is completed in an assigned area.

The OAG reserves the absolute right to require the awarded contractor to remove from the premises any employee the OAG deems incompetent, careless, insubordinate, unsuitable, or otherwise objectionable, or whose continued employment on the site is deemed by the OAG to be contrary to the public interest or consistent with the best interest of the OAG. The awarded contractor will assume any and all responsibilities.

The OAG, through background check information, reserves the right for final determination of a contractual employee's suitability for assignment to a specific location. Problems of this nature will be addressed with the awarded contractor.

#### **G. LIQUIDATED DAMAGES**

If on-site inspection indicates that any janitorial staff was not present or that prescribed duties were not performed for any shift, the OAG may deduct \$35.00 for the shift as liquidated damages from payments due the awarded contractor. The awarded contractor may be considered to be in default if two or more occurrences of this nature occur in any one month period.

#### **H. INSPECTION AND CORRECTION OF DEFICIENCIES**

Inspections by the Regional Director, or designee, may be conducted on a bi-weekly basis for all specifications outlined in this contract/purchase order.

Performance evaluations noting deficiencies in the contract/purchase order specifications will be provided the awarded contractor. The deficiency for any daily, weekly, monthly, quarterly or semi-annual tasks must be corrected within 48 hours.

The Regional Director, or designee, will maintain a "hot sheet" comprised of complaints/problems/concerns. The hot sheet will be provided to the awarded contractor at the beginning of each day and will outline the areas requiring special attention on that day.

The Regional Director, or designee, shall make the final decision as to whether or not any cleaning task has been satisfactorily performed.

If it is determined that the task has not been properly performed as intended, the awarded contractor must make the necessary changes.

Should the awarded contractor fail to correct specification deficiencies, a written complaint to the awarded contractor will be filed by the Contract Administrator, or designee. The awarded contractor shall take immediate steps to correct the deficiencies. If the deficiencies are not corrected within 30 calendar days, the OAG may terminate the contract/purchase order and procure services from another contractor.

I. **RECORD KEEPING**

The awarded contractor must provide a monthly time sheet to the Regional Director, or designee, showing the names, dates, areas and hours actually worked including starting and quitting times, for all employees used at this facility.

J. **BUILDING LOCK UP**

The awarded contractor shall comply with all security regulations and special working conditions as required by the agency. Access to and egress from the buildings and agency grounds shall be via routes specifically designated by the OAG.

Security access cards to the building will be furnished by the OAG. Any such security access cards **must not be duplicated**.

The awarded contractor must see that all exterior doors and/or security doors are properly closed when exiting or entering the building. At no time will the awarded contractor's employees allow or grant access to any person in to the building. All interior lights should be turned off when exiting a room.

In addition, should the awarded contract/purchase order be canceled by default of awarded contractor, the cost of changing the building locks, providing new keys and re-coding the security alarm, where applicable, will be charged to the awarded contractor. These costs may be deducted from the final payment due the awarded contractor.

K. **CONTRACT PAYMENT SCHEDULE/BILLING**

Awarded contractor is to submit verification of work completed to Regional Director and **monthly** billing is to be submitted to:

Office of Attorney General  
Office Service Section  
14<sup>th</sup> Floor Strawberry Square  
Harrisburg, PA 17120

In the event services can not be performed as outlined in the specifications due to construction projects, closed areas or other temporary occurrences, the State shall be credited per square footage per day for areas not serviced during this period.

As a general policy, invoices shall be forwarded monthly to the address noted above, after the 15th day of the month in which the services are being provided. All invoices **MUST** reflect the contract/purchase order number, SAP/SRM Vendor Number, an itemized service description, as well as the service month of cleaning, and a unique invoice number. Failure to provide this information could result in a delay of your payment.

L. **STATE HOLIDAYS**

The awarded contractor will not be paid for State Holidays unless requested to perform such services. State Holidays include but not limited to: New Year's Day, Martin Luther King Jr. Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day (2 days), Christmas Eve, Christmas Day and New Year's Eve. For specific dates, contact the Regional Director, or designee.

## M. SECURITY CLEARANCES

The awarded contractor shall only appoint employees or prospective employees to work at the contracted OAG location only after final approval of employee background check is authorized by the OAG. No employee with a felony conviction or misdemeanor drug offense will be permitted in the OAG office.

The awarded contractor shall replace the janitorial employee assigned immediately at the OAG's request if the janitorial employee is found with contraband in his/her possession.

The awarded contractor shall maintain an adequate pool of cleared relief personnel to substitute for absent regular employees.

## N. INSURANCE

The awarded contractor, at their expense, shall procure and maintain, during the term of the contract/purchase order and any contract/purchase order renewal or extension periods thereof, the following types of insurance, issued by companies acceptable to the OAG and authorized to conduct such business under the laws of the Commonwealth of Pennsylvania:

- A. **Worker's Compensation Insurance** for all of the awarded contractor's employees and those of any subcontractor, engaged in work at the site of the project as required by law.
- B. **Public Liability and Property Damage Insurance** to protect the Commonwealth, Office of Attorney General, the awarded contractor, and any and all subcontractors from claims for damages to property including the loss of use resulting from any property damage, which may arise from the activities performed under the contract/purchase order or the failure to perform under the contract/purchase order, whether such performance or non-performance be by the contractor, by any subcontractor, or by anyone directly or indirectly employed by either. The minimum amounts of coverage shall be \$250,000 per person and \$1,000,000 per occurrence for bodily injury, including death, and \$250,000 per person and \$1,000,000 per occurrence for property damage. Such policies shall be occurrence rather than claims-made policies and shall not contain any endorsements or any other form designated to limit and restrict any action by the Commonwealth, Office of Attorney General, as an additional insured, against the insurance coverage in regard to work performed for the Commonwealth, Office of Attorney General.

Prior to commencement of the work under the contract/purchase order and at each insurance renewal date during the term of the contract/purchase order, the awarded contractor shall provide the OAG with current certificates of insurance. These certificates or policies shall name the Commonwealth, Office of Attorney General, as an additional insured and shall contain a provision that the coverage's afforded under the policies will not be cancelled or changed until at least thirty (30) days written notice has been given to the OAG.

The OAG shall be under no obligation to obtain such certificates from the awarded contractor(s). The OAG's failure to obtain same shall not be deemed a waiver of awarded contractor's obligation to obtain and furnish certificates. The OAG, or its designees, shall have the right to inspect the original insurance policies.

**O. LIABILITY**

Awarded contractor is responsible for taking all reasonable precautions, in accordance with sound industrial practices, to safeguard and protect the OAG property in its possession or custody. The awarded contractor assumes the risk of, and shall be responsible for, any loss or damages to the OAG furnished property in their possession except for reasonable wear and tear and to the extent such property is consumed in the performance of the contract/purchase order.

**P. ENDORSEMENTS**

Awarded contractor shall not advertise or publicize in any way a written or verbal endorsement that their services are being used by the OAG without the written approval of the OAG.

**Q. SENSITIVE INFORMATION/NEWS RELEASES**

Except as enumerated below, the awarded contractor shall not:

1. Publish or otherwise disclose, except to the OAG and except matters of public record, any information or data obtained during the course of performance under the contract/purchase order, except with the consent of the OAG.
2. Release news relating to the performance of this contract/purchase order unless prior approved by the OAG. The OAG reserves the sole right to issue news releases regarding any incidents that may occur during the contract/purchase order term.

**R. CONFIDENTIALITY**

Awarded contractor shall be bound to confidentiality of any information its employees may become aware of during the course of performance of contracted tasks. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of the contract/purchase order.

Agency Location (Name and Address):

Office of Attorney General  
Bureau of Narcotics Investigation & Drug Control  
Region VIII Wilkes-Barre Office  
680 Baltimore Drive  
Wilkes-Barre Pa. 18702  
(570) 826-2051

**Agency Contract Administrator (Agency Procurement Office):**

NAME: Melisa Flesher

TITLE: Facility Manager

PHONE: (717) 705-8572

**Agency Procurement Officer**

NAME: Alecia Peddigree

TITLE: Purchasing Agent

PHONE: (717) 787-3804