



## Attachment B – Specifications

RFx No.: 3000022072

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

### General Information:

- Contractor to supply all labor and cleaning supplies and cleaning equipment.
- These specifications should be used by the Contractor to guide their cleaning schedules and may also be used as the basis for an internal inspection report for internal control purposes and for communicating cleaning issues to the customer.
- The intent of these specifications is to obtain competitive bids from qualified vendors for Janitorial Services, for six thousand five hundred and ninety-seven (6,597) square feet of office space.

### Working Hours:

Working hours: Janitorial work will be performed daily between 4:30 PM and 6:30 PM; five (5) days of the week. Not including Holidays and weekends.

### Schedule:

- Contractor shall provide, in writing, a calendar schedule of the exact day or date(s) all weekly, monthly, semi-annual and annual services shall be performed or commenced for the entire contract term. Schedule should be provided within one (1) week of startup or within time agreed upon by Agency contact and Contractor.

### A. DAILY SERVICE REQUIREMENTS FOR OCCUPIED AREAS:

1. EMPTY AND WIPE CLEAN ALL WASTEBASKETS:
  - *Quality control standard: Free of stains and stained litter.*
2. SWEEP AND/ OR DUST MOP AND DAMP MOP ALL NON-CARPETED FLOOR SURFACES:
  - *Quality control standard: Corners shall be dirt, cobweb, and lint free. Door jams and baseboards free of dirt and mop stain build-up. All debris, paper, lint, dust, and dirt removed.*
3. VACUUM CLEAN ALL CARPETED AREAS:
  - *Quality Control Standard: All debris, paper, lint balls, dirt, and gum removed from carpet, including in and around furniture edges (desks, tables and chairs), and equipment.*
4. WIPE CLEAN ALL ENTRANCE DOOR GLASS:
  - Interior and exterior, and window panels, immediately adjacent to entrance doors.
  - Frame and ledges wiped clean.
  - Remove any tape from windows every Friday.
  - *Quality Control Standard: Glass must be clean and free of water spots, streaks, and dust.*



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5. CLEAN AND POLISH ALL DRINKING FOUNTAINS:
  - *Quality Control Standard:* Free of water stains and alkaline deposits. Polish and dry using proper cleaners.
6. CLEAN SAND URNS AND EMPTY TRASH RECEPTACLES AT EXTERIOR IMMEDIATELY ADJACENT TO ENTRANCE DOORS:
  - *Quality Control Standard:* Clean (sift) until no paper, debris, or cigarette butts are present.
7. CLEAN INTERIOR STAIRWAYS:
  - *Quality Control Standard:* Stairways must be free of lint, dust, paper, debris, and stains.
8. BROOM OR POWER SWEEP IMMEDIATE ENTRANCE EXTERIOR AREAS IN FRONT OF DOORWAYS:
  - *Quality Control Standard:* Free of dust, lint, paper, debris, and stains.
9. DUST ALL HIGH WALLS AND CEILINGS, COUNTERS:
  - **Including:** Cleaning exterior surface of all refrigerators and freezers.
  - **Excluding:** Laboratory tops, file cabinets, desk tops, and telephones.
  - Laboratory casework is to be cleaned from the **top** down.
  - *Quality Control Standard:* Free of dust, dirt, lint, handprints and stains.
10. RESTROOMS:
  - Sweep and wet-mop restroom floors with cleaner and disinfectant – rinse.
11. TOILETS/URINALS:
  - Wash, clean, sanitize, and disinfect all toilets, urinals and toilet seats.
  - *Quality Control Standard:* Toilets and urinals free of water build-up stains, dust, dirt, and spots. Flush valves clean and polished. Toilet seats up for use, free of spots and stains.
12. SPOT WASH RESTROOM WALLS, PARTITIONS, AND DOORS:
  - *Quality Control Standard:* Walls free of writing, dust, and stains. Shower room walls free of water build-up, body oils, and dirt. Partitions and doors must be free of stains, writing, and dust. Ceilings, walls, and corners must be free of cobwebs.
13. CLEAN RESTROOM FIXTURES AND CHROME:
  - *Quality Control Standard:* All fixtures, faucets, pipe (under sink) must be clean and free of water buildup, body oils, and dirt.
14. CLEAN RESTROOM MIRRORS:
  - *Quality Control Standard:* Mirrors must be clean and free of water spots, streaks, and dust. No dust on ledges.



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15. CLEAN AND FILL ALL RESTROOM DISPENSERS:

- **Quality Control Standard:** Dispensers must be stocked daily and maintained at adequate level (liquid, powder soap, and paper products). Dispensers must be clean and dust free.

16. DAMP MOP SPILLAGE FROM ALL NON-CARPETED FLOOR SURFACES:

- **Including:** food service and preparation rooms, vending area, and dining area.
- **Quality Control Standard:** No visible debris, paper, spills, stains, gum, dirt, mop stains, food particles, or lint on floor, base, corners, walls, doorframes, baseboards, furniture, and all other surfaces shall be free of watermarks and splashing from cleaning solutions or wax.

17. CLEAN AND SANITIZE VENDING AREA:

- **Including:** interior and exterior of microwave oven(s) and refrigerator(s), scrub sink and dish rack, wipe counter surface clean, empty garbage can(s), and replace paper towels as required. Wipe clean all table and chair surfaces and bases in Staff Lounge area. Deodorize as necessary. Wipe walls and remove satins from walls.
- **Quality Control Standard:** No visible spills, stains, watermarks, food particles, hand prints, grease, dirt, or offensive odors.

18. SPOT CLEAN CARPETS, SHAMPOO OR BONNET CLEAN, AS REQUIRED TO REMOVE SPOTS, SPILLS AND TRAFFIC DIRT:

- Alternative carpet cleaning methods may be used if satisfactorily demonstrated and approved by the Director of Facilities management
- **Quality Control Standard:** Free from spills, stains, traffic dirt, rain (when applicable), paper, etc. Maintain a reasonable, normal cleanliness.

19. KEEP CUSTODIAL/JANITORIAL CLOSET(S) NEAT, CLEAN, AND ORDERLY:

- **Quality Control Standard:** Clean, stocked, floor clean of stains and dirt. Equipment clean and orderly.

20. REPORT BURNED-OUT LIGHTS TO THE FACILITIES MANAGEMENT REPRESENTATIVE.

21. LEAVE ONLY DESIGNATED LIGHTS ON.

22. TURN IN LOST ITEM(S) TO SECURITY.

23. CHECK AND MAINTAIN BUILDING SECURITY DURING AND UPON COMPLETION OF WORK, LOCKING ALL DOORS THAT ARE TO BE LOCKED.

24. WHEN ELECTRICAL SERVICE TO A RECEPTACLE IS INTERRUPTED DUE TO OVERLOAD BY FLOOR MAINTENANCE EQUIPMENT, THE PROBLEM RECEPTACLE MUST BE REPORTED IMMEDIATELY TO MAINTENANCE.

25. SWEEP AND CLEAN ALL DEBRIS AT ALL EXTERIOR ENTRANCES, PORCH, AND COURTYARD.



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**B. WEEKLY SERVICE REQUIREMENTS:**

- To be completed on the first Monday of each week.
1. DUST MOP, DAMP MOP, AND MACHINE BUFF ALL NON-CARPETED FLOORS:

**C. MONTHLY SERVICE REQUIREMENTS:**

- To be completed on the first Tuesday of every month.
1. CLEAN ALL DOOR GLASS AND GLASS IN THE LOUISIANA STATE ARCHIVES BUILDING.
  2. WIPE CLEAN ALL CEILING MOUNTED AND WALL MOUNTED HVAC SUPPLY AND RETURN AIR GRILLS:
    - **Including:** Cleaning adjacent ceiling tile and wall areas as necessary to provide dust and soil free area around grills.

**D. QUARTERLY SERVICE REQUIREMENTS:**

1. CLEAN ALL INTERIOR BLINDS AND GLASS HANDRAILS THROUGHOUT THE FACILITY.
2. PERFORM ALL FUNCTIONS SPECIFIED UNDER SECTION A “DAILY SERVICE REQUIREMENTS FOR OCCUPIED AREAS” ONCE EACH QUARTER IN ALL UNOCCUPIED AREAS.

**E. SEMI-ANNUAL SERVICE REQUIREMENTS:**

1. SHAMPOO ALL CARPETED AREAS, OFFICES, HALLWAYS, ETC.
2. EXTRACT OR BONNET CLEAN ALL HALLWAY CARPETS AND LOBBIES.
3. CLEAN INTERIOR OF ALL REMAINING WINDOWS AND WINDOW WALLS IN OCCUPIED AREAS.

**F. ANNUAL SERVICE REQUIREMENTS:**

1. STRIP, RE-WAX, AND BUFF ALL VINYL TILE, SOFT FLOORING, TERRAZZO, CERAMIC TILE, AND BRICK PAVED FLOORS.
2. EXTRACT CLEAN ALL CARPETED AREAS:
  - To be accomplished by use of extraction method.
3. SHAMPOO EXTRACT ALL CARPETED AREAS:
  - During Christmas break.

**G. UTILITY WORK, FLOOR MAINTENANCE, FREQUENCY SCHEDULE FOR VINYL, OTHER SOFT FLOORING, CARPET, AND CERAMIC FLOOR:**

- 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.

1. FLOOR PROCEDURES:



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- 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 as per manufacturer's instructions.
- **Quality Control Standard:** Glossy shine with no powdering or streaked appearance. Walls, doors, frames, and furniture shall be free of residue.

### 2. 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 Director of Facilities Management.
- **Quality Control Standard:** No streaking, no light or dark shaded areas, no staining. Furniture and walls shall be free of spills.

### 3. FLOOR TILES:

- Sweep, machine scrub floor using proper cleaners.
- Hand scrub under and around partition panels, under toilets, corners, doorways, and door jams.
- Rinse, damp mop floor and walls.
- **Quality Control Standard:** Free of soap cleaner residue. Corners free of machine marks, no dirt build-up visible in base, partition panels, doors, or door jams.

## H. BUILDING DETAIL WORK PROCEDURE:

1. Dust all ledges, flat surfaces within reach. Remove all cobwebs from corners, walls, and ceilings.
2. Remove fingerprints and smudges from doors and walls.
3. Clean door fascia plates and thresholds.
4. Dust or vacuum air return grills and registers in walls, doors, and ceilings.
5. Dust all window blinds and louvers.



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### Inspections:

- In order to monitor the quality of work performed by the Contractor, the Contract manager and Agency contact shall conduct random inspections on all areas cleaned. 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 representative will choose the area(s) to be inspected, the days of inspection, and the number of inspections to be performed.

### **Rating System:**

- There are four (4) 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 and is acceptable.
  - **“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 shall keep the grades at or above “Good” (8 points) in all elements on a daily basis.
- The Quality Control Standard has been predetermined and entered for each section accordingly.
- Repeat incidents of unsatisfactory cleaning performance, shortage of hours, or failure to comply with other terms of the contract will result in a recommendation for termination for default by the Office of State Procurement:
  - The Office of State Procurement shall notify contractor of reported performance issue(s) submitted by Agency.
  - Contractor has seven (7) days, from the date of notice, to respond to the reported performance issue(s), in writing to the Office of State Procurement.
  - Contractor’s failure to respond to agency’s initial notice of deficiencies in performance, or failure to respond to the Office of State Procurement notice of performance issues within the required number of days specified in each notice may constitute ground for contract extermination.
  - Agency shall 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 must always be forwarded to the Office of State Procurement.
  - Repeat incidents of unsatisfactory cleaning performance, shortage of hours, or failure to comply with other terms of the contract will result in a recommendation for termination for default by the Office of State Procurement.