

*MARYLAND DEPARTMENT OF TRANSPORTATION
STATE HIGHWAY ADMINISTRATION
Invitation for Bids (IFB)
Contracts Less Than \$ 5 0 , 0 0 0*

PROJECT: Janitorial Services at the MDOT SHA Annapolis and Glen Burnie Maintenance Shops Located in Anne Arundel County

CONTRACT NO.: ANN22JAN

ADVERTISEMENT DATE: Wednesday, June 9, 2021

QUESTIONS DUE: Wednesday, June 30, 2021 @ 11:00 A.M. EST

BID DUE DATE / TIME: Wednesday, July 14, 2021 @ 1:00 P.M. EST

BID LOCATION: State Highway Administration
District 5 Office
138 Defense Highway
Annapolis, MD 21401

I. SUMMARY STATEMENT

The Maryland Department of Transportation State Highway Administration (MDOT SHA) is seeking pricing for a contractor to provide janitorial services at the Annapolis and Glen Burnie Maintenance Shops located in Anne Arundel County Maryland. The services provided shall be in compliance with all applicable Federal, State, and Local regulations. The anticipated contract start date is September 2, 2021.

II. ISSUING OFFICE and PROCUREMENT OFFICER

Maryland Department of Transportation
State Highway Administration
District 5 Office
138 Defense Highway
Annapolis, MD 21401

The sole point of contact for purposes of this IFB is the Procurement Officer, Candace Poag. The Procurement Officer and/or their designee may be contacted at telephone number 443-829-6442 between 8:30 A.M. and 4:30 P.M. or by FAX 410-224-0665.

NOTE: The contractor is solely responsible for ensuring any information sent to the Procurement Officer by FAX has been received by the Procurement Officer.

III. BID DUE DATE

The Bid must be received by the Procurement Officer, Candace Poag, at the District 5 Office located at 138 Defense Highway Annapolis, MD 21401 no later than 1:00 P.M. local time, on Wednesday, July 14, 2021.

Contractors are responsible for assuring that their bids are delivered to the specified location before the deadline for receipt of bids, including those delivered by U.S. Postal Service.

Oral, fax, telegraphic, mailgram, electronic, or E-mail bids will not be accepted.

Bids shall be opened publicly at the time, date and location designated above.

Bids, requests for withdraws, and modifications not received by the time and at the place indicated are late and may only be considered in accordance with COMAR 21.05.02.10.

IV. PRE-BID CONFERENCE & QUESTIONS

No pre-bid meeting will be held for this advertisement.

Individual walkthroughs to examine the facility can be scheduled by contacting the following MDOT SHA personnel Monday – Friday 08:30 A.M. – 4:00 P.M.

Glen Burnie Maintenance Shop
Robin Koontz, Office Manager
410-766-3770

Annapolis Maintenance Shop
Oksana Irwin, Office Manager
410-841-1091

All questions must be submitted to the Procurement Officer no later than Wednesday, June 30, 2021 at 11:00 A.M. local time. Any information regarding the requirements or the interpretation of any provision of the Contract Documents shall be requested, in writing, and delivered no later than this date and time. Responses to questions or inquiries having any material effect on the bids shall be made by written addenda sent to all prospective bidders via eMaryland Market Place Advantage (eMMA). The Administration will not respond to telephone requests for information concerning this invitation for bids that would materially affect the bid.

Requests for information or questions shall be submitted in writing. They must be emailed to cpoag1@mdot.maryland.gov; if attached to the email please provide in Microsoft Word or PDF format. Each request for information or questions shall include the Contract number and the name and address of the originator.

V. DURATION OF BID OFFER

Prices submitted in response to this solicitation are irrevocable for ninety (90) days following the due date. The Procurement Officer may, however, request contractor to extend the time during which the State may accept their bids. Once a bid is accepted, all prices, terms, and conditions shall remain unchanged throughout the contract period.

VI. PROCUREMENT METHOD

This solicitation shall be conducted in accordance with COMAR 21.05.07 – Small Procurement Regulations.

VII. TERMS and CONDITIONS

- A. Termination for Nonappropriation. If funds are not appropriated or otherwise made available to support continuation in any fiscal year succeeding the first fiscal year, this Contract shall be terminated automatically as of the beginning of the fiscal year for which funds are not available. The Contractor may not recover anticipatory profits or costs incurred after termination.
- B. Maryland Law Prevails. The law of Maryland shall govern the interpretation and enforcement of this Contract.
- C. Disputes. Disputes arising under this Contract shall be governed by State Finance and Procurement Article, Title 15, Subtitle 2, Part III, Annotated Code of Maryland, and by COMAR 21.10 Administrative and Civil Remedies. Pending resolution of a dispute, the Contractor shall continue to perform this Contract, as directed by the Procurement Officer.
- D. Changes. This contract may be amended only with the written consent of both parties. Amendments may not change significantly the scope of the Contract (including the Contract price).
- E. Termination for Default. If the Contractor does not fulfill obligations under this Contract or violates any provision of this Contract, the State may terminate the Contract by giving the Contractor written notice of termination. Termination under this paragraph does not relieve the Contractor from liability for any damages caused to the State. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.11B.
- F. Nondiscrimination. The Contractor shall comply with the nondiscrimination provisions of federal and Maryland law.
- G. Anti-Bribery. The Contractor certifies that, to the Contractor's best knowledge, neither the Contractor; nor (if the Contractor is a corporation or partnership) any of its officers, directors, or partners; nor any employee of the Contractor who is directly involved in obtaining contracts with the State or with any county, city, or other subdivision of the State, has been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any state or of the United States.
- H. Termination for Convenience. The State may terminate this Contract, in whole or in part, without showing cause upon prior written notice to the Contractor specifying the extent and the effective date of the termination. The State shall pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination and all reasonable costs associated with termination of the Contract. However, the Contractor may not be reimbursed for any anticipatory profits which have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12A(2).

VIII. SCOPE OF CONTRACTOR SERVICES

A. BIDDER QUALIFICATIONS

1. Bidder shall demonstrate they have the resources and capability to provide janitorial services with in-house staff as prescribed in this IFB.
2. Bidder must have at least five (5) years' experience in providing janitorial services similar to those contained in these specifications, with a minimum of two (2) years' experience in providing commercial janitorial services.
3. Bidder shall be able to furnish three (3) references of comparable contracts. References shall include organization and contact names, physical addresses, telephone numbers, approximate square footage, and date of service. Any negative responses received may result in disqualification of bid.
4. Bidder shall provide emergency telephone numbers where the company can be reached during normal operating hours and after normal operating hours.
5. Bidder shall employ personnel who are capable of comprehending and answering screening questions required for building entry, including but not limited to, questions about recent exposure to pathogens. Any personnel unable to comprehend and accurately answer screening questions will not be granted access to the building and may be precluded from working under the contract.

B. LOCATIONS OF SERVICES

1. Annapolis Maintenance Shop
138 Defense Highway
Annapolis, MD 21401
 - a. The area to be cleaned is approximately 6,548 square feet with flooring surfaces comprised of carpet and tile.
 - b. The first-floor area to be cleaned is comprised of 3 office spaces; 2 bathrooms/locker rooms (1 men's and 1 women's) equipped with metal lockers, showers, toilets and/or urinals, and sinks; a vestibule area; and hallways.
 - c. The second-floor area to be cleaned is comprised of 4 office spaces; 2 bathrooms (1 men's and 1 women's) equipped with showers, toilets and/or urinals, and sinks; a conference room; a kitchen; and hallways. There is no elevator access to the second floor.
 - d. Additional work, to be billed as separate line items, consists of:
 - i. Approximately 203 square feet of glass windows to be cleaned semi-annually.
 - ii. Steaming and shampooing of all carpet and mats inside the Shop's office space. This work will be conducted on an as-needed basis by MDOT SHA request.
 - iii. Waxing and buffing all tile floor surfaces. This work will be conducted on an as-needed basis by MDOT SHA request.

2. Glen Burnie Maintenance Shop
910 Stewart Avenue
Glen Burnie, MD 21601
 - a. The area to be cleaned is approximately 7,600 square feet with flooring surfaces comprised of carpet and tile.
 - b. The area to be cleaned is comprised of a front vestibule; 11 rooms which include, but are not limited to, private offices; computer room; conference room; kitchenette; lunchroom; locker room; team leader area; 4 restrooms (1 men's, 1 women's, and 2 unisex) equipped with toilets, urinals, and sinks; light fixtures; air vents; and blinds.
 - c. Additional work, to be billed as separate line items, consists of:
 - i. Approximately 430 square feet of glass windows to be cleaned semi-annually.
 - ii. Steaming and shampooing of all carpet and mats inside the Shop's office space. This work will be conducted on an as-needed basis by MDOT SHA request.
 - iv. Waxing and buffing all tile floor surfaces. This work will be conducted on an as-needed basis by MDOT SHA request.
3. The information and measurements provided are estimates and are not intended to be a substitute for site inspection and verification of scope and measurements. It is the bidder's responsibility to verify the scope data, measurements, and difficulty of the work to be performed prior to submission of bids. All bidders are encouraged to make an on-site inspection of the location where the work will be performed to become completely familiar with existing conditions. A site inspection will allow the prospective bidder to familiarize oneself with all conditions that may affect the performance under, and cost of, the contract. Failure of the bidder to familiarize oneself with the measurements and conditions shall not constitute a basis for contract adjustments after award.

C. CONTRACT MANAGER

The MDOT SHA Contract Manager for this contract shall be Mr. Nagendra Malik. The Contract Manager can be contacted by phone at 410-841-1015 or by email at NMalik@mdot.maryland.gov. The Contract Manager may appoint other authorized representatives to act on their behalf.

D. SERVICE REQUIREMENTS

The contractor is required to provide all services detailed by Attachment III at the frequency specified (i.e., Daily Tasks must be done daily, Weekly Tasks must be done weekly, etc.). The MDOT SHA requires that the entirety of the facility be cleaned according to the list of tasks. The tasks must be completed according to the standards specified in Attachment II.

The ultimate responsibility of the Contractor is to provide janitorial services to ensure the facility is uniformly clean, hygienic, orderly, and attractive to a degree which will reflect favorably upon the MDOT SHA.

1. The Contractor shall provide sufficient trained personnel, who are skilled in safe and proper housekeeping techniques, to provide satisfactory performance. The Contractor shall insure that employees utilized for this service are dressed properly and have personal identification. On-site personnel must be able to effectively communicate and take direction from immediate supervisors and MDOT SHA personnel. All Contractor employees shall be

required to sign in and out on the MDOT SHA Janitorial Daily Sign in Log.

2. All personnel performing under the contract must adhere to current MDOT SHA building safety protocols, including, but not limited to, participating in entry questionnaires, and utilizing proper personal protective equipment (PPE). Failure or refusal to adhere may result in denial of initial access to, or removal from, the MDOT SHA facility. Repeated failures to adhere may result in personnel being precluded from working under the contract.
3. The Contractor's supervisor shall be on site at all hours during which their employee work. The Contractor shall be responsible for proper personal conduct of all their personnel while on MDOT SHA premises. The Contractor shall not employ any person or persons, in or about the premises, who shall use improper language or act in a loud and/or boisterous manner. MDOT SHA may require dismissal of those employees whom MDOT SHA deems incompetent, careless, or otherwise objectionable to the public interest.
4. The Contractor will perform all necessary work as provided for in this contract so as not to interfere with the normal operations of the MDOT SHA facility. Contractor's employees are not to use or tamper with any office machines, equipment, computers, or MDOT SHA employee's personal property. Any use of MDOT SHA telephones is prohibited unless prior approval is granted by the MDOT SHA authorized representative.
5. The Contractor shall supervise all workmanship to ensure that it is of the highest grade, and according to the best standard practice, as well as ensuring it meets the specifications of Attachment II, and the schedule of Attachment III. All services that are required to be performed under this contract shall be subject to inspection by the MDOT SHA Contract Manager or their designated representative while in process, or after completion. If any such services are found to be unsatisfactory and not in accordance with the requirements of this contract, MDOT SHA representative shall notify the contractor, and the contractor shall take immediate steps for corrective action.
6. No sub-contracting of any of the worked described herein shall be allowed without the prior permission of the Contract Manager.
7. Failure of the Contractor to fulfill any requirement included in the Service Requirements, and corresponding Attachments II and III, shall automatically constitute sufficient justification to allow the Administration to obtain comparable services on the open market. Any increased cost over the Contract price will be charged to the Contractor.

E. WORK SCHEDULING & PROCEDURES

1. Scheduling

- a. Regular janitorial services shall be performed Monday – Friday between 8:30 a.m. and 2:00 p.m., excluding state holidays, unless otherwise directed by the MDOT SHA Contract Manager or their authorized representative. State holidays include New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day, and Christmas Day. MDOT SHA shall furnish a list of applicable holiday dates to the awarded contractor.

- b. At times it may be necessary for the Contractor to perform janitorial services outside of the regular service days and hours established in this IFB. At the request of the MDOT SHA, the Contractor shall be capable of providing services outside of these days and hours; this may include night hours, weekends, and state holidays. Additionally, the Contractor may be asked to report to perform janitorial services during inclement weather; the Contractor shall have sufficient staff to facilitate these requests.
- c. The Contractor must be on-site performing services for a minimum of 2 hours per day, 5 times per week. Upon contract commencement, the Contract Manager will establish the hours in which the Contractor may access the building.
- d. The MDOT SHA reserves the right to cancel a daily service due to the shop being closed for events including, but not limited to, training, inspections, or emergency operations. No payments will be made for cancelled services.
- e. The MDOT SHA shall provide the Contractor two (2) weeks' notice for scheduling of any As Requested services.

2. Cleaning Materials and Equipment

- a. All toilet tissue, paper hand towels, paper toilet seat covers, hand soap, sanitary napkins, and plastic trash can liners shall be furnished by the MDOT SHA. The Contractor shall be responsible for inserting these supplies into the dispensers as needed.
- b. The Contractor shall supply all cleaning products/chemicals, polish, and equipment such as cleaning utensils, cleaning carts, vacuum cleaners, brooms (indoor/outdoor), dustpans, dust mops, buckets, wringers, commode brushes, wet floor signs, mobile trash can caddy, special high cleaning equipment, dusters (lamb wool), window squeegees, and any other cleaning utensils/implements necessary to carry out the service requirements. All supplies and equipment provided by the Contractor shall be regarded as incidentals and shall be included in the Janitorial Services Daily Rate price fee for work performed.
- c. All products used by the Contractor shall meet all EPA and OSHA standards, and must have proper identifying labels affixed to them, as well as secondary containers (spray bottles). The Contractor shall provide the MDOT SHA with Material Safety Data Sheets (MSDS) for all products/chemicals provided by the contractor within ten (10) days after the award of contract as well as maintain an MSDS for any additional new chemical/cleaning products that are brought into the facility.
- d. In the event the Contractor elects to store the provided supplies and equipment on site, the MDOT SHA shall accommodate with a limited storage space. The Contractor shall keep this space in a neat and orderly condition at all times. The MDOT SHA will not be responsible in any way for damage or loss of the contractors stored supplies and/or equipment.

3. **Procedures**

- a. The Contractor shall supervise all workmanship to ensure that it is of the highest grade and according to the best standard practice, as well as ensuring it meets the specifications of Attachment II, and the schedule of Attachment III.
- b. The contractor shall be responsible for any damages to facilities surfaces, fixtures, furnishings, or contents during performance of this contract. Any such damage will be repaired by the contractor at the company's expense and to the satisfaction of SHA.
- c. All services that are required to be performed under this contract shall be subject to inspection by the SHA Contract Manager or their designated representative either while in process or after completion. If any such services are found to be unsatisfactory and not in accordance with the requirements of this contract, the MDOT SHA representative shall notify the Contractor, and the Contractor shall take immediate steps for corrective action. The MDOT SHA will incur no additional costs for corrective actions. Continued failure to correct deficiencies may result in termination of the contract.
- d. Visual Inspections will be conducted monthly for the first three months of the Contract, and at a minimum of once per quarter thereafter. The MDOT SHA Contract Manager shall coordinate the schedule with the Contractor and will conduct a formal visual inspection with the representative to verify all work is completed according to the janitorial cleaning schedule Attachment III. Any deficiencies found shall be noted, and immediate corrective action will be required of the Contractor. MDOT SHA will incur no additional costs for corrective actions. Continued failure to correct deficiencies may result in termination of the contract.
- e. Should the Contractor fail to clean a site by the scheduled time, the MDOT SHA will automatically remove payment at a daily rate reduction for that cleaning from the invoice. Payment reduction shall be based on the Janitorial Services Daily Rate established in Attachment I Contractor Bid Form. Continued failure to clean the site on schedule may result in termination of the contract.

F. PAYMENT

1. Subject to the performance of the work, and its acceptance by the MDOT SHA, the Contractor shall submit invoices for services performed within thirty (30) days of completion of work. Invoices shall be paid no more than thirty (30) days from the date of receipt of the valid invoice. Invoices for all work performed prior to June 30th shall be submitted no later than July 5th to comply with MDOT SHA's Fiscal Year End requirements.
2. Invoices must contain the complete company name, remit to address, telephone number, contact person, F.E.I.N. (Federal Employment Identification Number), MDOT SHA provided contract number, a unique invoice number, and invoice date. The invoice shall clearly describe details of services and include the location/address of services and dates of services. Failure to do so may result in delay of payment. Invoices held for verification, missing information, or returned for corrective re-submittal shall not be subject to late fees.

3. MDOT SHA is exempt from Maryland Sales and Use Taxes by Exemption Certificate Number 3000256-3 and from Federal Excise Taxes by Exemption Number 52-73-0358K. Do not include tax.
4. Each location of service shall be invoiced separately and invoices shall be sent electronically to the following addresses:

Annapolis Maintenance Shop – D5AnnapolisInv@mdot.maryland.gov
Glen Burnie Maintenance Shop – D5GlenBurnieInv@mdot.maryland.gov

IX. LIABILITY:

The Contractor must be covered by at least \$500,000.00 of liability insurance and must maintain this coverage through the duration of the contract. The Contractor shall provide this Administration with proof of liability insurance and coverage before the Contract is awarded.

X. BID CONTENT

The bidder shall submit an original Contract Bid Form for this Project. The bid shall be submitted on Attachment No. I. Attachment No. I **cannot to be altered in any way** and is to contain only the price or prices stipulated on the form. Additionally, the bidder shall submit a fully completed Attachment IV Contractors Reference and W9 with their bid submission. Failure to submit fully completed Attachments I and IV and a W9 may result in disqualification of the bid.

Bid submissions must be:

- Submitted in a sealed envelope.
- Addressed to:
State Highway Administration
District 5 Office
138 Defense Highway
Annapolis, MD 21401
Attn: Candace Poag
- Clearly marked with the full name and address of the bidder.
- Clearly marked with the contents of the envelope (i.e., "Bid Submission – Contract No. ANN22JAN)

XI. OPENING of BIDS

Bids will be opened publicly in accordance with the provisions in COMAR 21.05.02.11 on the date and time specified in Section III of this IFB.

XII. BASIS OF AWARD

The award shall be made in accordance with the provisions in COMAR 21.05.02.13.

The unit prices quoted are required for establishing a unit cost for each service and providing a grand total for the purpose of evaluating bids. The award will be based upon the lowest Total Bid Amount and be awarded to the lowest responsive and responsible bidder for the services required in the amount not to exceed \$50,000.00.

In the event of tie bids, the provisions of COMAR 21.05.02.14 shall determine the successful bidder.

XIII. DURATION OF THE CONTRACT

The duration of the contract is twelve (12) months with an additional one (1) year Option, which may be executed at the discretion of the Administration.

XIV. ATTACHMENTS

Contract Bid Form -- Attachment No. I
Cleaning Standards – Attachment No. II
Cleaning Schedule – Attachment No. III
Contractors Reference – Attachment No. IV

ATTACHMENT - I
CONTRACT BID FORM

This form is to be completed in its entirety, is not to be altered in any way and is to contain only the price or prices stipulated on the form.

State Highway Administration IFB No.: ANN22JAN
 Company Name: _____
 Bid Due Date: Wednesday, July 14, 2021

| Column A | Column B | | Column C | Column D |
|---|----------|-----------------|------------|---------------------------|
| Item/Description | Qty | Unit of Measure | Unit Price | Total Cost (Column B x C) |
| Janitorial Services Daily Rate | 365 | Days | \$ | \$ |
| Alternate Window Washing Semi-Annual | 2 | Lots | \$ | \$ |
| Carpet Steaming/Shampooing (As Requested) | 12 | Lots | \$ | \$ |
| Floor Stripping, Waxing, and Buffing (As Requested) | 12 | Lots | \$ | \$ |
| TOTAL BID AMOUNT (Sum of Column D) | | | | \$ |

NOTE:

- a) SHA, is exempt from Maryland Sales and Use Taxes by Exemption Certificate Number 3000256-3 and from Federal Excise Taxes by Exemption Number 52-73-0358K. Do not include tax in bid prices
- b) Quantities are estimated and used for bid evaluation only. They may not represent the actual quantities experienced once the contract is awarded.
- c) If the “Total Bid Amount” results in a total that exceeds \$50,000, the contract with the low bidder will be written as “not to exceed \$50,000” using the unit prices established in Column C.

ATTACHMENT - I
CONTRACT BID FORM
ANN 2 2 JAN
Page Two (2)

For the Contractor:

Company Name

Federal Tax ID No or Social Security No.

Address

City

State

Zip

Phone

Fax

Email

Representing the above Company

Signature

Print Name & Title

Date

My Signature above indicates that I fully understand this IFB and can perform the scope of work as defined for submitted bid price.

ATTACHMENT-II Janitorial Cleaning Standards

The following are the minimum cleaning quality standards acceptable to the Maryland Department of Transportation State Highway Administration (MDOT SHA). All services performed by the awarded contractor shall be subject to inspection by the MDOT SHA to assure that these minimum cleaning quality standards are observed.

Contractor shall notify MDOT SHA authorized representative if there is a problem with any toilets, showers, fixtures or urinals upon discovery.

- A. **Monitoring:** To be accomplished as needed. Shall consist of picking up of any debris such as, small pieces of paper, paper clips, staples, confetti, shreds of paper, cups, etc.
- B. **Dusting:** Dusting shall be accomplished daily. All horizontal or Vertical dust collecting surfaces from ceiling to floor shall be free from dust. This includes but not limited to walls, fire extinguishers and boxes, ledges, trophies, plaques, pictures, lights, fans, baseboards, blinds, supply and return air registers and grills. After dusting is complete, dust shall be removed and not scattered around the room.

The contractor will be responsible for the cleaning or dusting of employees' work surfaces, such as desks, credenza's bookshelves, book cases, cabinets, tops of wall partitions, computer stations, tables and other clear/open surfaces. Contractor will not be required to clean or dust any covered work surfaces.

Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair, and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.

- C. **High Dusting/Cleaning:** High surfaces shall be interpreted to mean those surfaces and objects high enough to require the use of a ladder which comprise the structure and furnishings of the facility and shall include, but not limited to wall, ceiling junctures, light fixtures, ventilation louvers, fans, overhead signs, sills, ledges, etc. Personnel performing high cleaning must observe applicable safety rules and regulations. Grills, panels, etc. shall be cleaned according to the schedule by damp wiping, dusting, washing or vacuuming as appropriate and with appropriate cleaning agents. High surfaces, objects, fans, light diffusers and ventilation louvers shall be free from dirt, lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.
- D. **Cleaning Blinds:** Blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds shall be cleaned according to schedule by any of the industry acceptable methods dusting. Care shall be taken to prevent damage to either the slats or support materials that is used to support them, shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.
- E. **Damp Wiping:** Damp washing to horizontal surfaces shall be accomplished according to schedule. Appropriate disinfecting cleaning agents shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces.

Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears, etc. and shall present a clean appearance. Water marks or spots shall be wiped clean and dry. The contractor will be responsible for wiping counter tops, kitchen sinks, waste receptacles, tables, benches, vinyl chairs, light switches, doors, door handles, door edges and any other items that needs to be cleaned.

ATTACHMENT-II
Janitorial Cleaning Standards
Continued

- F. Wall Scrubbing:** This procedure shall be accomplished according to schedule. Appropriate disinfecting cleaning agents shall be utilized to the type and composition of the wall. Disinfectant agents shall be used on restroom walls. Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a clean appearance. Special care shall be taken to ensure all areas of walls are cleaned, including baseboards and corners.
- G. Metal Cleaning:** The contractor will be responsible for insuring that all metal surfaces are without deposits or tarnished and must have a uniformly bright appearance. The cleaner used shall be removed from all adjacent surfaces.
- H. Glass Cleaning:** Glass will be considered clean when all glass surfaces (inside and out) are without streaks, smears, film, deposits, fingerprints and other soils and shall be free from residue and haze, have a uniformly bright appearance, and adjacent surfaces have been wiped clean.
- I. Receptacle Emptying and Cleaning:** All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners. Receptacles shall be kept clean and odor free. Receptacle containers are to be disinfected as necessary.
- J. Trash Collection:** all trash shall be collected and removed to the designated dumpster/collection site. Recycle containers items shall be emptied and remain segregated from regular trash and be collected at the recycle designated collection site.
- K. Restroom/Shower Cleaning and Services:** The contractor shall perform the required work to such an extent as will insure that each restroom is well kept, sanitized, and has no odors; that the toilet bowls, wash basins, and urinals are clean and bright, that toilet paper, towel and soap dispensers are filled and clean; that the floor, walls, partitions and woodwork are clean and free from stains and marks. Every toilet, urinal, shower, lavatory, mirrors, restroom partition, dispensers and sink, associated fixtures and floor shall be properly cleaned, wiped, mopped and disinfected each day.

Toilet bowl exteriors shall be washed, disinfected and wiped clean. All water scale shall be removed immediately. Toilet bowl interiors and underside of rims shall be cleaned thoroughly with an acceptable toilet bowl cleaner. Toilet brush cleaning of interiors of toilet bowls shall include working the brush as far into the trap as it will reach. Toilets shall be flushed after cleaning to rinse. Toilet seats shall be cleaned with germicidal detergent.

Urinal exteriors and adjacent walls shall be washed, disinfected and wiped clean. Urinal interior and underside of rims shall be cleaned thoroughly with a toilet bowl cleanser. Urinals shall be rinsed after cleaning. Chrome-plated hardware shall be cleaned and polished to a high luster finish.

Ceramic tile floors, walls and showers shall be thoroughly scrubbed with a heavy-duty disinfectant/detergent solution. This washing shall be done well enough to ensure that all dirt, scuffs, mildew, scale, mineral deposits and soap residues, will be removed with special care given to all edges and corners. Special attention must be given to floor areas around urinals and commodes for elimination of odors, stains, and for sanitizing purposes. Extreme care shall be exercised to avoid excessive flooding of area. All floors wall and shower stalls shall be thoroughly rinsed and dried after each cleaning.

Rest room mirrors, shelves, and miscellaneous fixtures shall be cleaned thoroughly, using non-abrasive cleaner. Mirrors, chrome and other metal trim including soap dispensers, hand dryers, metal door pushes, metal light switches shall be free from water marks, streaks, soil, or stains and shall present a high shine.

ATTACHMENT-II
Janitorial Cleaning Standards
Continued

Walls and toilet partitions shall be washed with a neutral cleaner. Grout joints shall also be kept clean. Walls and partitions shall be free from streaks and soap film and display a high luster finish. All graffiti shall be removed immediately.

Restrooms shall be serviced daily and as frequently as necessary to assure sufficiency of supplies and hygienic condition. Hand towels, soap, toilet tissues, toilet seat covers, sanitary napkins and deodorant fresheners shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleaning.

- L. Water Dispenser:** Water dispenser shall be cleaned daily. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dried and polished. Wall areas around the dispenser shall be damped wiped.
- M. Floor Maintenance/Carpet Care:** Carpets shall be vacuumed, and spot cleaned to remove accumulations of dust, dirt, stains, and soil according to the schedule. A vacuum cleaner with a working beater bar must be used to clean carpet and rugs of visible debris and dirt. Carpet shall be vacuumed according to schedule. Vacuum all carpet under desks, tables, chairs, trash can, floor fans, corner edges and behind doors. All caster and light furniture shall be moved for vacuuming and replaced in its original position, taking care not to disturb work or projects. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be utilized to assure that those areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with vacuum or attachments. Vacuum bags shall be replaced regularly. Walk-off mats shall also be vacuumed. Vacuumed carpets shall present a uniformly clean appearance and always be free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burns, or indelible stains shall be reported to SHA authorized representative.
- Carpet shall be spot cleaned as necessary to remove gum, tar, grease, spills, spots, stains, etc. Contractor shall use a carpet cleaner and spot remover that is safe and does not cause fading or discoloration. Care will be taken to use a product that will not harm the carpet fibers.
- N. Carpet Deep Cleaning:** Carpets shall be deep cleaned upon MDOT SHA's request, using a contractor supplied commercial or industrial grade steamer and shampooer. Clean all carpet under desks, tables, chairs, trash can, floor fans, corner edges and behind doors. All caster and light furniture shall be moved for cleaning and replaced in its original position, taking care not to disturb work or projects. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with steamer or attachments. Walk-off mats shall also be vacuumed. Steamed and shampooed carpets shall present a uniformly clean appearance and always be free from spots, stains, chewing gum, tar, grease, litter, etc. Any tears, rips, or burns shall be reported to SHA authorized representative. MDOT SHA will provide the contractor two weeks' notice of a scheduled carpet deep cleaning.
- O. Waxing/Buffering Floors:** The contractor, upon MDOT SHA's request, will strip, wax, and buff all tile floor surfaces. This work will be done with a contractor supplied commercial/industrial grade buffer, and with appropriate waxing materials. Care will be taken to ensure all tile floor areas are waxed to a shine, including against walls and corners. MDOT SHA will provide two weeks' notice of scheduled waxing and buffing.
- P. Floor Maintenance/ Resilient and Cement Floors:** Sweeping/Dust Mopping: Floors shall be swept and dust mopped daily to present a clean and orderly appearance. Sweeping compounds shall not be used on finished floors. Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence, including in corners, expansion joints, grout lines, and other places accessible with a broom or dust mop. Surfaces accumulations of chewing gum, tar, hardened dirt and other soil age that can't be removed by other means such as

mopping, sweeping, dust mopping, shall be scraped and then removed. Care shall be taken to avoid damage to floor time or finish.

ATTACHMENT-II
Janitorial Cleaning Standards
Continued

- Q. **Spot Mopping:** Resilient and Cement Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Caution signs are to be displayed where mopping occurs until floor is dried. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

ATTACHMENT-III
Janitorial Cleaning Schedule

Attention shall also be made to areas such as corner and edges; as well as the appropriate tool shall be utilized when cleaning those areas. At all times all gum, tar, grease and other soils shall be removed to maintain a clean appearance.

Daily Task Work must be performed each day and are as follows:

1. Empty all trash receptacles/containers and replace with clean plastic liners;
2. Collect and remove all trash and rubbish to designated collection site;
3. Vacuum all carpeted areas and mats. Spot clean carpet where necessary;
4. Sweep and wet mop all tile floors;
5. Clean building entrance areas by washing interior and exterior glass doors and/or windows in front and rear entrance way.
6. Clean front entrance areas by mopping the floor and vacuuming the rugs
7. Clean, sanitized and dry shine water dispenser. Remove any debris from reservoir;
8. Monitor and spot clean all pen areas and kitchen area to include but not limited to after lunch and prior to the end of business day;
9. Dust any vertical and horizontal surfaces.
10. Damp wipe all horizontal surfaces with appropriate cleaning agent. Damp wipe tables, chairs, cabinets doors and exterior of the appliances in kitchen.
11. Restroom/Shower areas are to be cleaned, disinfect and deodorize sinks, urinals, commodes and showers. Wet wipe, disinfect and polish mirrors, dispensers and stall partitions and chrome fixtures. Wet mop floors with disinfectant. Spot clean walls. Stock all towels, toilet paper, seat cover, sanitary napkins and soap dispenser in restrooms and at other sinks.
12. Damp wipe and disinfect kitchen, lunchroom and kitchenette counters, sinks, appliances, and tabletops.
13. Remove any graffiti. Also notify SHA Contract Manager of any discovery.
14. Maintain janitor closet in orderly conditions and in compliance with Federal, State and OSHA regulations.
15. Spot clean furniture surface areas.

Weekly Task Work must be performed once per week, a minimum of 4 days apart and are as follows:

1. Perform detail vacuuming by using crevice tool to vacuum furniture, carpet areas, corners, under lips of cabinets, inside of windowsills and sliding tracks, etc.

Bi-Weekly Task Work must be performed twice per week, a minimum of 3 days apart and are as follows:

1. Dust any vertical and horizontal surfaces, furniture, cabinets, counters, files, bookcases, pictures, and plaques;
2. Remove handprints or marks from walls, doors, and doorframes;
3. Disinfect and clean telephones;
4. Clean and disinfect microwave oven interior.

Monthly Task Work must be performed once per month, a minimum of 4 weeks apart and are as follows:

1. Clean and disinfect all trash receptacles;
2. Complete high/dusting/cleaning tasks;
3. Remove all cobwebs from ceiling area;
4. Clean all grills, air vents and light fixtures;
5. Clean all blinds;
6. Clean and disinfect inside of refrigerators;

ATTACHMENT-III
Janitorial Cleaning Schedule
Continued

Semi-Annual Tasks: Work must be performed every six months, a minimum of 120 days apart.

1. Window Cleaning/Washing – Contractor shall wash and clean all exterior windows, including windows on second floor of the building.

Upon MDOT SHA Request Tasks Work must be performed upon request by MDOT SHA:

1. Carpet Cleaning – Contractor shall steam and shampoo all carpets and mats inside the office.
2. Waxing/Buffering – Contractor shall strip, wax, and buff all tile floors.

ATTACHMENT – IV
Contractors References and Qualifications

Notice to Bidders:

Failure to fully address questions may render your bid non-responsive.

Bidders must have at least two (2) years of experience in providing commercial janitorial services, as specified in this IFB. All experience must be under the bidder's company name.

The information furnished in response to this questionnaire and any verification made by the State Highway Administration shall provide a basis for determining the responsibility of bidders. In the event that references are deemed insufficient by State Highway Administration, the State reserves the right to determine the respondent as non-responsive, which will cause the rejection of the bid.

Company Name: _____

Company Owner(s) Name(s): _____

Owner(s) Title(s): _____

Address: _____

Phone Number: _____

Number of years in business under the present company name: _____

Other/former names under which your company has operated: _____

Type of organization (i.e., corporation, partnership, individual, joint venture...): _____

Brief company history: _____

Total number of employees:

Full Time: _____ Part Time: _____

List references in which you have or had a service agreement/contract similar in scope to the requirements as this IFB. Please be advised, the references will be contacted.

