

# **ATTACHMENT A** **SCOPE OF WORK**

The scope of work of this contract will include complete janitorial services for APS District Facilities, which are listed within this proposal, from a certified, bonded Contractor. The District currently has eighteen (18) locations that require scheduled janitorial services. This number is subject to change and the District reserves the right to either add or delete locations, square footage and/or frequency of service(s). The successful contractor will be required to provide quality service with minimal service call backs.

Regular APS working hours are 7:00 a.m. to 5:00 p.m. Monday through Friday. Janitorial services rendered as part of this contract may be scheduled between the hours of 4:00 p.m. and 11:00 p.m., Monday through Friday. With prior approval of the M&O Building Services Manager, the site administrator, or their designees, weekend work may be performed between the hours of 7:00 a.m. and 11:00 p.m. The contractor should anticipate that some APS personnel might remain in the buildings during the hours of janitorial service. Work rendered as part of this RFP shall be coordinated with the site administrator for minimum interference with any special facility schedule.

## **PRE-PROPOSAL MEETING AND SITE INSPECTIONS**

THERE WILL BE A PRE-PROPOSAL MEETING AND SITE INSPECTIONS OF SELECTED LOCATIONS on: Wednesday, October 12, 2016, commencing at 10:00 A.M. (Local Time). Prospective proposers are requested to meet at the APS Maintenance & Operations Department first floor, 915 Oak Street. SE Albuquerque, New Mexico. The site inspections will allow the prospective proposers to become familiar with conditions that may affect the performance and cost of the contract. Preceding the site visits, an informational meeting will be held to allow for questions and clarifications concerning the District's RFP process and subsequent contract award. Failure on the part of the contractor to familiarize themselves with all conditions shall not constitute a basis for subsequent contract adjustment. A proposer who fails to attend a Pre-Proposal conference/Informational Meeting will be held responsible for any information that could have been reasonably deduced from said attendance.

## **Proposers' Qualifications/Experience**

APS is requesting offers from Proposers who have significant experience in providing the janitorial services specified herein. In addition to completing the Technical Competencies Form (See Attachment E), a statement of qualification of the firm and a description of the company history and financial capability is required. Proposals must include definitive information regarding the experience and qualifications of the proposing company. Offers shall demonstrate that they have an adequate number of trained service personnel employed to provide satisfactory service to all facility locations specified under the proposal specifications and subsequent contract award

## **Competency of Contractors**

No contract will be awarded to a contractor who is not licensed in accordance with the law, who does not hold a license qualifying him/her to perform work under this contract, and who has not successfully performed on projects of similar character and scope. The contractor may be

required, before the award of any contract, to show, to the complete satisfaction of the District, that it has the necessary ability, experience, and financial resources to provide the services specified herein in a satisfactory manner.

Generally, contractor history and references are required at a minimum. The District may make reasonable investigations deemed necessary and proper to determine the ability of a contractor to perform the work, and the contractor shall furnish the District all information requested for this purpose.

### **DELIVERABLES REQUIRED OF SUCCESSFUL CONTRACTOR**

The successful Contractor(s) shall submit the following items to the District's Buildings Supervisor *within thirty (30) days of initiation of the contract award*:

- A. A complete work schedule for daily, weekly, and monthly, services for all facilities. Schedule shall include set day and location for monthly review meetings with the District's Buildings Supervisor or designee;
- B. A schedule of all employees of the Contractor and the buildings to which they are assigned, along with the labor-hours to perform the required work at each building;
- C. A copy of the Material Safety Data Sheet (MSDS) for all chemicals that will be used in the performance of the contract;
- D. A list of all cleaning products (brand names) to be utilized, and how each will be used.
- E. A list of all paper products (brand names) to be provided, the percentage of post- consumer recycled content for each, and which ones meet US EPA Guidelines.
- F. A copy of the Contractor's written safety program, and signed list documenting safety training of all employees prior to the commencement of the contract (see page 7 for further information);
- G. Documented list of employee training programs showing that all employees have been trained according to specifications of the bid prior to the commencement of the contract(see page 8 for further information);
- H. The Contractor will run fingerprint and background checks of all personnel assigned to work locations that are in direct contact with students under this contract. ***The following information must be provided to APS Police no less than 30 days prior to any employee's start of work***
  - a. Full Name
  - b. Social Security Number
  - c. New Mexico Driver's License or ID number
  - d. Birth Date
  - e. Address

The District reserves the right to approve/refuse any prospective employees of the contractor as a result of the background check.

I. A detailed written work plan, which shall include the following:

- a) Backup staffing plan to cover absenteeism, vacations, etc;

- b) The number and level of supervisors proposed;
- c) The type and quantity of equipment to be used per building;

J. The Contractor shall provide a list of type and quantity of equipment that will be utilized at each location in the performance of this contract. A copy of the specification of each type of equipment shall be attached to the proposal. The submitted equipment shall be kept current and operating in all facilities at all times for the life of the contract.

***(Items K, L and M are required within ten (10) working days from notice of award)***

K. City of Albuquerque business license;

L. Documentation (insurance certificates) showing compliance with the insurance requirements of the attached sample Non-Professional Services Agreement

M. Enter into an Albuquerque Public Schools Services Agreement.

## **ATTACHMENT B**

### **GENERAL PROVISIONS**

The work covered under this contract consists of performing all operations in connection with the accomplishment of janitorial services in the buildings. The contractor shall furnish all labor, supplies, materials, equipment and supervision to perform satisfactorily the services specified herein at the frequencies and during the times shown.

**Security:** Contractor's personnel shall not be allowed in District facilities outside of normal business hours unless they are performing work for the Contractor. All Contractor personnel are required to wear an APS issued identification badge issued by APS School Police. APS badge must be displayed at all time while performing services and proof of identity when requested to do so by District personnel. All spaces shall be locked and the lights turned off when cleaning in each area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility. Keys required by the contractor will be furnished two (2) sets of master keys by the District to designated contractor employee on a custody receipt and shall be returned to the District on demand. Keys are assigned to specific contractor employees and shall not be shared between contract staff nor handed off to another contract employee. Any loss of keys must be reported to the District's Buildings Supervisor immediately. A charge of twenty-five dollars (\$25.00) will be made for each lost key. Keys are to be made only by the District. Should a lost or stolen key jeopardize the security of the particular District facility, the contractor shall be totally responsible for all costs incurred by the District in re-keying the lock system. Contractor is advised that this process could be quite costly. Electronic security system (where installed) shall be properly disarmed and armed each time after-hours access is made. All exiting doors are to remain locked while the contractor is in the space. Do not block open occupant or exterior doors for any reason. Do not assist entry of anyone except contractor, employees or Police/Fire personnel. Close and lock any exterior windows. Contractor's personnel shall immediately report to their supervisor and District personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures. The Contractor's employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes or floods, and take appropriate safety measures.

**Energy Conservation:** Contractor shall instruct all employees performing work within the facility to utilize methods which will maximize energy conservation. This shall include the turning on of light fixtures ONLY IN THE AREAS where work is in progress, and turning off all lights when work is completed.

**Alarm System:** Where applicable, the contractor shall be charged a minimum of one hundred dollars (\$100.00) per call-out should contractor, while in the process of entering or leaving the facility, misuse the security alarm system.

***NOTE: The contractor shall make him/herself aware of current meeting schedules, holidays and other work routines within the facility and conduct his/her work in such a manner as to cause no interference with the execution of District business.***

**Person-Hours:** The Contractor shall provide no less than the minimum number of estimated hours per day or evening as provided in the Contractor's proposal and subsequent contract award. Any amount less than this minimum per building may be deducted from the Contractor's billing. The amount of deduction will be calculated on an hour-for-hour basis, utilizing the Contractor's hourly proposal amount (total dollars divided by total hours). The District shall be the sole judge of any performance discrepancies.

**Estimated Quantities:** The quantities shown in the Request for Proposals are an estimate only. Since the exact quantities cannot be predetermined, the District reserves the right to adjust quantities as deemed necessary to meet its requirements.

### **Staffing and Personnel**

A. **Supervisors** - The Contractor shall designate in writing to the District's Buildings Supervisor, the name of the person assigned as the Contractor's Project Manager with full authority to administer the terms of this contract. The Contractor's Project Manager shall have the capability to receive complaints by telephone, pager, or e-mail to facilitate timely corrective actions. An answering service or answering machine shall NOT be an acceptable means of contact for the Contractor's Project Manager. This representative shall be available Monday through Friday 7:30 AM through 5:00 PM. The Contractor's Project Manager shall be the contract supervisor. A minimum of two working supervisors are required during all shifts. The working supervisors shall verify the cleanliness of facilities prior to releasing Contractor personnel each day.

Contractor shall meet in conference with the District's Buildings Supervisor or designee at a time to be specified for administration of work, including review of inspection reports if requested. (District staff will be responsible for completing weekly inspection reports on all facilities).

At a minimum, inspection reports for the previous one-month period shall be reviewed by the District's Buildings Supervisor or designee and the Contractor's Project Manager at the first meeting of the following month.

B. **Personnel** - Personnel employed by the Contractor shall be competent, trustworthy and properly trained for the work requirements. The Contractor and employees shall be required to comply with all applicable regulations of the District, as directed, and full cooperation shall be expected and required at all times. Contractor shall notify the Buildings Supervisor immediately in writing of all changes on contract personnel by submitting name and address of employee and effective date of employment or termination. When in the opinion of the District, an employee does not constitute a satisfactory security risk, his/her employment on the contract will be denied.

C. **Employee List** - The Contractor shall provide to the District's Buildings Supervisor an accurate list of all personnel who have any relationship to work performed within the scope of this contract, prior to the employee starting work. List data shall indicate personnel by building(s) in which they are assigned to work, and must include full names, aliases, home addresses, home telephone numbers, copies of drivers licenses and social security cards. Changes to the list shall be reported, in writing, to the District's Buildings Supervisor within one working day. Employees terminated by the Contractor shall be reported the same day to the District's Buildings Supervisor, unless it is after hours, then the next business morning shall be acceptable.

D. Removal of Staff - The District requires the Contractor to remove all Contractor personnel from District property who are deemed careless, incompetent, insubordinate, objectionable, or whose continued employment on the job is deemed to be contrary to public health, safety and welfare. It is the responsibility of the Contractor to provide the proper training for their employees. The Contractor shall have two competent working supervisors on the job at all times when custodial services are being performed. Supervisors shall be thoroughly familiar with the content of the bid specifications and intent of the complete agreement. Any violation of these rules, or those established by the District, by the Contractor's personnel shall result in the removal of the employee from this contract. Termination of this contract may result, at the discretion of the Executive Purchasing Director, for repeated non-compliance of these rules.

E. Backup Staff - The Contractor shall provide sufficient backup staff to cover absenteeism or extend existing work force hours to compensate for absent staff. The backup staff shall adhere to the same background and security screenings as regular staff. The District reserves the right to request additional backup staff as deemed necessary.

F. Unauthorized Personnel - Employees of the Contractor shall not be assisted nor accompanied by any individual that is not an employee of the Contractor, while performing duties related to the contract. This includes friends, children and/or other relatives. Employees of the Contractor that violate this stipulation shall be deemed objectionable to the District and shall not be allowed to work in District facilities.

G. Identification and Uniforms - The Contractor's work force shall be neat and clean in appearance and shall wear a uniform with the Contractor's name and/or logo permanently affixed to it. Uniforms shall consist of shirt and full-length pants, and be mutually agreed to by the Contractor and District. Closed-toe and heeled shoes shall be worn for proper safety of tasks being performed. Employees shall wear an identification badge with the employee's picture, name and company name on the face of the badge. The badge must be worn in plain sight, above the waist at all times while the employee is on District property. This requirement includes all remote locations. The Contractor's employees are required to provide proper identification when requested by District or security personnel. Any employee that does not comply with this requirement shall be required to leave District facilities. There is no exception to this requirement, which is to ensure only authorized Contractor employees are in District facilities. It is also desirable that vehicles used by the Contractor's employees be identifiable.

This could be accomplished by temporary fixation of signage on the dashboard indicating the Contractor's name or other method mutually agreed upon by Contractor and District.

H. Prohibited Items - Contractor's employees shall be prohibited in the use or possession of the following items while working on District premises: guns, knives, other weapons, alcohol and/or controlled substances. Contractor's employees shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be removed immediately from District facilities and replaced with acceptable personnel.

**I. District and Personal Property of District Personnel** - The Contractor shall direct their employees against the unauthorized reading and disclosing of materials and documents available in the facilities of the District and against unauthorized use of District and personal property, such as: telephones, radios, typewriters, copy machines, computers, terminals, fax machines, calculators, etc., which may be in any of the District facilities. The Contractor shall be responsible to see that Contractor's employees do not disturb papers on desks, tables, or cabinets, and do not open desk drawers or cabinets. Found item(s) shall be turned in at the end of each shift to the Contractor's supervisor. The supervisor shall return the item(s) to the District's Buildings Supervisor within twenty-four (24) hours.

**Safety Program**

The Contractor shall submit to the District, a written safety program. This program shall include at a minimum, detailed training procedures in the following:

- A. Safe work habits
- B. Safe use of cleaning chemicals (right-to-know) MSDS Sheets
- C. Safe use of cleaning equipment
- D. The use of equipment, signs, barriers, or other devices, to protect the building occupants or equipment
- E. Proper handling of hazardous materials and biological waste (blood-borne pathogens)
- F. Recognizing hazardous or other materials, which are not allowed for use in this contract.

**Safety Procedures**

- A. All cleaning chemicals shall be stored in properly labeled containers at all times.
- B. The Contractor shall provide a floor care procedure using products that meet American Society of Testing Materials (ASTM) and CSMA standards.
- C. Any additional or replacement staff hired throughout the life of the contract shall also complete safety training prior to beginning work in the District facilities. Documentation of training completion shall be submitted to the District's Buildings Supervisor.

### **Employee Training Program**

A. The Contractor's employees shall be trained in the following areas, prior to being assigned to work:

1. Contract specification cleaning requirements, including the use of Green Seal certified cleaning products and other methods (micro-fiber clothes, etc.) to reduce the use of chemicals. This training will be performed at each facility. Each employee shall be required to sign a copy of the specifications to acknowledge cleaning requirements;
2. Proper cleaning techniques required to perform the standards of the specifications, in accordance with this contract;

B. Prior to commencement of this contract, the Contractor shall submit to the District's Buildings Supervisor a complete documented training list. Failure to do so may result in delay of the Contractor's Notice to Proceed or in termination.

C. All employees hired after the start of the Contract shall be trained in the same manner stated above. Documentation shall be submitted to the District's Buildings Supervisor prior to the employee starting work at District facilities.

### **Cleaning Schedule**

A. Cleaning shall not start earlier than thirty (30) minutes after the end of normal business hours as related to each location. These times are subject to change under the direction of the District's Buildings Supervisor.

B. The Contractor shall provide the District's Buildings Supervisor a daily, weekly, and monthly schedule showing the estimated number of labor-hours, date to be accomplished, and task to be performed, to accomplish the contract requirements.

C. In the event an evening meeting is being conducted in a facility, the Contractor shall be responsible for proper cleaning of the used area, provided the meeting ends by 11:00 PM. All cleaning shall be completed before the start of next normal business day.

D. The Contractor shall maintain a schedule for floor stripping, waxing, carpet cleaning and hot water extraction for all District facilities, and provide to the District's Buildings Supervisor a copy of the monthly completed and scheduled work on the first workday of every month.

E. The Contractor shall maintain a schedule for quarterly interior and exterior window washing and provide to the District's Buildings Supervisor a copy of the scheduled work a minimum of 2 weeks in advance, and a copy of the quarterly completed work on the first workday following completion of work.



## **Performance Standards**

A. It is the objective of the District to obtain full cleaning performance in accordance with the terms of the specifications and at the quality standards of work set forth in this contract. To this end, the District is contracting for the complete performance of each cleaning job as specified in this contract.

B. The District's Buildings Supervisor or designee shall contact the Contractor by telephone, fax, or email to notify them of performance issues. The District's Buildings Supervisor shall also notify the Contractor of written complaint(s) received from building occupants. During the normal business hours for each facility, the Contractor shall be required to respond to any major problem(s) within two (2) hours, once notified by the District's Buildings Supervisor or designee, or be charged a deduction.

C. The District's Buildings Supervisor or designee shall maintain a file of incoming complaints whether they be written, oral, or by telephone. This file shall contain the date, time, building, name of the person making the complaint, phone number and time the Contractor was notified, or a copy of the notification letter and fax record.

D. Major problems require immediate attention, and shall be responded to and corrected within two (2) hours. Examples of major problems include, but are NOT limited to: toilets not cleaned, not stocking sufficient paper products in large areas, offices not cleaned, or trash not removed, etc. The District's Buildings Supervisor or designee shall have authority to classify a complaint as major or minor.

E. Minor problems require correction during the next day's normal clean up, however a continuing record of minor complaints shall result in a deduction. Examples of minor problems include, but are not limited to: a trash can not emptied, a small area not vacuumed, toilet paper in one stall out, etc. Failure by the Contractor to respond to specific complaints as stated above, as well as preventing continuing occurrences of such complaints, may result in deductions of invoiced payments or termination of this contract agreement.

F. Failure to clean an entire building or site shall result in a written notice for nonperformance. After occurrences of nonperformance, the District, at its discretion, may begin termination proceedings.

The Contractor, to handle an instance of nonperformance, shall send personnel to the missed site within two hours of notification of an event of nonperformance for immediate servicing of that location. If the Contractor does not respond in two hours, the Purchasing Agent may exercise the District's right to terminate for default.

G. Contractor billing shall be done on a timely basis. The successful proposer shall submit monthly invoices for work completed in the previous month.

# ATTACHMENT C

## TECHNICAL SPECIFICATIONS

The following specifications are provided to allow prospective proposers the opportunity to submit their proposals on equipment and services which the proposer feels best meet or exceed the District's requirements.

### General

The contractor shall furnish all labor, material, equipment and other services necessary for the complete janitorial cleaning at all facilities specified under the contract specifications. All equipment and materials shall be used per manufacturer's directions for each application. The janitorial team shall turn off all lights, secure doors and windows.

### Janitorial Crews' Daily, Weekly, Monthly, and Annual Duties

These duties are to be performed by janitorial crews assigned to clean the buildings during non-business hours. The timeline for how often each task is to be performed (daily, weekly, monthly, etc.) at all Locations, unless noted otherwise.

#### **A. General Tasks – Daily**

1. Trash and Recycling Receptacles - All waste receptacles, recycling containers, and other trash containers within the building shall be emptied each night and returned to their initial locations. Trash and recyclables shall be separately transported and emptied into designated containers (e.g. recycling goes into recycling container and trash goes into trash container). Boxes, cans, papers, etc., placed near a trash receptacle and marked "trash" shall also be removed. Any other items not marked shall not be removed. The interior, exterior and housing of trash and recycling receptacles, and walls next to the receptacles, shall be damp-wiped to remove soil. Wet spills on the interior of wastebaskets shall be cleaned and dried. Trash receptacle plastic liners shall be replaced as needed, when dirty, wet or torn. Transporting of trash within and from the buildings to outside trash dumpsters shall be accomplished using leak-proof plastic transports with wheels. Carry or roll all trash/recycle containers to exterior dumpster and dispose trash/recycle into dumpster. **DO NOT DRAG TRASH BAGS.** Liquid leaking from plastic bags being moved from trash receptacles shall be immediately cleaned.

2. Trash and Recycling Storage Areas - All trash shall be placed inside trash dumpsters. All recycling shall be placed inside recycling totes or dumpsters. The area around all dumpsters shall be kept clean of all materials, paper, litter, etc. Dumpsters shall be closed after use. Recycle container areas shall be kept clean and free of trash. Recycling materials shall not be placed in trash dumpsters.

3. Outside Entrances and Steps - Porches, handicap ramps, steps, fire escape stairways, basement stairways, and any other areas within 20 feet of entryways outside the buildings shall be swept to remove all soil, litter, and trash. All visible surface litter, soil, dirt, cobwebs, etc., shall be removed from the area. Waste receptacles adjacent to the entrance shall be emptied and cleaned.

4. Entrance Mats - Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust, and any other debris.
5. Entrance Doors - Completely clean both sides of glass entrance door and windows immediately adjacent to the entrance doors. Spot clean both sides of the entrance door frames and handles. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.
6. Entrance Floors Inside - The surfaces shall be swept or dust-mopped prior to wet mopping to remove all loose soil and dust. All accessible areas shall be mopped to remove all soil, scuff marks, and non-permanent stains. After mopping, the floor shall have a uniform appearance with no streaks, film, swirl marks, detergent residue, mop strings or other evidence of soil. Baseboards shall be wiped to remove all splash marks.
7. Drinking Fountains - Remove all streaks, smudges, stains, scales and other obvious soil from drinking fountains and entire cabinet. Disinfect all porcelain and metal surfaces including the orifice and drain. Stainless steel sections shall be polished with an appropriate cleaner.
8. Internal Building Surfaces and Walls - Remove smudges, fingerprints, pen marks, streaks, etc., from washable surfaces including brass, stainless steel, around light switches, doors, doorways, door handles and casings, telephone stations, interior glass (such as reception counters and reception windows), bulletin boards and display cases, laminated plastic surfaces, clear sections of office cubicles, kick and push plates, and vertical/horizontal blinds with a treated cloth. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc. Areas adjacent to entrance glass within buildings that lead into offices shall also be completely cleaned and restored free of soil and streaks.
9. Carpeted Areas - All carpeted areas shall be vacuumed free of all visible debris at every service (Goal for 100% of all areas to be vacuumed a minimum of once per week). Prior to vacuuming, all surface litter such as paper, gum, rubber bands, paper clips, staples, etc., shall be picked up. Furniture and trash receptacles shall be moved, as necessary, to vacuum underneath. After vacuuming the floor, including corners, next to baseboards, and behind doors, it shall be free of all visible litter, soil, dust, and embedded grit.
10. Carpet Spot Cleaning - Carpets shall be checked daily for stains and gum. All dirty spots/stains/gum shall be treated with a carpet spot cleaning solution, following the direction of the manufacturer for the specific carpet and stain involved. After cleaning, the carpet shall be free from visible spots, gum and stains, and the nap should be brushed all in one direction. A single spot or stain is defined as an area with a definite continuous outline of a substance within the texture of the carpet (or less than 4 inches in diameter) that is not a part of the manufacturing process.

11. Non-Carpeted Floors –Pick or sweep up all surface litter such as paper, gum, rubber bands, paper clips, staples, spills, etc. Sweep or vacuum the entire area, including under chairs, trash receptacles, desks and other furnishings, behind doors, and corners, which are accessible prior to mopping. The entire area (100%) will be thoroughly dry-mopped or cleaned with appropriate solution, to remove dust, dry soil, and other surface debris every service. New installed tile flooring shall be sealed and waxed 48 hours after installation is completed.

12. Tables, Counters, Desks, Chairs, Sofas - Remove any non-permanent stains, spots, spills and pencil marks from tables, counters, and desks using a sponge or cloth dampened in mild detergent solution. The cleaning shall not be of such a degree as to remove the finish or leave abrasive marks. This includes all surface areas such as cabinets, bookcases, etc. that are empty. Chairs and sofas, where applicable, shall have cushions lifted for the purpose of the removal of any trash. Information written on whiteboards (dry/wet erase boards) shall not be cleaned off by Contractor unless requested by District.

13. Elevators (Locations with Elevators) - Remove all soil, dirt, graffiti, and fingerprint marks with an approved cleaner. Polish metal surfaces with an approved metal polish; the surface shall be free of smudges, soil, and excess polish and have a shiny appearance. If the inside is of a wood material, this shall be cleaned and polished with an approved wood cleaner/polish. Non-carpeted elevator floors shall be swept, vacuumed, and wet mopped. Carpeted elevator floors shall be vacuumed. Exhaust fan vents shall be cleaned. Threshold tracks shall be cleaned of dirt on a weekly basis.

14. Garage, Stairs and Stairwells (Locations with Garage, stairs, and stairwells) - Stairwells, stairs, landings, and steps shall be vacuumed and/or mopped. Flights include the landings and steps on stairways between floors. All trash shall be picked up. Damp clean railings.

15. Break room/Concession/Kitchenette Area - Refill soap dispensers and paper dispensers. Clean and disinfect sinks, floor sinks, counters, exterior of appliances and cabinets, tables and chairs.

## **B. Restroom Cleaning – Daily**

1. Clean and Disinfect Toilets and Urinals (All Locations) - Completely clean and disinfect all exposed surfaces of the toilets and urinals. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material shall be removed from the urinal drain trap. A special set of sponges, cloths, scouring pads and brushes shall be maintained and used only for cleaning the urinals and toilets. Remove scale, scum, mineral deposits, rust stains, etc., from the interior of toilet bowls and urinals. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures shall present a clean, bright shiny appearance and shall be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped-up toilets shall be plunged free of obstructions. Only if obstructions cannot be dislodged completely shall it be reported along with other inoperable or broken fixtures. The Contractor's supervisor shall report all plumbing discrepancies to the District Project Manager.

2. Paper Products Dispensers – At a minimum, re-supply all paper towel dispensers to their maximum level when stock is down to 20%, but do not overfill. Dispensers shall be refilled with the proper product for that dispenser (NOT just laid on top of dispenser or on top of the counter). Re-supply toilet paper by placing the product in the dispenser. Replace consumed rolls and partial rolls, which appear to be down to the last 10-15%. Toilet seat cover dispensers shall be filled with a new package when empty or when less than 10-15% of the sheets remain in the package. The dispenser interior, exterior and adjacent surfaces shall be wiped with a sanitizer to remove fingerprints and smudges when filling. The dispensers shall be checked for proper operation after filling and inoperable devices shall be reported daily to supervisors who in turn shall notify the District Project Manager. In addition, feminine product dispensers shall be kept stocked and the exterior cleaned as indicated above. Feminine products disposal containers shall have a waxed paper liner or similar-type product at all times, to be replaced daily or when they have been used.

Coreless bathroom tissue and other similar products may be considered, but cannot be utilized without prior approval from the District's Buildings Supervisor.

3. Soap Dispensers– At minimum, soap dispensers shall be filled to within 2" of the top with foam or liquid soap when there is 15% of product left (most dispensers have been converted to foam). Soapbox cartridges shall be replaced prior to becoming empty. The dispensers and adjacent surfaces shall be wiped with a germicidal detergent to remove fingerprints and smudges. The device shall be checked after filling for proper operation, and inoperable devices shall be reported daily. The wall and floor area under soap dispensers shall be cleaned of all soap residues.

4. Trash Receptacles - All waste receptacles and feminine product receptacles shall be emptied. Emptying includes removing the liner and disposing of it. The inside, outside, and housing of the receptacles shall be cleaned with a germicidal cleaner.

5. Counter Tops and Sinks - Completely clean and disinfect all exposed surfaces of the sink. A non-abrasive cleaner shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue of cleaning agents, etc. All metal hardware, such as faucet valves, drain and faucets, shall be free of streaks, spots, stains, etc. Inoperable or broken fixtures shall be reported daily to supervisors. Different cloths, sponges, brushes and scouring pads shall be used to clean the sinks than the ones used for cleaning the toilets and urinals.

6. Diaper Changing Stations and Other Surfaces - Remove all surface litter such as paper towels, etc. Using a treated duster, remove all loose dust and soil from the tops of lockers, cabinets, etc. Dust other flat surfaces with a cloth or sponge dampened in a germicidal detergent solution. Dusting shall be accomplished by the complete removal of soil from the area - this includes the dispensers. Any graffiti on changing stations shall be removed to the extent feasible.

7. Walls, Partitions, and Doors - Clean the partition walls, partition doors, and walls surrounding the urinals and toilets. Remove any nonpermanent stains, spots, streaks and graffiti using a cloth/sponge dampened with a germicidal detergent solution. This also includes the light switches, and doors, and any of the walls within the restroom. After cleaning the walls, they shall be free of fingerprints, smudges, grease, soil, mildew, or stain.

8. Floors - Prior to mopping, any mats shall be lifted to remove soil underneath, and the floor surface shall be vacuumed for removal of loose dirt and soil. Mop the floor with a germicidal detergent solution, using a non-abrasive mop (no metal or plastic). After mopping, the floor shall have a uniform appearance free of hair, spots, spills, stains, dirt, oily film, mop strings, etc. Mats shall be disinfected with a germicidal detergent solution. Any mats removed shall be replaced, with the surface dry prior to replacement.

9. Mirrors - Remove soil, streaks, smudges, film etc., from the surface of the mirrors. The frame of the mirror and shelves and other adjacent areas also shall be cleaned.

### **C. General Tasks – Weekly -**

1. Dusting - Dust all surfaces, including windowsills, banisters, hand rails, ledges, pictures, plaques, cubicle wall tops, door tops, tops and sides of book shelves and cabinets, etc. with a treated microfiber cloth, or yarn duster up to 80 inches from the floor. Dusting shall be done on the following surfaces: employees' desks, employees' computers, and shelving within a bookcase.

2. Non-Carpeted Floors – Wet-mop 100% of floor areas on a weekly basis. Floor shall be swept or vacuumed first to remove all surface litter such as paper, gum, rubber bands, paper clips, staples, etc.

3. Mop Heads – Mop heads need to be non-abrasive (no metal or plastic). Replace mop heads at least weekly with new mop heads. Old dirty mop heads shall be removed from the building and discarded. Use of reusable, washable microfiber mops is encouraged.

### **D. Restroom Cleaning – Weekly**

1. Floor Drains – Remove all built up deposits, embedded hairs, etc., from the grate and neck of the drain. Replace the grate properly. Clean the inside of the drain by pouring at least one gallon of 50/50 mixture of clean water/disinfectant through the drain.

2. Restroom, and Floor – All surface litter such as paper, tape, towels, etc., shall be removed before machine scrubbing. Apply the appropriate cleaning solution and allow it to stand for 5 minutes before scrubbing the surface with a floor buffer equipped with a grit brush. The deep cleaning shall remove heavy stains, mildew, and mineral deposits from the surface and grout. After scrubbing, the surface shall be rinsed thoroughly to remove all remaining detergent. Mop the floor with clean water and a clean mop. Mop excess water from the floor. Wipe all baseboards with a damp clean rag. Areas not accessible with the buffer shall be manually scrubbed with an abrasive hand pad.

## **E. General Tasks – Monthly**

1. Window: Wash inside lower sections of all windows; schedule with tenants.
2. A/C Supply Vents, Returns and Exhaust Fan Grills (All Locations) - Clean all particles from vents and wall or ceiling area adjacent to the vent. This is very important for indoor air quality.

## **F. General Tasks – Annual**

1. Strip and wax (minimum 3 coats) and burnish all tile floors.
2. Clean carpets and mats/rugs with appropriate machines and methods depending on the fabric content.

## **Definitions**

The following definitions apply unless otherwise noted.

**Daily:** Shall mean five (5) days per week, Monday through Friday, excluding holidays when service need not be performed, unless otherwise noted.

**Holidays:** Holidays include – \*subject to change

- New Year's Day
- Martin Luther King Day
- President's Day
- Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

If a holiday falls on a Saturday, it is observed the previous Friday. If it falls on a Sunday, it is observed the following Monday. Contractor shall be notified in advance if certain District buildings have additional closure dates.

**Weekly:** Shall mean one day per week.

**MWF; TTh:** Shall mean on Mondays, Wednesdays and Fridays; shall mean Tuesdays and Thursdays.

**Monthly:** Shall mean once per calendar month. All such work performed and completed in the last week of each month.

**Quarterly:** Shall mean every three calendar months arranged with the Buildings Supervisor.

**Semi-Annually:** Shall mean every six calendar months arranged with the Buildings Supervisor.

**Annual:** Shall be once per year, to be performed and arranged with the Buildings Supervisor.

**Ceramic Tile Sealer:** Apply protective sealer finish which adds luster but does not build up on floor surface.

**Clean:** Remove all dirt, stains and marks with approved cleaner.

**Damp Mop:** Remove all surface dirt and stains with a mop and warm water containing detergent or floor cleaner as required and rinse.

**Damp Wipe:** Remove all surface dirt with a damp cloth.

**Dust:** Remove all loose dirt and debris. Treated cloths shall be used.

**Hi-Speed Buffing:** Hi-speed buffing machine shall be used to apply protective sheen on wax floors where specified.

**Scrub:** Remove all dirt, stains and marks with an approved cleaner using a floor machine equipped with scrubbing pads.

**Spray-Buff:** Use floor machine equipped with spray buff pad. Apply solution and buff until dry.

**Strip:** Remove accumulation of old floor finish, all surface dirt, stains and marks. Rinse and dry.

**Sweep:** Remove all loose dirt and litter with sweeping tool and treated cloth; in places difficult to sweep, use brush or vacuum.

**Vacuum:** Remove all surface and embedded dirt with a high efficiency filter suction cleaner (Filtering down to particles 1 micron in size).

**Wax:** Apply appropriate number of coats of approved floor finish.

### **Facilities, Utilities, Supplies and Equipment**

A. **Facilities** - The District shall provide, without cost to the Contractor, janitorial closets or a designated place in each building. These areas shall be kept clean and neat by the Contractor at all times and shall only be used for the intended use (i.e. eating may not occur nor storage of any food or personal items). Supplies shall be stored in their proper place when they arrive. Empty boxes, bottles, containers, etc., shall be properly discarded (including recycling, where appropriate). Mop buckets shall be emptied and cleaned, and mops shall be washed out, before storing in the designated janitorial space. Mop heads shall be replaced at a minimum of once a week to prevent odors.

B. **Utilities** - The District shall furnish all utilities to the Contractor at existing outlets. Any modifications to existing outlets for the Contractor's convenience shall be at the Contractor's expense. Prior written approval for any alteration shall be obtained from the District's Buildings Supervisor. The Contractor's Project Manager shall arrange for the work to be done and the costs shall be charged to the Contractor.

C. **Telephones** - The District telephone policy limits use of its telephone extensions on the District system to calls relating to District business. The Contractor shall ensure that employees observe this policy. The costs of unauthorized telephone usage, which can be directly attributed to an employee of the Contractor, shall be the responsibility of the Contractor.

D. **Janitorial Supplies** - The Contractor shall provide all cleaning chemicals and equipment necessary to perform the cleaning standards of the contract. The Contractor is required to use floor care products that meet and are guaranteed by the manufacturer, to equal or surpass the test method developed by the American Society of Testing Material (ASTM) for determining the slip resistance of floor finishes (ASTM D2047).



The Contractor shall supply all products such as, toilet paper, hand towels, toilet seat covers, and hand soap, for all locations serviced under the contract. Products supplied shall be those designed for use in installed holders. The District reserves the right to change these specifications, including installed dispensers, throughout the life of the contract.

### **Supplies**

*Supplies are part of the proposal.* Please refer to the following list for generally used supplies.

1. Toilet paper 4 ½" x 4 ½", 2-ply, 500 sheets per roll, white.
2. Jumbo tissue 2-ply, white, properly sized for installed dispensers.
3. Hand towels properly sized for installed dispensers with a minimum tensile strength of 15 in both directions.
  - a. Multi-fold 9 ¼" x 9 ½", 250 per package, natural.
  - b. Single-fold 9 ½" x 10 5/8", 250 per package, natural.
  - c. Narrow-fold 9 ½" x 9 ½", 250 per package, natural.
  - d. C-Fold 10 ¼" x 13 ¼", 250 per package, natural.
4. Roll Towels
  - a. Perforated 9" x 11", 2-ply, 250 sheets per roll, white.
  - b. Non-perforated sized for installed dispenser.
5. Toilet Seat Covers sized for installed dispensers.
6. Hand Soap - pH balanced; biodegradable; germicidal; antimicrobial skin cleaner, effective against a wide range of microorganisms; containing no alcohol; 800 ml or equivalent sized for installed dispenser.
7. Trashcan liners - high-density poly.
8. Chemical Supplies: This list is not inclusive, but the minimum standards required:
  - a. Graffiti cleaner
  - b. Carpet spot remover/cleaner
  - c. Disinfectant
  - d. Germicide
  - e. Mild detergent
  - f. Metal cleaner/polish
  - g. Furniture polish
  - h. Bathroom deodorizers
9. The Contractor shall maintain a minimum of one (1) week's supply of all paper supplies in all facilities at all times during the life of the contract that can be utilized by District personnel for the purpose of restocking the facilities' dispensers.

### **Day Porter**

Day Porters will be stationed at locations:

Juvenile Detention Center (JDC)

Maintenance and Operations (M&O) Lincoln and "M" Building, and Facilities Design & Construction.

Day Porters assigned to locations above perform the same duties that are listed in Janitorial Crews' Daily, Weekly, Monthly, and Annual Duties for other locations. The difference is duties are done during the day versus after hours.

The successful offeror will be required to provide scheduled janitorial services, as specified below, at the following APS buildings:

<b><u>BUILDING (Building Reference No.)</u></b>	<b><u>ADDRESS</u></b>
(1) APS Access Site (Wilson MS) (Multiple portable offices)	1138 Cardenas SE, Albuquerque
(2) APS Title One (Wilson MS multiple portables)	1138 Cardenas SE, Albuquerque
(3) APS Clothing Bank (Wilson MS multiple portables)	1138 Cardenas SE, Albuquerque
(4) APS Diagnosticians (Wilson MS multiple portables)	1138 Cardenas SE, Albuquerque
(5) APS Vision Quest Site (Hayes MS multiple portables)	1100 Texas St NE, Albuquerque
(6) APS Vision Quest Site (John Adams MS) (multiple portables)	5401 Glenrio NW, Albuquerque
(7) Medical site (Wilson MS one building)	1138 Cardenas SE, Albuquerque
(8) APS Juvenile Detention Center	5100 2 <sup>nd</sup> St NW, Albuquerque
(9) APS Transportation Services Site	4201 Menaul NE, Albuquerque
(10) APS Diagnosticians (Chaparral ES multiple portables)	6325 Milne Road NW, Albuquerque
(11) Research Development & Accountability/Data Services/Testing/Library (Two buildings)	930 A & B Oak St, Albuquerque
(12) Maintenance and Operations Complex (Lincoln Building, Control Center, and numerous shop offices and restrooms)	917 Locust NE, Albuquerque
(13) APS Mail Room	919 Locust NE, Albuquerque
(14) Facilities Planning & Construction (One building)	915 Oak St SE, Albuquerque
(15) APS City Centre (two towers)	6400 Uptown Blvd., Albuquerque
(16) Print / Graphics Shop (One building)	912 Oak St SE, Albuquerque
(17) M Building (Maintenance & Operations)	912 Oak St SE, Albuquerque
(18) Food and Nutrition Services	800 Louisiana NE, Albuquerque

## Attachment D STAFFING

Size of crews (number of people) who will be providing janitorial services at each location

#	LOCATION	SIZE OF CREW (# of People)	HOURS PER DAY (total for crew)
1	APS Access Site (Wilson MS multiple portable offices)		
2	APS Title One (Wilson MS multiple portable offices)		
3	APS Clothing Bank (Wilson MS multiple portable offices)		
4	APS Diagnosticians (Wilson MS multiple portable offices)		
5	APS Vision Quest Site (Hayes MS multiple portable offices)		
6	APS Vision Quest Site (John Adams MS multiple portable offices)		
7	Medical site (Wilson MS one building)		
8	APS Juvenile Detention Center		
9	APS Transportation Services Site		
10	APS Diagnosticians (Chaparral ES multiple portables)		
11	Research Development & Accountability/Data Services/Testing/Library (Two buildings)		
12	Maintenance and Operations Complex (Lincoln Building, Control Center, and numerous shop offices and restrooms)		
13	APS Mail Room		
14	Facilities Planning & Construction (one building)		
15	APS City Centre (two towers)		
16	Print/Graphics Shop (one building)		
17	M Building (Maintenance & Operations)		
18	Food and Nutrition Services		

**Contractor shall provide the above hours of service as the minimum service level.**

# Attachment E

## Questions and Answers

### Technical Competence, Experience, Past Performance, & Business Operations (Additional sheets may be attached)

1. Number of years of continuous business operation performing janitorial service? \_\_\_\_\_ years

a. Is your company a: ( ) CORPORATION ( ) PARTNERSHIP ( ) INDIVIDUALLY OWNED

2. Describe your experience in providing the requested janitorial services to other entities similar in size to APS.

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3. Provide the TOTAL NUMBER of square feet cleaned by your company under your 2015 contracts.

_____	1 million plus sq. ft.	_____	500,000 to 999,999
_____	250,000 to 499,000 sq. ft.	_____	100,000 to 249,999
_____	50,000 to 99,999 sq. ft.	_____	20,000 to 49,999 sq.
_____	8,000 to 19,999 sq. ft.	_____	Under 7,999 sq. ft.

4. How many full-time employees do you currently have? \_\_\_\_\_

5. How many supervisors? \_\_\_\_\_

a. How many supervisors do you have?

Less than 3 years supervisory experience	_____
3-5 years supervisory experience	_____
More than 5 years supervisory experience	_____

b. Effective communication between Contractor's employees and District staff is required. How will you address this requirement?

c. For supervisors:

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d. For janitorial staff:

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7. Describe frequency, types, and amount of training for:

Initial training – new employees \_\_\_\_\_

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Ongoing training – current staff \_\_\_\_\_

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**Operation Plan**

1. Provide an organization chart outlining your management hierarchy (attach).
2. Does your company have a documentable Quality Control, Assurance and Improvement Program? If so, please describe.

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3. Describe your implementation/start up plan(s) for this proposal.

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4. Describe how your company provides relief personnel for employees who do not show up for work.

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5. Describe how you would handle the Contract Management process.

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6. Describe your commitment to maintaining District facilities per the specifications and following the instructions provided.

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7. Provide an inventory listing of the equipment your company uses to perform cleaning services listed above. Does your company own this equipment?

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**Attachment F**  
**Janitorial Services Pricing Form**

It shall be the contractor's responsibility to verify all cleanable square footage per facility. Days and hours for cleaning of each building may be modified at the District's discretion throughout the life of this contract.

ITEM	LOCATION	DAILY	WEEKLY	MONTHLY	ANNUALLY
A	APS Access Site (Wilson MS multiple portable offices)				
B	APS Title One (Wilson MS multiple portables)				
C	APS Clothing Bank (Wilson MS multiple portable offices)				
D	APS Diagnosticians (Wilson MS multiple portable offices)				
E	APS Vision Quest Site (Hayes MS multiple portable offices)				
F	APS Vision Quest Site (John Adams MS multiple portable offices)				
G	Medical site (Wilson MS one building)				
H	APS Juvenile Detention Center				
I	APS Transportation Services Site				
J	APS Diagnosticians (Chaparral ES multiple portables)				
K	Research Development & Accountability/Data Services/Testing/Library (Two buildings)				
L	Maintenance and Operations Complex (Lincoln Building, Control Center, and				
M	APS Mail Room				
N	Facilities Planning & Construction (one building)				
O	APS City Centre (two towers)				
P	Print/Graphics Shop (one building)				
Q	M Building (Maintenance & Operations)				
R	Food and Nutrition Services				

**ADDITIONAL SERVICES AS PER REQUEST COST PER WORKER PER HOUR**

1. Service during normal janitorial work hours on a weekday with no less than 24-hours' notice \_\_\_\_\_

2. Service outside normal janitorial work hours with no less than 24-hours' notice \_\_\_\_\_

3. Service during normal janitorial work hours on a weekday with less than 24-hours' notice \_\_\_\_\_

4. Service outside normal janitorial working hours with less than 24-hours' notice \_\_\_\_\_



**ATTACHMENT G**

**EXCEPTIONS TO THE TECHNICAL SPECIFICATIONS:** Exceptions to the specifications of any proposal items stated herein shall be fully described in writing by the proposer in the space provided below:

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# Attachment H

## References

<u>No.</u>	<u>Company Info</u>	<u>Years Performed Service</u>
1	Company/Agency Name: Address: Contact Name: Contact Phone Number: Email address:	
2	Company/Agency Name: Address: Contact Name: Contact Phone Number: Email address:	
3	Company/Agency Name: Address: Contact Name: Contact Phone Number: Email address:	
4	Company/Agency Name: Address: Contact Name: Contact Phone Number: Email address:	
5	Company/Agency Name: Address: Contact Name: Contact Phone Number: Email address:	

**Note: At least 3 references must be for a public agency. Please provide current contact phone number. If contact person is no longer with company/agency, please indicate.**