

1.0 REQUIREMENTS

The Rio Grande Water Conservation District, Alamosa, Colorado requires Janitorial Services be performed at the office building in accordance with this Statement of Work and the Request for Bid.

The period of performance shall be January 1, 2018 through December 31, 2018 to include the option to extend the contract period.

For administrative or technical questions, contact Cheryl Anderson (719) 589-6301.

2.0 SCOPE OF WORK

A Contract shall be awarded for the performance of Janitorial Services at 8805 Independence Way, Alamosa, Colorado. The Contractor shall provide all labor, supplies and materials, tools, supervision, and other items or services necessary to perform the Statement of Work except as specified in Section 6.2 Owner Provided Supplies and Materials.

3.0 EVALUATION CRITERIA

- **Technical**
List what you do to stand out above the other contractor's in the business of Janitorial Services. Identify how you measure your performance to assure it meets or exceeds quality assurance, or the Owner's requirements.
- **Price**
List monthly price for services. Experience/qualifications, past performance and technical, when combined, are significantly more important than price.
- **Experience/Qualifications**
The Contractor shall submit their qualifications to perform the contract in a resume type format. Identify experience that is similar or like the effort requested in the Statement of Work.
- **References**
References shall be provided from previous or current employers you work(ed) for in similar type of service.

4.0 QUALITY CONTROL

(4.1) Within two weeks after award of contract, the Contractor shall submit, for

the General Manager's approval, a Quality Control checklist that will be used to document that the requirements and intent of the contract are being met.

Following approval, the Quality Control Checklist shall be used by the contractor to evaluate and record successful performance of the janitorial maintenance activities. The checklist shall be completed and signed by the Contractor or Contractor's Representative and submitted to the General Manager.

5.0 DELIVERY OR PERFORMANCE SCHEDULES

(5.1) Work Hours

The Contractor may occupy the office building Tuesday and Friday from the hour of 6:00 p.m. until services are completed, in performance of the contract. In the event of an evening meeting on a scheduled day, the contractor is not responsible for cleaning the area designated for the meeting only. The Owner will notify the Contractor or Contractor's Representative in advance of evening meetings.

(5.2) Holiday Schedule

The Contractor is not required to provide services on the following observed holidays: New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after Thanksgiving, and Christmas Day.

6.0 GENERAL

(6.1) Personnel

The Contractor shall designate a supervisor who has authority to act in his/her behalf for correcting any complaints, discussing work performance, or coordinating any day to day work activities, etc. that may occur from time to time. Complaints shall be coordinated with the General Manager and resolved in a timely manner, no later than 10 working days following notification.

(6.2) Owner Provided Supplies and Materials

The following equipment/materials shall be provided by the owner:

Trash bags/liners of various sizes for trash cans, wastebaskets, bathroom receptacles, sanitary napkin receptacles.

Hand soap for bathroom dispensers.

Paper towels for all dispensers.

Toilet paper.

Cleaners-i.e.-glass, dusting, toilet, stainless steel, etc.

Cleaning Supplies- brooms, mop, bucket, dust pans, large rolling trash bin, dusters.

Janitor's closet with access to running water

The Contractor is responsible for stocking sufficient quantities of the above mentioned supplies in the designated storage area. Contractor shall give a minimum of 7 days notice to the Office Manager when requesting additional supplies.

(6.3) Contractor Provided Labor, Equipment and Materials

The Contractor shall provide all labor, equipment, materials, and supplies required to perform the work outlined under this Request for Quotations unless otherwise noted. The following is a representative sample list:

- Sealant for sealing ceramic tile floors per manufacturer requirements.
- Professional spot/stain remover for carpets, tile, and vinyl floors, walls, doors, etc.

(6.4) Conservation of Utilities

The Contractor shall instruct employees in utilities' conservation practices and be responsible for operating under conditions which preclude the waste of utilities which shall include the following:

Lighting - Lights shall be used only in areas where and when work is actually being performed.

Mechanical Equipment - Mechanical equipment controls for heating, ventilation, and air-conditioning systems shall not be adjusted by the workers.

Water Usage - Water faucets or valves shall be turned off after the required usage has been accomplished.

(6.5) Site Visit

Offerors or quoters are encouraged and expected to inspect the site where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event shall failure to inspect the site constitute grounds for a claim after contract award.

Contact Cheryl Anderson (719) 589-6301 regarding the timing of a site visit.

(6.6) Building Security

The office building is equipped with a burglar alarm system which must be activated by the janitorial contractor, provided they are the last to leave the building.

(1) Operation instructions and code will be given to the contractor at the time of award.

(2) The Contractor shall appoint one designated individual who will be given the code and instructions to ensure building security. Contractor shall notify the General Manager in writing of the designee receiving the code in the event of a change in staff.

(3) It shall be the Contractor's responsibility to inform the General Manager or authorized representative of any changes in staff so the code can be changed for security purposes.

All doors and/or windows through which entrance can be gained to the building shall be locked after the close of the business day.

Contractor employees shall be cognizant of security integrity and be alert for proper locking of all entrances and closures of windows.

Contractor employees shall be alert upon entering and leaving to ensure that no unauthorized person waiting to gain access to the building while the door is unlocked.

Ladders shall not be left near the building where access could be gained through the use of the ladder.

Access to the building (when required) shall be provided to the Contractor by the Owner for work activities only.

(6.7) Protection of Building and Equipment

The contractor shall use reasonable care to avoid damaging existing building and equipment. If the Contractor's failure to use reasonable care causes damage to any of this property, the contractor shall replace or repair the damage at no expense to the owner as the General Manager directs.

7.0 DESCRIPTION/SPECIFICATION/WORK STATEMENT

(7.1) Floors Maintenance (Carpet, Vinyl and Ceramic Tile)

(7.1.1) Routine Maintenance

Sweep all floors, entry ways, employee kitchen, restrooms, and mop with a floor detergent to maintain a consistently clean appearance. Remove easily mobile furniture, chair protection mats, and other movable objects before sweeping or mopping to obtain a thoroughly cleaned area- Daily.

- Vacuum carpet in all of the building - Daily.
- Remove spots, stains, and marks on tile and/or carpet - As Required.

(7.1.2) Floors - Periodic Maintenance

Apply cleaner, sealant to all quarry tile – Quarterly (if required)

Shampoo Carpets. Easily mobile items such as wastebaskets, carpet protection mats, etc., shall be moved prior to shampooing. Desks and file cabinets shall not be moved. – Annual or as required at additional cost.

Quality Standard - Floor appearance shall be clean, debris free and free of scuff marks. Carpets shall be spotless and clean. Walk off mats shall be free of dirt and soil.

(7.2) Restroom Maintenance

(7.2.1) Routine Maintenance

- Clean/sanitize toilets/urinals inside and outside – Daily
- Clean wash basins inside and outside – Daily
- Remove mineral accumulation from toilets/urinals, sink basins and counter tops – Daily. As Required.
- Clean vanities - Daily.
- Clean metal fixtures - Daily.
- Clean soap dispensers - Daily.
- Clean towel dispensers - Daily.
- Clean Mirrors - Daily.
- Sweep/Mop all restroom floors - Daily.
- Remove trash and replace liners - Daily.
- Empty and clean sanitary napkin dispensers - Daily.

Quality Standard- Restroom toilets, urinals, vanities, fixtures, mirrors and dispensers shall be sanitary and free of dirt, smudges, and markings. Dispensers shall be full each day and wastebasket liners shall be free of trash.

(7.2.2) Periodic Maintenance

- Refill towel dispensers - As Required.
- Remove spots and/or stains from walls - As Required.
- Clean door, partitions and door handles - Weekly.
- Clean wall tiles – Monthly.

Quality Standard - Outward appearance of partitions, cabinets, and other accessories in restrooms shall have a neat, clean sanitary appearance.

(7.3) Kitchen Maintenance

(7.3.1) Routine Maintenance

- Clean and disinfect sinks and counter tops - Daily.
- Empty/Clean wastebasket, replace liner - Daily.
- Clean and sanitize table and chairs - Daily.

Quality Standard - Kitchen area shall be sanitary, neat in appearance, clean, and free of debris, utensils and clutter.

(7.3.2) Periodic Maintenance

- Clean cabinets inside and outside – Quarterly.
- Clean refrigerator outside- Daily.
- Clean refrigerator top - Weekly.
- Pull out refrigerator from wall, clean coils, wall, floor. Remove base grill and vacuum in front. - Quarterly.
- Vacuum refrigerator condenser - Quarterly.
- Clean microwave oven outside - Daily.

Quality Standard- Kitchen area shall be clean and sanitary and have a look of cleanliness and odor free.

(7.4) Furniture

(7.4.1) Routine Maintenance

Clean/dust all desks, filing cabinets, bookcases, office stands, desktops (that are free of papers), tables, phones, phone stands - Daily.

Quality Standard- Desks shall be clean and present a professional office appearance.

(7.4.2) Periodic Maintenance

- Oil Furniture in General Manager Office - Monthly
- Clean metal and plastic on chairs in all offices - Weekly.
- Spot clean all chairs - As Required.

Quality Standard-Print Supply Area shall have clean, dirt and dust free appearance, free of cobwebs, smudge free walls, and light switches. Trash containers shall be empty and clean of debris; trash removed from the building, and clean liners replaced in wastebasket.

(7.5) Print Supply Area Maintenance

(7.5.1) Routine Maintenance

- Clean counter tops – Daily.
- Empty/Clean wastebasket, replace liner – Daily.
- Sweep/Mop floor – Daily.
- Clean cabinet's outside- Weekly.
- Dust copier machine and shredder – As required.
- Spot clean light switches – As required.

Quality Standard- All wood furniture shall be maintained in a clean appearance and free of spots and dust accumulation. Metal furniture shall be free of dust or streaks. Upholstered chairs shall be clean in appearance and free of spots, stains, and dust accumulation.

(7.6) Telephones

Feather dust - Daily.

Clean and sanitize receiver - Weekly.

(7.7) General Office - Routine Maintenance

- Wipe interior/exterior wastebaskets - As Required.
- Empty trash, replace plastic liners - Daily.
- Clean water fountain - Daily.
- Dust and clean window sill ledges – weekly.
- Dust and clean ledges above water fountain – As required.
- Spot clean light switches - As required
- Spot clean doors - As Required.
- Clean air discharge/return grills - Semi-Annually.
- Dust baseboards, window and door frames - Weekly.
- Spot clean walls - As Required.
- Clean all vestibule doors and glass – Daily
- Clean glass on all office doors and breakroom – As required.

Quality Standard- General Office area shall have clean, dirt and dust free appearance, free of cobwebs, smudge free walls, doors, blinds, and light switches. Trash containers shall be empty and clean of debris, trash removed from the building, and clean liners replaced in wastebaskets.

(7.7) Reception Area/ Small Conference Room

Overall special cleaning attention shall be given to Entry Way, Small Conference Room and Reception Area in removal of trash, cleaning stains and/or spots on walls, tile, desks and office furniture shall be clean and free of dust accumulation and clean windows. - Daily.

Quality Standard - Reception area and conference room shall be free of dust, cobwebs, trash, spots, stains, soils, and have a professional office appearance.

(7.7.1) Main Conference Room- Routine Maintenance

- Wipe interior/exterior wastebaskets - As Required.
- Empty trash, replace plastic liners - Daily.
- Dust and clean window sill ledges – Weekly.
- Spot clean light switches - As Required
- Spot clean doors - As Required.
- Clean air discharge/return grills - Semi-Annually.
- Dust baseboards, window and door frames - Weekly.
- Spot clean walls - As Required.

Overall special cleaning attention shall be given to Main Conference Room, removal of trash, cleaning stains and/or spots on walls, tile, Dusting and oil of the Dias- Monthly. Wipe down hand rails and vacuum carpet- As Required.

Quality Standard- Main Conference Room shall be free of dust, cobwebs, trash, spots, stains, soils, and have a professional office appearance.

(7.8) Restocking

- Refill Hand Dispensers in Restrooms - As Required.
- Refill Paper Towel Dispensers – As Required.
- Refill toilet Paper - Daily/As Required.

- Refill sanitary napkin receptacles - As Required.

Quality Standard - Sufficient supplies of hand soap, paper towels and toilet tissue shall be stocked in the restrooms. The paper towel dispensers and toilet paper shall be stocked so as not to run out during the daily usage.

(7.8.1) Restock Janitor's Closet

Restocking of owner supplied supplies (please allow 7 days in requesting additional supplies)

Quality Standard - This section shall not be rated. It is a reminder to order supplies in advance.

(7.9) Trash Disposal

All trash shall be disposed of in the dumpster to the west side of the Building. All trash shall be bagged.

8.0 DEFINITIONS

Contractor's Representative - An individual assigned by the Contractor who shall have full authority to act for the Contractor on all contract matters that relate to the daily operations of the Technical, and contract related services.

Quality Assurance - Quality Assurance (QA) is the management of the output quality and responsiveness of a contractor and starts with the early stages of quality development and runs through every phase to contract close-out.

Quality Assurance Evaluator - Quality Assurance Evaluators (QAE) are individuals assigned to perform quality assurance surveillance of products or services provided, and to record and document issues under the contract.

9.0 STANDARD REPORTS

- A safety plan shall be submitted one week after performance start date.
- Quality Control Checklist - A Quality Control Checklist shall be submitted to the General Manager two weeks after contract award.
- A list of Contractor's employees shall be submitted one week after award. Contractor will be responsible for verifying their employee's background investigation and Employee Conduct and Security Agreement.

10.0 CONTRACTOR RESPONSIBILITIES

The Contractor and his/her employees or subcontractor are responsible for any damages that may occur to equipment or materials in the office building and offices from 6:00 p.m. to 6:00 a.m. the next morning if it is determined that the damage is a result of the Contractor's failure to properly secure the facilities. Any damages must be reported immediately to the General Manager. If any damages are noticed which are not the cause of the Contractor or his employees, the General Manager must be notified immediately.

It is the responsibility of the Contractor to ensure that all articles (personal or monetary value) found by the Contractor's employees are turned in to the General Manager.

Protection of Owner Building and Equipment - The Contractor shall use reasonable care to avoid damaging the building and equipment. If the Contractor's failure to use reasonable care causes damage to any of this property, the Contractor shall replace or repair the damage at no expense to the owner as the General Manager directs.

Cleanup and Disposal of Waste Material - The Contractor shall at all times keep the work area, including storage areas, free from accumulation of waste materials. After completing the work, the Contractor shall remove from the work area and premises any rubbish, tools, equipment, and material that are not the property of the owner.

Instructions shall be given at award as to what office equipment should be cleaned/dusted.

11.0 SAFETY STANDARDS

(11.1) **Environmental Safety Standards** - The Contractor shall be responsible to follow manufacturer's labels, taking precautionary measures and use safety standards when using germicidal solutions.

(11.2) **Employee Safety Standards** - The Contractor shall be responsible to provide safety training and any safety equipment which is appropriate for performance of the contractor, i.e., safety glasses, environment face masks for use in working with strong detergent solutions.

(11.3) **Safe Work Environment** - The Contractor shall provide a safe work environment for employees, site employees, and visitors during the performance of the contract as well as provide for preventive measures to avoid property damage.

(11.4) **Supply Storage**

(1) Supplies shall be stored in designated storage areas and should be arranged and maintained in a neat and orderly manner. All items must be clearly identified on the container as to the content. No unidentified items may be kept in storage areas.

(2) All cleaning materials, scouring powders, etc., shall be stored below eye level to prevent the material from accidental spilling into the eyes or face. Heavy items shall be stored on the lower shelves and lighter items stored up above.

(3) Class 1 flammable liquids (gasoline, benzene, naphtha, alcohol, turfs and sub-turfs) shall not be stored in office building.

(4) Area shall be kept clean and in a neat appearance.

(11.4.1) Supplies Safety and Handling

(1) Provide copies of appropriate Material Safety Data Sheets to the General Manager in accordance with FAR 52.223-03 Hazardous Material Identification and Material Safety Data.

(11.4.2) Vacuums/Electrically Powered Equipment

(1) All electrically powered equipment shall be equipped with a three wire cord and ground plug, or shall be of the double-insulated type. All extension cords must be three wire cords with grounded plugs.

(2) Electrical cords shall be protected from accidental damage. Friction or electrical tape shall not be used to cover splices or nicks. Defective cords must be replaced.

(3) When damage occurs to equipment that might impair its safety of operation, the machines must not be used until properly repaired. Such machines must carry warning signs saying that the machine is damaged and not to be used.

(4) Equipment should never be left unattended in hallways, landings, or any location used as a passageway.

(11.4.3) Equipment Damage Precaution

(1) Lack of care when performing janitorial service work may cause serious outages as a result of damaging or disturbing wires or equipment. Even a slight bump or jar against certain types of equipment may cause service

interruptions. Minute particles of dust or lint in certain places can also result in loss of service.

(2) Basic rules when working around Typewriters, Copy Machines and, Computers.

- a. avoid using any metal objects such as tapes, metal mop handles, etc.
- b. always remove outer garments such as jackets, raincoats, etc., and leave them outside equipment areas.
- c. avoid using tools or machines that create dust
- d. never climb or step up on equipment - if the equipment is in the position that it must be moved prior to accomplishing any required task, caution will be taken to prevent damage to equipment
- e. do not use steel wool or any materials that could cause fine metal shavings or dust to enter the equipment

12.0 PRICE WARRANTY

The Contractor warrants that the quote to the owner under this Request for Bid shall be equivalent to those quoted the Contractor's other customers.

13.0 QUANTITIES AND PRICES

The Contractor shall be paid on a monthly basis upon completion of services. Additionally, the Contractor could conceivably receive a reduction in monthly payments for substandard work performance that is not timely remedied.

The Owner has the right to contract for services not performed by the Contractor and reduce monthly payment the amount paid to another contractor or the wages paid for an owner employee to perform the service.

Notice of non-performance shall be in writing from the General Manager to the Contractor. The Contractor will have 5 calendar days to perform. In the event that the contractor does not perform in is, the Owner may exercise its right to contract out for non-performed service.

14.0 OPTION TO EXTEND SERVICES

The Owner may allow performance of services within the limits of this Statement of Work, and as agreed to by the Contractor, for a period longer than that specified in this Statement of Work.

15.0 INDEMNIFICATION

The Contractor shall indemnify and hold the Owner harmless for any and all losses, damages, liability, or claims because of personal injury, death, or property damage, of any nature and by whomever made, arising out of the activities of the Contractor, its employees, subcontractors, or agents under the contract, to the extent that such loss, damage, liability, or claim may be attributable in whole or in part, to the fault or negligence of the Contractor, its employees, subcontractors, or agents under the contract