

Specifications for TWRA Headquarters Janitorial Services  
One-Year Contract  
Event 32801-12647

A. General Scope of Contract:

- Contractor (“Contractor”) shall provide the specified janitorial services for the listed Tennessee Wildlife Resources Agency (“TWRA”) offices. Contractor shall provide the labor and skills necessary to perform the specified services, as outlined in sections B and C.
- Bids shall be based on a daily rate for work performed during the business work week (Monday through Friday), which is 260 business days per year. Contractor shall be paid for days worked. Missed days shall not be paid.
- Hours for daily, weekly, monthly, and as-needed janitorial services as described in Section B shall be Monday through Friday excluding legal holidays as declared by the Commissioner of the Tennessee Department of Human Resources (“DOHR”).
- Working hours shall be up to five (5) hours per day at TWRA’s headquarters building.
- Arrival time shall be no earlier than 6:00 AM. Work shall be completed by 4:30 PM.
- Hours for annual janitorial services as described in section B shall be as agreed upon by the Contractor and the Facility Manager.
- Blueprints for both locations are available on request.
- A site visit is recommended prior to bidding. TWRA is not responsible for errors or omissions in bids resulting from failure to visit the site.

Headquarters

52,000 Sq. Ft.

5107 Edmondson Pike

Nashville, Tennessee 37211

Facility Manager Bruce Brown

615-781-6568

Contract Manager Nickki Davis

615-781-6603

B. Routine Janitorial Services

Special Considerations:

- The Director’s Office shall be cleaned first and shall be completed before 8 AM.
- Contractor shall notify the Facility Manager of any issues or items needing repair.
- Contractor shall assist in additional custodial duties as assigned by the Facility Manager.
- Contractor shall be able to lift 25–50-pound loads and shall be able turn, push, and pull objects or loads up to 50 pounds.

1. Daily
  - a. Clean, polish, and sanitize drinking fountains.
  - b. Empty all building trash containers.
  - c. Empty, clean, and sanitize bathroom trash containers, including sanitary napkin containers in the women's bathroom, and replace liners.
  - d. Clean and sanitize toilets, sinks, and urinals.
  - e. Fill, clean, and sanitize bathroom soap, towel, and tissue dispensers.
  - f. Sweep, damp mop, and sanitize all bathroom floors.
2. Weekly
  - a. Clean all ledges and windowsills, including inside the building and entrance areas.
  - b. Damp wipe walls by sinks and urinals in bathrooms.
  - c. Sweep and damp mop floors.
  - d. Sweep entrance areas, decks, and docking areas in building.
3. Monthly
  - a. Spot clean doors, walls, and frames.
  - b. Clean the top of the wall partitions, door frames, and picture frames as well as the front of the pictures.
  - c. Clean the top of cabinets where possible.
  - d. Sweep and damp mop all stairwells in both buildings.
  - e. Clean counters, cabinet fronts, and inside of microwaves as well sweep, mop, or vacuum the floors in the kitchen areas of the building.
  - f. Clean and polish glass mirrors, chrome, hardware, and doors.
  - g. Clean entrance and other exterior doors.
  - h. Clean and polish handles, pull plates, and light switches.
  - i. Empty smokers' outposts.
4. As Needed
  - a. Vacuum carpets and mats.
  - b. Spot clean carpets and mats.

### C. Requirements

1. Contractor shall invoice TWRA monthly, as outlined in the terms and conditions.
2. Safety signs indicating wet or slippery floor shall be placed during each cleaning task and remain until the floor is dry. All safety signs shall be removed from the area before the cleaning staff exits the premises each day.
3. Contractor shall distribute and install expendable supplies purchased by TWRA. (E.G., toilet tissue, hand towels, soap, plastic trash can liners, air fresheners, etc.). Contractor shall notify Facility Manager of supply replacement needs in a timely manner so that new items can arrive prior to running out of needed expendable supplies.
4. The Agency shall furnish all cleaning supplies, including, but not limited to, glass cleaner, disinfectant, polish, etc.

5. The Agency shall provide all operational material (buffers, brooms, vacuum cleaners, mops, buckets, etc.)
6. The Contractor shall be responsible for supervision of Contractor employee performing services under this contract agreement. The Contractor shall always employ the quantity and quality of supervision necessary to the effective and efficient management of cleaning operations. The supervisor shall be present a minimum of once a week, to ensure satisfactory work is being completed. Weekly meetings shall be scheduled with Facility Manager to review performance.
7. All supervisors shall have an intimate knowledge of the various cleaning tasks, equipment, and materials to be able to both properly train and direct the cleaners in their individual tasks and to maintain and control an effective inspection and follow up program.
8. For all operations where furniture and equipment must be moved, no chairs, wastepaper baskets or other similar items shall be stacked on desks, tables, or windowsills. Upon completion of work, all furniture and equipment shall be returned to its original position.
9. Dusting: Dust shall not be moved from place to place, but removed directly from the areas in which it lies by the most effective means: appropriately treated dust cloths, vacuum tools, etc. When doing high cleaning, dust shall not be allowed to fall from high areas on to furniture and equipment below. The following conditions shall exist after the completion of each dusting task:
  - a. There shall be no dust streaks.
  - b. Corners, crevices, moldings, and ledges shall be dust free.
  - c. There shall be no oils, spots, or smudges on dusted surfaces caused by dusting tools.
  - d. When inspected with a flashlight, there shall be few or no traces of dust on any surface.
10. Damp Wiping: This task consists of using a clean damp cloth or sponge to remove all dirt, spots, streaks, and smudges from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solutions shall contain an appropriate cleaning agent. When damp wiping in toilet areas, a multipurpose (disinfectant/deodorizer) cleaner shall be used.
11. Bright Metal Polishing: Shall be performed by damp wiping and drying with a suitable cloth provided a polished appearance is obtained by this method. However, if a polished appearance cannot be produced, an appropriate metal polish shall be used.
12. Porcelain Ware Cleaning: Porcelain fixtures (Drinking Fountains, Wash Basins, Urinals, Toilets, Etc.) Shall be clean and bright; there shall be no dust, spots, stains, rust encrustation, or excess moisture. Walls and floors adjacent to fixtures shall be free of spots, drippings, and watermarks.
13. Spot Cleaning: Following this operation, smudges, marks, and/or spots shall have been removed from the designated areas without causing unsightly discoloration.
14. Sweeping and dust mopping: All dust mops shall be specially treated before use to aid in the removal of dust and dirt. Treatment which leaves an oil film on the floor shall be prohibited. After sweeping and dust mopping, floors shall be free of all litter, debris, grit, dust, and streaks. No dirt shall be left in corners, behind heaters, under furniture, behind doors, on stair landings or treads. No dirt shall be left where sweepings were picked up.
15. Wet mopping and scrubbing: All floors shall be properly prepared, thoroughly swept to remove visible dirt and debris, gum, tar, and similar substances from the floor surface. On completion of the mopping and scrubbing, the floor shall be clean and free of dirt, water streaks, mop marks, strings,

etc. Floors shall be properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces shall be dry and corners and cracks clean. When scrubbing is designated, it shall be performed by machine or by hand with a brush.

16. Rugs and Carpets: After each vacuuming, all rugs and carpets shall be clean and free of dust balls, dirt, and other debris; the nap shall lie in one direction.