

Specifications
Tennessee Wildlife Resources Agency (TWRA)
Region 3 Janitorial Services
Three-Year Contract
Event 32801 - 12834

A. General Scope of Contract:

1. 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 below.
2. Bids shall be based on a monthly rate for work performed during the week (Monday through Saturday).
3. Working hours shall be for one (1) person up to three (3) hours for three (3) days per week at TWRA's Region 3 building.
4. All services shall be performed between 4:30 PM and 11:00 PM (CST). Work shall be performed on Monday, Wednesday, and Friday or Saturday between 7:00 AM to 11:00 PM (CST).
5. Hours for daily, weekly, monthly, and as-needed janitorial services as described below shall be Monday through Friday excluding legal holidays as declared by the Commissioner of the Tennessee Department of Human Resources ("DOHR").
6. The date and hours for annual and biannual janitorial services as described below shall be as agreed upon by the Contractor and the Facility Manager.
7. 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.
 - a) Contractor shall call either Deborah Hood or Heather Harvill two (2) business days in advance to schedule a site visit.
 - b) Site visits shall occur on the dates and times specified.
 - June 20th from 1 PM to 3 PM (CST)
 - June 21st from 9 AM to 3 PM (CST)
 - June 22nd from 9 AM to 3 PM (CST)

TWRA Region 3 Office

Approximately 7050 Sq. Ft.

464 Industrial Blvd

Crossville, Tennessee 38555

Regional Business Manager & Facility Manager Deborah Hood

931-456-3059

Region 3 Procurement Office Heather Harvill

931-456-3081

B. Routine Janitorial Services

1. Special Considerations:

- a) The contractor shall assist in additional custodial duties as assigned by the Facility Manager.
- b) The contractor shall notify the Facility Manager of any issues or items needing repair.
- c) The contractor shall be responsible for supervision of contractor employees, and the frequency specified while performing services under this contract agreement.
- c) Contractor shall provide all labor, equipment, warning signs, and supplies necessary to perform the specified services.
- d) The contractor shall furnish all cleaning supplies (Glass cleaner, disinfectant, polish, etc.); operational material (buffers, brooms, vacuum cleaners, mops, buckets, etc.); and to supply all labor. The cleaning supplies shall not contain any strong smells as to not affect people with hypersensitivity to smells.
- e) 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 Region staff of supply replacement needs in a timely manner so new items can arrive prior to running out of needed expendable supplies.
- f) The 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.
- g) The facility administrator shall schedule and approve the carpet cleaning.

2. The following tasks shall be performed with the frequency noted:

a) Three (3) Times Per Week

i) Restrooms

- 1) Clean, sanitize and polish toilets, sinks and urinals
- 2) Empty, line, clean and sanitize trash containers
- 3) Fill, clean and sanitize dispensers: soap, towel, tissue, and napkins
- 4) Sweep, damp mop and sanitize floors
- 5) Dust, damp mop, spot clean partitions, clean and polish glass mirrors, chrome, hardware, and doors
- 6) Damp wipe walls by sinks, trash receptacles, toilets, and urinals

ii) Kitchen

- 1) Damp wipe and sanitize counter tops, sink area, appliances, and cabinet fronts
- 2) Sweep and damp mop floors

iii) Miscellaneous

- 1) Empty waste cans
- 2) Clean dishes in sink
- 3) Rinse out and clean coffee decanters
- 4) Clean, polish, & sanitize drinking fountains
- 5) Clean & polish light switches, handles and push plates

b) Two (2) Times Per Week

i) Floors

- 1) Sweep and damp mop
- 2) Vacuum rugs and carpet

ii) Doors, walls, partitions

- 1) Spot clean doors, walls, partitions, frames

c) One (1) Time Per Week

i) Doors and Windows

- 1) Clean entrance and other exterior doors
- 2) Clean ledges and windowsills, which shall include inside building and entrance area as well as outside entrance ways

ii) Miscellaneous

- 1) Dust baseboards
- 2) Clean and polish kick plates and thresholds
- 3) Dust, damp wipe, and sanitize desks, tables, phones, monitors, keyboards, and tops of cubicles.
- 4) Sweep front, side, and back entry ways

d) One (1) Time Per Month

i) Miscellaneous

- 1) Dust and damp wipe chairs, clocks, and pictures
- 2) Clean and vacuum vents, louvers, fans, and blinds
- 3) Vacuum upholstered furniture and drapes

e) Two (2) Times Per Year

i) Tile and Vinyl Floors

- 1) Clean grout lines

f) One (1) Time Per Year

i) Carpeted Floors

- 1) Shampoo rugs and carpets

C. Definitions

1. 'Scrub' in the context of these specifications shall mean the removal of all foreign material from a floor by use of a cleaning solution of water and detergent and resulting in a surface free of all surface and embedded dirt (including heel marks) and residual cleaning solutions and films.
2. Dust Mops: All dust mops are to be specially treated before use to aid in the removal of dust and dirt. After dust mopping, floors are to be free of all litter, debris, and grit. Treatment which leaves an oil film on the floor is prohibited.
3. Carpet cleaning by steam dry method: The contractor shall safely and thoroughly clean rugs and carpet using a commercial rated vacuum machine whereby all foreign matter is removed. Rugs/Carpets shall be pre-spotted prior to shampooing and may be cleaned by either wet or dry method. The wet method shall be with a completely synthetic detergent, meeting the highest commercial standards. The dry method shall meet the highest commercial standards of the carpet cleaning industry. All traces of dirt, grime, and soil shall be removed from carpets/rugs and there shall be no excessive shrinkage which affects appearance or durability, rugs and carpets shall be vacuumed after cleaning and shampooing with a wet/dry machine and there shall be no lingering or objectionable odor. Carpet under furniture as well as exposed carpet shall be cleaned. Contractor is responsible for moving furniture and brushing carpet to restore flattened pile. The contractor has full responsibility to correct any damage resulting from either the method of cleaning or faulty workmanship.

4. Carpet cleaning by steam (water) extraction method: Rugs and carpets shall be thoroughly cleaned by a commercial rated vacuum machine or rug dusting machine to remove all embedded foreign matter. The cleaning process shall not cause shrinkage to rugs or carpets or affect their appearance or durability. When applying the hot water "steam" method, rugs and carpeting shall be cleaned with hot water at a temperature of 150 degrees F. or higher at point of origin, (I.E., faucet or tank). The cleaning process shall remove all traces of dirt, grime, and soil leaving rugs and carpets free from all residual or foreign matter. The contractor will be fully responsible for the correction of any damage or faulty workmanship caused by contractor's method of cleaning. The carpet under all furniture is to be cleaned as well as exposed carpet. The bidder shall be responsible for moving furniture. When necessary, rugs and carpet shall be brushed to restore flattened pile.

D. Minimum Requirements, All Areas

1. The contractor shall furnish all labor, equipment, materials, and supervision to perform the services required at the frequencies specified. All equipment shall be maintained in a satisfactory operative condition.
2. The contractor shall always employ the quantity and quality of supervision necessary to the effective and efficient management of cleaning operations.
3. 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.
4. All services shall be performed as specified in the solicitation except legal holidays proclaimed by the commissioner of personnel.
5. For all operations where furniture and equipment are to 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.
6. After sweeping and dust mopping operations, all floors shall be clean and free of dust and streaks. No dirt shall be left in corners, behind radiators, under furniture, behind doors, on stair landings or treads. No dirt shall be left where sweepings were picked up.
7. Wet mopping and scrubbing: All floors shall be properly prepared, such as sweeping to remove visible dirt and debris and removing 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. Floor shall be 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.
8. Safety signs indicating wet or slippery floors shall be placed during cleaning task and stay until floor is dry.
9. Dust shall not be removed 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 shall consist 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 that a polished appearance is obtained by this method. However, if a polished appearance cannot be produced, an appropriate metal cleaner shall be used.
12. Porcelain ware cleaning includes porcelain fixtures, such as drinking fountains, wash basins, urinals, toilets, etc. Porcelain ware 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. When spot cleaning is completed, smudges, marks and/or spots shall have been removed from the designated areas without causing unsightly discoloration.
14. Miscellaneous:
 - a. 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.
 - b. Carpet shampoo shall be by the wet/dry or steam/water method as determined by the agency. The hours for both the carpet shampoo and the strip and refinishing of the tile floors shall be either at night or on a Saturday as agreed upon by the contractor and the agency.
 - c. Window cleaning refers to glass areas to be cleaned other than those areas defined by the specifications.
15. Locked Storerooms:
 - a. Locked storerooms are not included in the scope of this contract.