

Specifications for
Tennessee Wildlife Resources Agency (TWRA)
Region 4 Office Janitorial Services
Three-Year Contract
Event 32801-12919

Reference Line Item one (1), Item ID 1000177416 – This line is requesting a bid price per month for year one (1) of a three (3) year contract.

Reference Line Item two (2), Item ID 1000177417 – This line is requesting a bid price per month for year two (2) of a three (3) year contract.

Reference Line Item three (3), Item ID 1000177418 – This line is requesting a bid price per month for year three (3) of a three (3) year contract.

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 per month rate for work performed during the business work week, which is Monday through Friday.
3. Hours for daily, weekly, monthly, and as-needed janitorial services as described below shall be business days (Monday through Friday) excluding legal holidays as declared by the Commissioner of the Tennessee Department of Human Resources (“DOHR”).
4. Working hours shall be for one (1) person up to three (3) hours for two (2) days per week at TWRA’s Region 4 office building.
5. All services shall be performed between 8 AM and 6:00 PM (EST). Work shall be performed on Tuesday and Friday.
6. Hours for semi-annual and annual 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 Becky Hensley or Christina Young two (2) business days in advance to schedule a site visit.
 - b. Site visits shall occur on the dates and times specified.
 - i. August 28th to August 31st, 8 AM to 12 PM (EST)

TWRA Region 4 Office

Approximately 30,000 Sq. Ft.

3030 Wildlife Way

Morristown, Tennessee 37814

Regional Business Manager & Facility Manager Becky Hensley

615-772-4615, please leave a message if no response.

Regional Procurement Officer

Christina Young

423-522-2470

Contract Manager Nickki Davis

615-781-6603

B. Routine Janitorial Services

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

- a. Tuesday and Friday
 - i. Doors, walls, partitions
 - a) Spot clean doors, walls, frames.
 - ii. Restrooms
 - a) Clean, sanitize and polish toilets, sinks and urinals
 - b) Empty, line, clean and sanitize trash containers
 - c) Fill, clean and sanitize dispensers: soap, towel, tissue, and napkins. Contractor to furnish all supplies.
 - d) Clean and polish glass mirrors, chrome, and hardware
 - e) Sweep, damp mop and sanitize floors
 - iii. Floors
 - a) Sweep and damp mop resilient
 - b) Vacuum rugs and carpet
 - iv. Rugs and Outdoor Mats –
 - a) Shake and vacuum
 - v. Waste cans
 - a) Empty and replace liner as needed
 - b) Clean (inside and out)-Monthly or as needed.
- a. Weekly
 - i. Doors, walls, partitions
 - a) Clean entrance and other glass doors

- b) Clean ledges and windowsills, which includes inside building, entrance area, and outside deck
 - c) Dust baseboards
 - ii. Restrooms
 - a) Dust, damp mop, spot clean partitions and doors
 - b) Clean and polish glass mirrors, chrome, hardware, and doors
 - c) Damp wipe walls by sinks and urinals
 - iii. Kitchen on Friday's
 - a) Sweep and mop floors
 - b) Clean counters and cabinet fronts
 - iv. Floors on Friday's
 - a) Mopping on all hard surface flooring throughout the building including stairwells
 - v. Miscellaneous
 - a) Clean, polish & sanitize drinking fountains
 - b) Clean & polish kick plates and thresholds
 - c) Clean & polish light switches, handles and push plates
 - d) Sweep porch, entrance areas and deck
- b. Monthly
 - i. Miscellaneous
 - a) Dust lights
 - b) Dust and damp wipe chairs, clocks, and pictures.
 - c) Clean and vacuum vents, louvers, fans, and blinds
 - d) Vacuum upholstered furniture and drapes
 - e) Clean, organize, and restock janitor's storage area
 - f) Vacuum grills
- c. Semiannually (twice per year)
 - i. Windows
 - a) Clean inside and outside windows to streak free
 - ii. Rafters
 - a) Dust rafters
 - b) Cover equipment below prior to dusting
 - iii. Floors
 - a) Strip and wax resilient
- d. Yearly
 - i. Carpeted floors
 - a) Shampoo rugs and carpets

2. 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.
- d. 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.
- e. The facility administrator shall schedule and approve the semiannual and annual cleaning.

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. 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.
4. 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.
5. 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.
6. 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.
7. Spot Cleaning: Following this operation, smudges, marks, and/or spots shall have been removed from the designated areas without causing unsightly discoloration.
8. 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.

9. 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.
10. Waxing and buffing: Proper preparation of a floor, prior to rewaxing, is considered the most important procedure in floor maintenance. Therefore, special attention shall be given to the following requirements: apply proper wax removers, stripping agents or synthetic detergents to the floor depending on type. Scrub floor with a floor scrubbing machine or agitate with a mop to remove all dead wax, soap film, dirt, and stains. Pick up dirty solution with mop, squeegee, or wet vacuum and thoroughly rinse with clean water and dry. Wax shall be applied in a thin even coat and allowed to dry. The number of coats applied shall depend on the type and condition of floor. (Minimum of three coats of finish and three of seal.)
11. 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.
12. Carpet Cleaning:
 - a. Shampoo, 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.
 - b. 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.

13. Window Cleaning: Cleaning shall be inside/outside. The contractor is to use a cleaning agent applied by sponge and removed with a squeegee to prevent smears and streaks on glass (E.G., Tri-Sodium/Water solution). In addition, all tape and other gummed articles shall be removed from widow surface by means of a razor blade, or similar instrument, prior to cleaning. The contractor will remove all items from the windows, utilize a drop cloth to prevent watermarks, and upon completion of the cleaning, replace items. All blinds and drapes will be removed by the contractor to permit easy access to the window for cleaning and to prevent damage by water and/or unnecessary handling. Blinds and drapes to be replaced and secured in their original position.

Note: The facility administrator shall schedule and approve window cleaning.

D. 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. The contractor shall furnish all labor, equipment, warning signs, materials, and supervision to perform the services required at the frequencies specified.
4. All equipment shall be maintained in a satisfactory operative condition.
5. TWRA shall furnish expendable supplies, such as toilet tissue, hand towels, soap, plastic trash can liners, etc. Contractor shall distribute and install expendable supplies. Contractor shall notify Region 4 staff of supply replacement needs in a timely manner so new items can arrive prior to running out of needed expendable supplies.
 - a. Toilet tissue shall be two (2) ply facial quality tissue.
 - b. Towels shall be paper, disposable, kraft or bleached white to fit existing holders, rolls and/or folded sheets. Highly absorbent, soft to the touch
 - c. Soap shall be liquid, packaged to fit the existing dispensers. Shall contain lanolin or equal. No harsh chemicals acceptable.
6. The contractor shall furnish all cleaning supplies, such as glass cleaner, disinfectant, polish, etc. The cleaning supplies shall not contain any strong smells for people hypersensitive to smells.
7. The contractor shall provide operational materials: buffers, brooms, vacuum cleaners, mops, buckets, etc.
8. The contractor shall always employ the quantity and quality of supervision necessary to the effective and efficient management of cleaning operations.
9. 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.
10. All services are to be performed as specified in the solicitation except legal holidays proclaimed by the commissioner of personnel.

11. 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 must be returned to its original position.
12. 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.