

**SPECIFICATIONS**  
**TOWN OF WINTERVILLE**  
**JANITORIAL SERVICES**

**TERM OF CONTRACT**

Contract shall exist for (12) months beginning on \_\_\_\_\_. The Town reserves the right to extend this Agreement on an annual basis if it is determined to be in its best interest. The life of this Agreement including all extensions shall not extend beyond a period of three (3) years. The Town reserves the right to terminate this Agreement at any time with thirty (30) days written notice, with or without cause.

**BIDDER QUALIFICATIONS**

Only bids from companies established in performing this type service and qualified to handle accounts of this size may be considered. Prior to award, Town of Winterville reserves the right to investigate a bidder's ability to fulfill the requirements of the contract.

All bidders shall include an affidavit attesting to their compliance with E-Verify (or, if the contractor employs less than 25 employees in this state, attesting to that fact), and attesting to the bidder's subcontractors' compliance with E-Verify (or, if any subcontractors employ less than 25 employees in this state, attesting to that fact).

**INSURANCE**

Minimum Limits of insurance:

General Liability - No less than \$1,000,000, limit per occurrence for bodily injury, personal injury, and property damage.

Auto Liability - No less than \$1,000,000, limit per occurrence combined single limit per accident per bodily injury and property damage.

The successful Contractor shall provide acceptable Insurance Certificate(s) and Endorsement(s) to the Town no later than at the execution of the contract. The Town reserves the right to require any additional documentation or information verifying insurance coverage, as the Town deems necessary. The town may contract the successful Contractor's insurance agent(s) or carrier(s) directly concerning any insurance issues.

**INDEPENDENT CONTRACTOR**

The Contractor is an independent contractor and shall not be deemed an agent or employee of the Town of Winterville for any purpose whatsoever.

The Town prefers a single, qualified company or entity to be responsible for providing services described herein. Therefore, the contractor shall not subcontract any work related to the janitorial service to another individual or janitorial service unless approved by the Town of Winterville.

**CONTRACTOR'S USE OF SITE PREMISES**

Successful contractor shall cooperate with and accommodate related work performed by the Town on site during the contract period. It shall be the successful Contractor's responsibility to coordinate its work on site.

## **PERSONNEL**

Prior to beginning work, Contractor shall conduct and make available to the Town upon request a background check on all employees they intend to assign to each building. Fingerprints of all employees shall be obtained and kept on file. The Town of Winterville reserves the right to request of the Contractor, dismissal, or replacement of an employee for the Contractor if a conflict or problem with that employee should arise. The Contractor will be responsible for supervision, hiring, and firing of their own employees and shall be solely responsible for the pay, worker's compensation insurance and benefits. ***The Contractor's designated representative is required to perform weekly inspections of buildings and shall submit inspection reports to the Contract Administrator.***

The Contract Administrator, which will be the Electric Utility Director for the purpose of this Agreement, will be assigned as the contact person for cleaning personnel. Communication between the Contract Administrator and the cleaning personnel is very important. Therefore, the Contractor must assure that at least one cleaning personnel per building can communicate well with the Contract Administrator. Any employee hired by the Contractor will be the Contractors employee and in no way has any association with the Town of Winterville. The Contractor shall insure that his employees are trained in all appropriate safety regulations including but not limited to, OSHA regulations and all other local, State, and Federal regulations.

The Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the term of the Contract and shall expressly require any subcontractors performing work or providing services pursuant to the Contract to likewise utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term.

## **UNIFORMS**

All custodial personnel are required to wear a uniform and a photo identification card, which shall clearly identify personnel as employees of the contractor. This requirement shall always apply upon entering Town property and while on duty.

## **FACILITY SECURITY**

Arrangements as to accessing the facilities will be coordinated through the Manager's office. Issuance of necessary keys and other procedures will be arranged after awarding the Contract. The Contractor shall be responsible for which employees shall be assigned keys and the return of all keys immediately upon termination of contract. Contractor shall report immediately any loss or misuse. In the event duplication of keys are required because of contractors and/or their employee's having lost or misuse of, Contractor shall promptly reimburse the Town for cost of such duplication. Contractor will not be allowed to duplicate keys. Turn off lights except those designated to be left on and lock all doors as directed.

All doors found locked should be left locked. Security of the building shall be the responsibility of the Contractor during the designated cleaning service. Absolutely no one other than the authorized personnel can be in the facility after regular work hours. This includes relatives, friends, etc. A listing of all Town keys provided by the Town must be maintained. Including who they have been distributed to and when they were turned over to different personnel. The listing must be maintained at all times and is subject to periodic review by the Town. No keys shall be duplicated. Any missing key will result in contractor covering associated expense for securing the facilities via having the buildings re-keyed.

## **SCOPE OF WORK**

The contractor shall furnish cleaning services (5) days per week (unless otherwise noted), Monday through Friday inclusive and shall do all such work on those days as shall be required to keep the windows, floors, walls, and all other portions of said buildings clean and presentable and no less than specified on the attached "Scope of Services List." All work should be done between the hours of 8:00 am and 5:00 pm unless other arrangements are made. The contractor shall furnish all supervised labor, materials, and equipment necessary to provide complete and efficient cleaning services. The contractor shall arrange cleaning operations as necessary to avoid interfering with Town operations. ***Cleaning service shall be in accordance with the attached "Scope of Services List" which lists each facility to be cleaned and specific duties to be performed and the frequency at which these duties should be performed.*** In case of inclement weather, the Contractor shall contact the Contract Administrator to determine the level of service required during that period.

## **MATERIALS AND EQUIPMENT TO BE SUPPLIED BY CONTRACTOR**

The contractor shall furnish supplies and equipment necessary to perform the services required by this contract. These include but are not limited to restroom supplies, chemicals, brooms, vacuums, vacuum bags, buffers, dusting equipment (no feather dusters), mops, mop buckets, steam vacuums, safety, and other equipment. Office restroom paper products should be mid to high grade quality. General public restrooms may have a lower quality paper product. Paper products should fit dispensers properly.

## **OTHER ITEMS TO BE SUPPLIED BY THE CONTRACTOR**

The Contractor will furnish from its stock but not limited to paper towels, hand soap for dispensers, toilet tissue, trash can liners, deodorant blocks, disinfectant cleaners, furniture polish, glass cleaner, toilet cleaner, stainless steel cleaner, and cleaning towels. These items are to be stocked by the contractor during regular cleaning service for each building. The Town will provide storage room for all supplies and equipment.

## **RESPONSIBILITY FOR DAMAGE CLAIMS**

The Contractor shall indemnify and save harmless the Town of Winterville and its officers, agents, and employees from all suits, actions or claims of any character brought for any injury or damages received or sustained by any, persons, or property by reason of any act of the Contractor, its agents, or employees, in the performance of the contract.

## **NOTICE TO PROCEED**

A notice to proceed will be issued after the Contractor has executed the Agreement and their Insurance Certificate(s) or Endorsements have been received and accepted by the Town. The Contractor shall not deliver any equipment to the work site or commence work until they have received a written Notice to Proceed.

## **PAYMENT**

Town of Winterville shall make payments based on Contractor's invoice, which is to be submitted on the last day of each month for the previous month's work. Town shall, within 30 days after receipt of each invoice, issue payment to Contractor. Any and all monies expended by Town to remedy Contractor's failure to fulfill all contract obligations shall be deducted from invoiced amount.

## **FACILITIES CONDITION AND REPAIR**

The Contractor has a responsibility to report to the Town any and all facilities that are in disrepair and needs attention.

## **ACCOUNTABILITY**

Check sheets identifying all contractual task are to be posted at all facilities and should be completed daily reflecting contractual work has been performed. The Check sheets will be signed off on by both the Contractor and Town staff.

## **SCOPE OF SERVICES LIST**

### **Town Hall Building**

#### **Daily (Monday – Friday) (Excluding Second Floor)**

1. All carpets, carpet runners, and entrance mats in hallways, offices, conference rooms and Town Chambers shall be vacuumed, and spot cleaned with carpet cleaner, as necessary. (Includes Copier Room and Stairwell)
2. All trash receptacles emptied, and trash removed from the building. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
3. Water fountains cleaned and disinfected.
4. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, baby changing stations, and partitions. All dispensers should be filled. Floors are to be damp mopped using a disinfectant.
5. Clean glass entrance doors and windows.
6. Break room cleaned: Tables and counters damp wiped with disinfectant; sink, appliance exteriors, and vending machines damp wiped.
7. Custodial service storage room maintained in a clean and organized manner.
8. The hard surface floors should be dust mopped with treated dust mop. Wet mop any stains or spills.
9. Clean reception counters, damp wipe with disinfectant.
10. Empty marked recycling materials into proper containers.
11. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted, spot clean desktops and thoroughly clean if desk is cleared.
12. Spot clean walls, light switches, and doors.

#### **Three Times per Week:**

1. Mop entire building with wet mop.

#### **Monthly:**

1. Vacuum all fabric office furniture including chairs and couches.
2. Dust all blinds.
3. Dust all air vents, returns, and light fixtures.
4. Spray buff all hard surface areas using a high-speed floor machine.

#### **Bi-annually:**

1. Strip and wax all hard surface floor areas and shampoo carpets.
2. Dust mop with treated dust mop upstairs storage area and sweep stair well.

## **Winterville Recreation Park**

### **Daily**

**(7 days a week, Evening Cleaning November through February with Contractor locking restrooms after completion);**

**(7 days a week, March through October):**

1. Restrooms and offices: All trash receptacles emptied, and trash removed. Trash shall be placed in dumpster adjacent to parking lot. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
2. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, baby changing stations, and partitions. All dispensers should be filled. Floors are to be damp mopped using a disinfectant. No excess water or puddling shall remain on floors after mopping.
3. Clean and disinfect all water fountains.

### **Twice Weekly**

1. All carpets, carpet runners, and entrance mats shall be vacuumed, and spot cleaned with carpet cleaner, as necessary.
2. Clean glass entrance doors.
3. Hard surface floors should be dust mopped with treated dust mop. Wet mop any stains or spills.
4. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted. Spot clean desktops and thoroughly clean if desk is cleared.
5. Spot clean walls, light switches, and doors, as necessary.

### **Bi-Monthly**

1. Smith Concession stand Mopped

### **Monthly**

1. Smith Concession Stand - Upstairs

## **Hillcrest Park**

### **Daily**

**(7 days a week, Evening Cleaning November through February with Contractor locking restrooms after completion);**

**(7 days a week, March through October):**

1. All trash receptacles emptied, and trash removed. Trash shall be placed into dumpster at Winterville Recreation Park. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
2. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, baby changing stations, and partitions. All dispensers should be filled. Floors are to be damp mopped using a disinfectant. No excess water or puddling shall remain on floors after mopping.
3. Clean and disinfect all water fountains.

## **Library**

### **Daily (Monday – Friday):**

1. All carpets, carpet runners, and entrance mats in hallways, offices, and main rooms shall be vacuumed and spot cleaned with carpet cleaner, as necessary.
2. All trash receptacles (including the trash receptacle outside by the front entrance) emptied and trash removed from the building and placed in the dumpster behind Town Hall on Church Street. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
3. Water fountains cleaned and disinfected.
4. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, baby changing stations, and partitions. All dispensers should be filled. Floors are to be damp mopped using a disinfectant.
5. Clean glass entrance doors and windows.
6. Custodial service storage room maintained in a clean and organized manner.
7. The hard surface floors should be dust mopped with treated dust mop. Wet mop any stains or spills.
8. Clean reception counters with disinfectant.
9. Empty marked recycling materials into proper containers.
10. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted; spot clean desktops and thoroughly clean if desk is cleared.
11. Spot clean walls, light switches, and doors.

### **Monthly:**

1. Vacuum all fabric office furniture including chairs and couches.
2. Dust all blinds.
3. Dust all air vents, returns, and light fixtures.

### **Bi-annually:**

1. Strip and wax all hard surface floor areas and shampoo carpets.

## **Police/Fire/Rescue Station**

### **Daily (Monday – Friday):**

1. All trash receptacles emptied, and trash removed from the building and placed in the dumpster behind Town Hall on Church Street. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
2. Water fountains cleaned and disinfected.
3. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, and partitions. All dispensers should be filled. Floors are to be damp mopped using a disinfectant.
4. Clean glass front entrance doors and windows.
5. Custodial service storage room maintained in a clean and organized manner.
6. All carpets, carpet runners and entrance mats in hallways, offices, conference rooms, and living quarters (including bedrooms) shall be vacuumed and spot cleaned with carpet cleaner.

**Twice Weekly:**

1. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted; spot clean desktops and thoroughly clean if desk is cleared.
2. Spot clean walls, light switches, and doors.
3. The hard surface floors should be dust mopped with treated dust mop. Wet mop any stains or spills.

**Monthly:**

1. Vacuum all fabric office furniture including chairs and couches.
2. Dust all blinds.
3. Dust all air vents, returns, and light fixtures.

**Bi-Annually:**

1. Strip and wax all hard surface floor areas and shampoo carpets.

**Operations Center**

**Daily (Monday – Friday):**

1. All carpets, carpet runners, and entrance mats in hallways, offices, and conference rooms shall be vacuumed and spot cleaned with carpet cleaner, as necessary.
2. All trash receptacles emptied, and trash removed from the building (each afternoon). Trash shall be placed in dumpster behind Town Hall. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
3. Water fountains cleaned and disinfected.
4. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, and partitions. All dispensers should be filled. Floors are to be damp mopped using a disinfectant.
5. Clean glass entrance doors and windows in front, rear, and south side of building.
6. Break room cleaned: Tables and counters damp wiped with disinfectant; sink, appliance exteriors, and vending machines damp wiped.
7. Custodial service storage room maintained in a clean and organized manner.
8. The hard surface floors should be dust mopped with treated dust mop. Wet mop any stains or spills.
9. Clean reception counters with disinfectant.
10. Empty marked recycling materials into proper containers.
11. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted; spot clean desktops and thoroughly clean if desk is cleared.
12. Spot clean walls, light switches, and doors.

**Three Times per Week:**

1. Mop entire building with wet mop.

**Monthly:**

1. Vacuum all fabric office furniture including chairs and couches.
2. Dust all blinds.
3. Dust all air vents, returns, and light fixtures.
4. Spray buff all hard surface areas using a high-speed floor machine.

**Bi-annually:**

1. Strip and wax all hard surface floor areas and clean carpets.

**Public Works Building**

**Daily (Monday – Friday):**

2. All trash receptacles emptied, and trash removed from the building and placed in dumpster. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
3. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, and partitions. All dispensers should be filled. Bathroom floors are to be damp mopped using a disinfectant.
4. All office, break room, and hallway concrete floors shall be swept. Any stains or spills shall be spot cleaned with a wet mop.

**Twice Weekly:**

1. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted; spot clean desktops and thoroughly clean if desk is cleared.
2. Spot clean walls, light switches, and doors.
3. Clean glass entrance doors and windows.

**Weekly:**

1. All office, break room, bathroom, and hallway floors shall be wet mopped.

**Electric Department Building**

**Daily (Monday – Friday):**

1. All trash receptacles emptied, and trash removed from the building and placed in dumpster. When liners are dirty or torn, a clean liner is to be placed in trash receptacles. Regardless of condition, liners shall be replaced a minimum of once every week.
2. Restrooms cleaned and disinfected including sinks, toilets, fixtures, switches, door handles, mirrors, and partitions. All dispensers should be filled. Bathroom floors are to be damp mopped using a disinfectant.
3. All office, break room, and hallway concrete floors shall be swept. Any stains or spills shall be spot cleaned with a wet mop.

**Twice Weekly:**

1. Office furniture, fixtures, equipment, accessories, windowsills, and flat surfaces dusted, Spot clean desktops and thoroughly clean if desk is cleared.
2. Spot clean walls, light switches, and doors.
3. Clean glass entrance doors and windows.

**Weekly:**

1. All office, break room, bathroom, and hallway floors shall be wet mopped.

**Bi-annually:**

1. Strip and wax all hard surface floor areas and clean carpets.

**BID ALTERNATE**

1. Winterville Recreation Park and Hill Crest Parks to be cleaned twice a day Monday-Friday November - March.