

Bicentennial Capitol Mall State Park

600 James Robertson Pkwy, Nashville, TN 37243

Full Service Janitorial Specifications

Contract Period:

The State shall have no obligation for goods or services provided by the Contractor prior to the Effective Date. The proposed contract length is for a twenty-four (24) month period.

Service Schedule:

The Contractor shall provide janitorial services seven (7) days per week for Bicentennial Capitol Mall State Park. Work shall occur during park hours: 7:00 a.m. – 8:00 p.m. (November 1 to March 15) and 7:00 a.m. – 10:00 p.m. (March 16 to October 31). Restrooms must open at 8:30 a.m. and be cleaned daily at 2:00 p.m.

Scope of Service:

1. Provide janitorial service for state owned and/or leased buildings. The building square footage stated is an estimate and may not be the actual square footage for bid purposes. Respondents shall determine the actual size and scope of the job for bid purposes.
2. Respondent should be aware that state “leased” space is subject to change. “Leased” space is flexible. As leases are subject to, but not limited to addendums, amendments, cancellations, expirations, etc. All contracts for service regarding “leased” facilities are contingent upon the existence of an effective “lease” agreement between lessor and the state of Tennessee. The termination and/or cancellation of such contract agreements are subject to the terms and conditions of the solicitation.
3. Specification requirements as written are stated in general terms and in reference to building(s) design, layout and/or condition.
4. The State agrees to promptly notify Contractor in writing of any dissatisfaction with the maintenance service to ensure that maintenance is performed as agreed.

Inspection and walk through:

There will be a mandatory site visit for all Respondents to inspect the premises and familiarize themselves with the building conditions. Respondents must attend and sign in.

Requirements:

1. The Contractor shall furnish all:
 - a. Expendable supplies such as toilet tissue, hand towels, plastic waste receptacle liners, etc.

Toilet tissue specifications:

 - toilet tissue shall be two (2) ply.
 - sheet dimensions shall be four and a half (4.5) inch by four and a half (4.5) inch
 - sheet count per roll – five hundred (500) two (2) ply sheets per roll.
 - b. Cleaning supplies such as glass cleaner, disinfectant, polish, etc.
 - c. Operational tools such as buffer, brooms, vacuum cleaners, mops, buckets, etc.
 - d. Air fresheners and toilet deodorizers for the restrooms
 - e. Uniforms for Contractor personnel
2. Hand soap will be provided by the Park for the dispensers that are in place.
3. The Contractor shall have a designated point of contact onsite during site visits and properly supervise all contractor personnel necessary for the effective and efficient management of cleaning operations. The Contractor shall maintain consistent telephone, text, and/or email communications with employees about all matters of employment that could impact performance of duties.
4. The Contractor personnel shall have a thorough knowledge of the various cleaning tasks, equipment, materials, and supplies to be used within the scope of this Contract, including individual tasks.
5. The Contractor shall designate, hire, and dismiss the personnel necessary for the care, maintenance, and servicing of specified property. The Contractor shall provide training for each employee that will include instruction in State Park rules, site and equipment operation and maintenance, local health department requirements, conduct and professional problem-solving techniques.
6. The Contractor shall emphasize safety during use of powered and non- powered equipment. In the event of property damage, the State will determine the extent and liabilities of the parties involved.
7. All Contractor personnel shall be required to sign in and sign out at the job site with security and/or tenant representatives as designated by the Facility Administrator.
8. No vehicles (i.e. ATVs, trucks, cars, golf carts, etc.) shall be driven on the interior of the park without first consulting Park Staff.
9. The Park will provide the Contractor personnel with a parking hang tag authorizing them to park in the designated State employee parking lot.
10. All Contractor personnel shall wear a uniform while on Park property.

Definitions:

Glass cleaning means glass areas, including door glass, glass shelves, glass partitions, pictures, bookcases, mirrors, etc.

Window cleaning shall be inside and outside. The Contractor shall use a cleaning agent applied by sponge and removed with a squeegee to prevent smears and streaks on glass (e.g., tri-sodium chloride solution). Tape and other gummed articles shall be removed from window surface by means of a razor blade, or similar instrument prior to cleaning. The Contractor shall remove all items from the windows, utilize a drop cloth to prevent water marks, and upon completion of the cleaning, replace all items, blinds, and drapes.

Kitchen/breakroom area means the kitchen area located in the Visitor Center.

Office areas means all non-public office areas in the Visitor Center.

Grounds means all gravel and paved surface areas (parking areas, sidewalks, culverts, curbs, entrances, steps, porches, etc.) and all grass areas, shrub beds, planters, trash and cigarette receptacles, walls, and fences.

Public areas means all areas accessible by the public, including the gift shop and restroom lobby.

Restroom areas means all office and public restrooms (men's and women's) located within the building(s).

Secure areas means fenced-off event site locations, secure office closets, and storage areas where Contractor is not allowed.

Cleaning Requirements, All Areas:

1. All Secure Areas shall only be cleaned upon request of the Facility Administrator and may require the presence of an agency representative.
2. No chairs or waste receptacles shall be stacked on desks, tables, or sills. Upon completion of work, all chairs and waste receptacles shall be returned to their original position.
3. Sweeping and dust mopping - All floors shall be clean and free of dust streaks. No dirt shall be left in corners, under furniture, behind doors, etc. All dust mops shall be properly treated before use to aid in the removal of dust and dirt.

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4. Wet mopping and scrubbing - All floors shall be thoroughly swept to remove dirt and debris, including the removal of gum, tar, and similar substances. The floor shall be clean and free of dirt, water streaks, mop marks, strings, and any other residue. Floors shall be properly rinsed and dry mopped to present a uniformly clean appearance. All surfaces shall be completely dry, and corners, cracks, and crevices shall be free of debris.
5. Dusting - Dust shall be removed directly from the areas in which it lies and by the most effective means (i.e., appropriately treated dust cloths, vacuum, etc.). When doing cleaning from high surfaces, dust shall not be allowed to fall onto furniture and equipment below. The following conditions shall exist after the completion of each dusting task.
 - There shall be no dust streaks.
 - Corners, crevices, moldings, edges, windowsills, window shades/blinds shall be dust free.
 - There shall be no oils, spots, or smudges on dusted surfaces caused by dusting tools.
 - Upon inspection by the park manager or maintenance supervisor, there shall be no traces of dust on any surface.
6. Damp wiping - Contractor shall use 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 solution shall contain a disinfecting cleaning agent. When damp wiping in toilet areas, a multi-purpose (disinfectant-deodorizer) cleaner shall be used.
7. Bright metal polishing - may 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.
8. Porcelain 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 on walls and floors. Fixtures shall be free of dirt, stains, or debris.
9. Carpet cleaning - (either of the methods below may be used)
 - The Contractor shall safely and thoroughly clean all rugs and carpet in the park Visitor Center using a commercial grade vacuum machine to ensure the removal of all foreign matter.
 - The carpet under all furniture shall be cleaned. The Contractor shall be responsible for moving furniture when necessary. Rugs and carpet shall be brushed to restore flattened pile. Upon completion of cleaning, the park

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manager or maintenance supervisor will approve/disapprove job upon completion of a walkthrough with the Contractor.

- The Contractor has full responsibility for correcting any damages resulting from either the method of cleaning or faulty workmanship.

Shampoo-wet/dry method:

- Rugs and 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 carpet and rugs and there shall be no excessive shrinkage which affects appearance or durability. Rugs and carpet shall be vacuumed after cleaning and shampooing with a wet/dry machine and there shall be no lingering or objectionable odor.

Steam (water), extraction method:

- Rugs and carpet shall be thoroughly cleaned by a commercial grade vacuum machine or rug dusting machine to remove all embedded foreign matter. The cleaning process shall not cause shrinkage to rugs and carpet or affect their appearance or durability when applying the hot water “steam” method, rugs and carpet shall be cleaned with hot water at a temperature of one hundred fifty (150) degrees Fahrenheit 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 carpet free from all residual or foreign matters.

Daily / Nightly Services:

Public Areas –

Waste receptacles:

1. Empty waste receptacles and replace plastic liners.

Floors:

1. Vacuum all carpeted areas and entrance mats.
2. Dust mop all hard surface corridors, entrance halls, lobbies.
3. Spot clean carpets and spot mop hard surface floors, as required, to remove foreign matter and spillages.
4. Clean floors of public restrooms twice daily.

General Cleaning:

1. Scrape gum from all surfaces where visible.

2. Wipe down the park's picnic tables

Dusting:

1. Dust all horizontal and flat surfaces.

Drinking fountains:

1. Wash, disinfect, and dry shine to prevent spotting.

Glass cleaning:

1. Clean glass doors on all entrances (inside and outside) of restrooms and Visitor Center.

Water closets and urinals:

1. Wash toilet areas (including seats) and urinals inside and outside with a disinfectant detergent. No acid bowl cleaners shall be used to remove build-up.
2. Replace toilet bowl deodorizer or equivalent in the toilets and urinals.
3. Seats shall be left in a raised position after cleaning.

Sinks:

1. Clean and wipe free of water marks. No scouring powders are to be used.
2. Damp wipe pipes under the sink basins.

Dispensers:

1. Restock and refill toilet paper, towel, tissue, and soap dispensers.
2. Replace air fresheners as needed.

Glass cleaning:

1. Mirrors, shelves, and chrome fixtures to be polished with a glass cleaner.

Office Areas –**Waste receptacles:**

1. Empty receptacles and replace plastic liners.

Floors:

1. Vacuum carpeted floor areas, spot clean as needed. Hard surfaces shall be dust mopped, wet mopped, and spot cleaned as needed.

Dusting:

1. Dust all office furniture (desks, files, tables, phones, etc.).
 - a. Paper and equipment on desks shall not be moved. Only clear desktop areas are to be dusted.

Grounds -

1. Contractor shall pick up trash, garbage, debris, etc. throughout the park.
2. Empty all outside waste receptacles and replace liners, sand, etc.
3. Clean spills with water and cleaning solution from all specified areas as needed.
4. Place trash and debris in trash bags and deposit in dumpster.

Weekly Services:

Public Areas -

Floors:

1. Entrance areas shall be cleaned and mopped three (3) times per week.
2. Clean all other hard surface floor areas weekly.

Door and Glass cleaning:

1. Wash and clean door handles and framing around entrance door glass and any partition glass.

Surface Areas:

1. Hard surface floors shall be swept and wet mopped.
2. Use a damp wipe to clean dry walls.
3. Spot wash and clean surfaces around drinking fountains and other heavy traffic areas that are likely to have an accumulation of handprints, etc.

Dusting:

1. Dust all objects not included in the nightly requirements in public areas (pictures, statues, lamps, etc.).

Restrooms -

Waste Receptacles:

1. Damp wipe all waste receptacles on the inside and outside.
2. Clean all return and supply air vents and door vents.

Sinks:

1. Clean and shine bright metal hardware including exposed pipes under the sink basins.

Stall Dividers/Door Interiors:

1. Stall dividers shall be washed with a disinfectant detergent solution.
2. Clean stall door interiors.

Office Areas -

Dusting:

1. Dust all horizontal and flat surfaces of all office furniture.

Glass cleaning:

1. Clean clear, opaque, and/or frosted glass doors, partitions, pictures, bookcases, etc.

Monthly Services:

Public Areas –

Handrails:

1. Damp wipe all handrails (stairwells, lobbies, elevators, etc.)

Dusting:

1. Dust fire equipment and exit lights.

Restroom Areas –**Floors/Baseboards:**

1. Scrub floors, clean baseboard and grouting.
2. Janitor closets (where applicable).
3. Wet mop floors.

Office Areas –**Dusting:**

1. Dust all horizontal and vertical objects including windowsills, blinds, etc.

Operations Areas –**Carillon building:**

1. Sweep all floors that are accessible.
2. Clean all windows.
3. Empty waste receptacles.
4. Remove spiderwebs.

Amphitheater storage rooms (East and West):

1. Sweep all floors that are accessible.
2. Remove spiderwebs.

6th Ave. storage:

1. Sweep all floors that are accessible.
2. Remove spiderwebs.

7th Ave. storage:

1. Sweep all floors that are accessible.
2. Remove spiderwebs.

Annual and As Needed Services:**Carpet Cleaning –**

1. Carpet shall be shampooed one (1) time per year using one of the specified methods and shall be scheduled by the Facility Administrator.

Billing and Payment:

Contractor shall submit invoice(s) for services on the first day of each month for the preceding month of service. Bicentennial Capitol Mall State Park agrees to make payment within thirty (30) days of receiving invoice from Contractor. Invoices are to be itemized for services performed.

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For payment processing, please submit an itemized invoice once per month to:

Allyson Tolson- Administrative Assistant

Bicentennial Capitol Mall State Park

600 James Robertson Parkway

Nashville, Tennessee 37243

allyson.tolson@tn.gov

Park Contacts:

- Scott Rodeffer - Maintenance Supervisor 615-741-5771
- Allyson Tolson - Administrative Assistant 615-741-5280
- Jeff Woodfin - Park Manager 615-741-5800
- Mallory England - Park Manager 615-920-4126