

Specifications
Tennessee Wildlife Resources Agency (TWRA)
Region 1 CWD Office Janitorial Services
Three-Year Contract
Event 32801-13985

Reference Line Item one (1), Item ID 1000211065 – 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 1000211066 – 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 1000211067 – This line is requesting a bid price per month for year three (3) of a three (3) year contract.

A. Location Information

1. Approximately 7,000 Sq. Ft.
2. Address
 - TWRA Region 1 CWD Lab Facility
 - 40 US Hwy 412 E
 - Jackson, TN 38305
 - Madison County
3. Points of Contact
 - Facility Manager James Whitaker
 - 731-343-0549
 - Regional Procurement Officer
 - Cindy Gruenert
 - 731-423-5739
 - Contract Manager Nickki Davis
 - 615-781-6603

B. Site Visit Information

1. A site visit is recommended prior to bidding.
2. TWRA is not responsible for errors or omissions in bids resulting from failure to visit the site.
3. You do not need to attend a site visit to be able to bid on this contract.
 - a. Contractor shall call James Whitaker two (2) business days in advance to schedule a site visit. Please call the office number: 731-343-0549.
 - b. Site visits shall occur on the dates and times specified.
 - Monday, August 24, 2026, 8 AM (CST)

- Tuesday, August 25, 2026, 1 PM (CST)

C. General Scope of Contract

1. Contractor ("Contractor") shall be familiar with cleaning biohazardous waste as facility is used for deer sampling extraction and disposal.
2. The Contractor shall follow OSHA, and all state and federal laws, policies, and procedures for the handling of cleaning supplies and possible biohazardous waste materials.
4. Contractor shall provide the specified janitorial services for the listed Tennessee Wildlife Resources Agency ("TWRA") office. The Contractor shall provide the labor and skills necessary to perform the specified services, as outlined below.
5. Bids shall be based on a per month rate for work completed.
6. Hours for daily, weekly, monthly, and as-needed janitorial services as described below shall be completed Sunday through Saturday excluding legal holidays as declared by the Commissioner of the Tennessee Department of Human Resources ("DOHR").
7. The number of working hours shall be the amount to complete all tasks specified.
8. All services shall be performed between 4:30 PM and 11:00 PM (CST).
9. Hours for quarterly janitorial services as described below shall be as agreed upon by the Contractor and the Facility Manager.
10. A 24-hour notice must be given to cancel or reschedule services. Cleaning company shall contact the Facility Manager to reschedule or cancel services if scheduled cleaning falls on a holiday.
11. The Contractor shall be issued essential keys and/or badges from the Facility Manager. The Contractor shall sign for said keys and/or badges. The Contractor shall return all issued keys and/or badges at the termination of contract.

D. Routine Janitorial Services

1. The following tasks shall be performed with the frequency noted:
 - a. Common Areas/ Entry/ Lobby
 - i. Routine Dusting- Weekly
 - ii. Detail Dusting - Monthly
 - iii. Spot Clean Glass- Weekly
 - iv. Detail Clean Glass- Monthly
 - v. Floor Care- Weekly
 - vi. Wet Cleaning- Weekly
 - vii. Trash/ Debris- Weekly
 - b. Conference Room
 - i. Routine Dusting- Weekly
 - ii. Detail Dusting – Monthly
 - iii. Spot Clean Glass- Weekly
 - iv. Detail Clean Glass- Monthly
 - v. Floor Care- Weekly
 - vi. Wet Cleaning- Weekly
 - vii. Trash/ Debris- Weekly

c. Breakroom/Kitchen

- i. Routine Dusting- Weekly
- ii. Detail Dusting – Monthly
- iii. Spot Clean Glass- Weekly
- iv. Detail Clean Glass- Monthly
- v. Floor Care- Weekly
- vi. Wet Cleaning- Weekly
- vii. Trash/ Debris- Weekly

d. Enclosed Offices

- i. Routine Dusting- Weekly
- ii. Detail Dusting - Monthly
- iii. Spot Clean Glass- Weekly
- iv. Detail Clean Glass- Monthly
- v. Floor Care- Weekly
- vi. Wet Cleaning- Weekly
- vii. Trash/ Debris- Weekly

e. Open Office Space

- i. Routine Dusting- Weekly
- ii. Detail Dusting - Monthly
- iii. Spot Clean Glass- Weekly
- iv. Detail Clean Glass- Monthly
- v. Floor Care- Weekly
- vi. Wet Cleaning- Weekly
- vii. Trash/ Debris- Weekly

f. Restrooms

- i. Routine Dusting- Weekly
- ii. Detail Dusting - Monthly
- iii. Spot Clean Glass- Weekly
- iv. Detail Clean Glass- Monthly
- v. Floor Care- Weekly
- vi. Wet Cleaning- Weekly
- vii. Trash/ Debris- Weekly
- viii. Refill services- Weekly

g. Other

- i. Buff floors once a quarter (March, June, September, & December)

E. Special Considerations

- 1 The contractor shall assist in additional custodial duties as assigned by the Facility Manager.
- 2 The contractor shall notify the Facility Manager of any issues or items needing repair.
- 3 The contractor shall be responsible for supervision of contractor employees, and the frequency specified while performing services under this contract agreement.

- 4 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.
- 5 The facility administrator shall schedule and approve the bi-yearly cleaning.

F. Requirements

1. Contractor shall invoice TWRA monthly as outlined in the terms and conditions.
2. Safety signs indicating wet or slippery floors shall be placed during each cleaning task and remain until the floor is dry.
3. All safety signs shall be removed from the area before the cleaning staff exits the building at each cleaning.
4. The contractor shall furnish all manpower, equipment, warning signs, materials, and supervision to perform the services required at the frequencies specified.
5. All equipment shall be maintained in satisfactory operating condition.
6. TWRA shall furnish expendable supplies, such as toilet tissue, hand towels, soap, plastic trash can liners, etc.
7. Contractor shall distribute and install expendable supplies.
8. Refill service includes replenishing paper supplies, soap, and hand sanitizer. Clean dispensers. Replace batteries if applicable.
9. The Contractor shall notify the office staff of supply replacement needs in a timely manner, so new items can arrive prior to running out of needed expendable supplies.
10. The contractor shall furnish all cleaning supplies, such as glass cleaner, disinfectant, polish, etc.
11. The contractor shall provide operational materials: buffers, brooms, vacuum cleaners, mops, buckets, etc.
12. Trash/ Debris includes removal and replacement of can liners. Disposal of empty boxes and other items specified by the Client. Wipe walls adjacent to trash cans. Clean trash cans as needed per liquid spillage or debris on exterior of trash can.
13. The contractor shall always employ the quantity and quality of supervision necessary to the effective and efficient management of cleaning operations.
14. 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.
15. All services are to be performed as specified in the solicitation except legal holidays proclaimed by the commissioner of personnel.
16. 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.
17. 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.

G. 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.
 - a. When doing high cleaning, dust shall not be allowed to fall from high areas on to furniture and equipment below.
 - b. Personal items will not be moved.
 - c. Dust open areas only on desks, bookcases, tables, organizers, partitions, and cubicles.
 - d. Detail Dusting will be performed on baseboards, chairs, doors, trim, blinds, air vents, and exhaust fans.
 - e. This service includes removal of cobwebs throughout the location.
 - f. 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. Rugs and Carpets: After each vacuum, all rugs and carpets shall be clean and free of dust balls, dirt, and other debris; the nap shall lie in one direction.

11. Window Cleaning:

- a. Cleaning shall be inside/outside.
- b. Spot Clean Glass includes leave glass free of splash, smudges, streaks on interior windows, door glass, partition, and cubicles.
- c. Detail Clean Glass includes full surface of interior glass, door glass, partition, and cubicles using a squeegee and/or microfiber rag.
- d. 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).
- e. In addition, all tape and other gummed articles shall be removed from window surface by means of a razor blade, or similar instrument, prior to cleaning.
- f. The contractor will remove all items from the windows, utilize a drop cloth to prevent watermarks, and upon completion of the cleaning, replace items.
- g. 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.
- h. Blinds and drapes to be replaced and secured in their original position.