

# Bicentennial Capitol Mall State Park

## Full Service Janitorial Specifications

(Revised - September 8, 2022)

Invitation to bid is for a two (2) year janitorial contract as follows:

1. Janitorial services, 7 days per week, Bicentennial Capitol Mall State Park (BCMSP).
2. Porter services, per request of park, general labor. Any special event service expense will be covered with porter services.

Full service including stripping, buffing, waxing of floors, window washing, daily/nightly dusting, vacuuming, and emptying of all waste receptacles.

### Scope of Service:

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. Prospective bidders must determine the actual size and scope of the job for bid purposes.

Bidder/Contractor 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.

#### 1. Inspection and walk through:

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

### Bidder/Contractor Requirements:

- A. Contractor to furnish all expendable supplies (e.g., toilet tissue, hand towels, plastic trash can liners, etc.). Contractor is to distribute and install expendable supplies. Hand soap will be an exception. Park will provide the hand soap for the dispensers they have in place.

#### **\*\*Note: toilet tissue specifications:**

- toilet tissue to be two (2) ply
- sheet dimensions 4.5 inch x 4.5 inch
- sheet count per roll j- 500 (2) ply sheets per roll

Towel specifications – paper, disposable, and kraft or bleached white to fit existing holders, rolls or sheets highly absorbent, soft to the touch.

The contractor shall furnish all cleaning supplies (glass cleaner, disinfectant, polish, etc.): operational material (buffer, brooms, vacuum cleaners, mops, buckets, etc.); and supply all labor. The contractor is responsible for supervision of contractor employees, and for performing service requirements and specifications at the frequency specified.

- B. The contractor shall have a thorough knowledge of the various cleaning tasks, equipment, materials, and supplies to be used within the scope of this contract. The contractor is expected to accept responsibility and provide personal supervision for those persons employed by the contractor.
- C. All supervisors shall have a thorough knowledge of the various cleaning tasks, equipment and materials to be able to properly train and direct employees in their individual tasks.
- D. The contractor shall properly supervise all company employees of necessary for the effective and efficient management of cleaning operations. This includes maintaining consistent telephone, text, and/or email communications, seven days a week, with employees about all matters of employment that could impact performance of duties.
- E. The contractor shall organize the cleaning schedule to minimize the work areas needing lighting at any one-time during cleaning. The contractor shall place the highest priority on energy conservation and shall coordinate all activities with the facility administrator for the most economical operation of the building equipment, machinery, and systems.
- F. Contractor is expected to provide for employee safety and accept responsibility for employee/personal injury during performance of service under this contract agreement.
- G. Contractor is expected to 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.
- H. All Contract/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. hours of operation will be 7 am – 3 pm.
- I. Access will be provided for storing Contractor's golf cart (if needed) on Park property, but the Park is not responsible if the golf cart is lost or stolen. A hang tag will be provided by the park for parking of the golf cart and employee's cars during the hours of operation. Access will be provided for the charging of the golf cart.

- J. Employee uniforms: contractor to furnish uniforms, (minimum: shirt or smock) for all on site employees. Contractor will furnish employee with an identification card/badge and shall be worn at all times while on park property.
- K. Insurance requirements are defined by the terms and conditions of the solicitation.

### **General specifications and special requirements for all areas**

Specification requirements as written are stated in general terms and in reference to building(s) design, layout and/or condition.

#### **A. Definitions**

1. "Office areas"- shall mean all enclosed space used for work areas off public corridor areas. these areas shall include library areas and/or conference room areas.
2. "Public areas"- refers to all entrances including docks, lobbies, interior stairwells, elevators, and corridors.
3. "Restroom areas"- shall mean all office and public restrooms (men and women) located within the building(s).
4. "Kitchen/breakroom area"- shall mean the kitchen area located in the visitor center.
5. "Waxing"- in the context of these specifications refers to a systematic procedure to assure optimum floor maintenance. Techniques that include the proper floor care products (i.e., strippers, finishers, sealers, cleaners, and maintaining products should be chemically compatible. It is a total system of matched floor care products that assures durability, wear resistance, scrub ability, and appearance for floor surfaces. (Example: Johnson Complete System)
6. "Stripping"- in the context of these specifications is defined as the complete removal of all old wax including the areas under desks and other raised furniture and from around the edge of filing cabinets and baseboards. When the removal is complete, the floor should have a slightly dull, but over-all even appearance, wax, or mop water splashings which may have accumulated on baseboards, lower edges of doors, door jambs, filing cabinets, and desk legs are to be removed. (Care must be taken to prevent damage to painted surfaces). Proper

removal of old wax or finish will require shifting of desks and tables which will be placed back in their original position upon completion.

7. "Scrubbing"- 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 shall result in a surface free of dirt, heel marks, and residual cleaning solutions, and films, then apply two (2) coats of floor finish.
8. Dust mops- all dust mops to be specifically treated before use to aid in the removal of dust and dirt. After dust mopping floors, they are to be free of litter, debris, and grit, that leaves an oil film on floors.
9. Carpet cleaning: (either of the below methods may be used)
  - A. Shampoo-wet/dry method:

The Contractor shall safely and thoroughly clean rugs and carpet in the park visitor center 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 damages 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 caused by contractor's method of cleaning. The carpet under all furniture is to 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 manager or maintenance supervisor will approve/disapprove job upon completion of a walkthrough with contractor.

10. Glass cleaning: "glass cleaning" refers to glass areas to be cleaned as defined in these specifications as "glass cleaning" (i.e., door glass, glass shelves, glass partitions, pictures, bookcases, etc.).
11. Window cleaning: "window cleaning" refers to glass areas to be cleaned other than those areas defined by the specifications as "glass cleaning" in paragraph
12. 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). In addition, all tape and other gummed articles shall be removed from window. 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 items, replace blinds and drapes will be removed by the Contractor to permit easy access to the window for cleaning and to prevent damage by water or unnecessary handling, blinds and drapes to be replaced and secured in their original position.

13. Parking lots and grounds shall include all gravel and paved surface areas such as parking areas, sidewalks, culverts, curbs, entrances, steps, porches, etc. grounds shall include all grass areas, shrub beds, planters, trash and cigarette receptacles, walls, and fences.

## **B. General requirements: all areas:**

1. All areas determined to be "security areas" shall only be cleaned upon request of the facility administrator and may require the presence of a representative of the agency. Security areas refer to fenced-off event site locations, secure office closets, and storage areas where contractor is not allowed.
2. For all operations where furniture and equipment must be moved, no chairs, or wastepaper baskets shall be stacked on desks, tables, or sills. Upon completion of work, all furniture and equipment to be returned to its original position.
3. After sweeping and dust mopping operations, all floors shall be clean and free of dust streaks. no dirt shall be left in corners, behind radiators, under furniture, behind doors, on stair landings, etc.
4. Wet mopping and scrubbing- all floors shall be thoroughly swept to remove dirt and debris, and to include the removal of gum, tar, and similar substances from the floor surface. The floor shall be clean and free of dirt, water streaks, mop marks, and strings, etc. and properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces shall be dry and corners, cracks, and crevices clean where scrubbing is designated shall be done manually.
5. Waxing and buffing proper preparation of a floor prior to re- waxing is considered the most important procedure in floor maintenance. therefore, special attention shall be given to the following requirements. Contractor shall apply proper wax remover, synthetic detergents to the floor, depending on the type

of floor. Contractor will scrub floor with a floor scrubbing machine to remove all old wax, soap film, dirt, and stains. Contractor shall remove dirty solution and thoroughly rinse with clean water and dry. Wax shall be applied in a thin coat and allowed to dry. The number of coats applied will depend on the type and condition of the floor (minimum of four (4) coats of sealer/finish or two (2) coats of sealer and two (2) coats of finish.

6. Dusting- dust shall not be moved from place to place but 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 high cleaning, dust shall not be allowed to fall onto 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, edges, window-sills, window shades/blinds shall be dust free.
  - C. There shall be no oils, spots, or smudges on dusted surfaces caused by dusting tools.
  - D. Upon inspection by the park manager or maintenance supervisor, there shall be no traces of dust on any surface.
7. 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.
8. 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.
9. 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.
10. Carpet cleaning – (wet/dry/steam methods) carpet shall be cleaned using one or more of the specified methods at intervals.

### **C. Daily/nightly services-public areas, restrooms, offices, kitchen/break room, and elevators**

#### **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. Scrape gum from all surfaces where visible.
5. Spray buff hard surface entrance areas (3) times per week\*

Dusting:

1. Dust all horizontal/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)

Restrooms

Waste receptacles:

1. Empty receptacles and replace plastic liners.

Floors:

1. Sweep and mop hard surface floors, vacuum any carpeted areas.

Water closets and urinals:

1. Wash toilet areas (including seats) and urinals inside and outside with a disinfectant detergent. No acid bowl cleaners to be used to remove build-up, deo bowl or equal to be used.
2. Seats to be left in a raised position.

Wash basins:

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

Dispensers:

1. Restock/refill towel, tissue, and soap dispensers.

Glass cleaning:

1. Mirrors, shelves, 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 surface- dust mop, wet mop/spot clean as needed.

Dusting:

Dust all office furniture (desks, files, tables, phones).

\*Note\* paper and equipment on desks are not to be moved. Only clean desk top areas are to be dusted.

## **Weekly/Monthly/Semi-annual Services-all areas**

### **Public Areas**

Floors:

1. Entrance areas – floors to be spray buffed\*\*three (3)\*\* times per week.
2. Spray-buff all other public hard surface floor areas weekly.

Glass cleaning:

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

Surface Areas:

1. Hard surface floors-sweep, clean, wet mop, spray buff.
2. Damp wipe/dry shine metal railings on sides and back. walls:
1. Spot wash/clean surfaces around light switches, drinking fountains, stairwell entrances and other heavy traffic areas likely to have a heavy accumulation of handprints, etc.

Dusting:

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



## **Restrooms Weekly**

### Waste Receptacles:

1. Damp-wipe all receptacles inside and outside. grills:
1. Clean all return and supply air grills and door grills. wash

### Basins:

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

### Stall Dividers/Door Interiors:

1. Dividers to be washed with a disinfectant detergent solution and door interiors to be cleaned.

### Sanitary napkin dispensers:

1. The State will furnish all dispensers. The Contractor will furnish the sanitary napkins.

## **Office Areas Weekly**

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

### Class cleaning:

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

## **Public Areas-Monthly**

### Handrails:

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

### Dusting:

1. Dust fire equipment and exit lights.

## **Restroom Areas –Monthly**

### Floors/Baseboards:

1. Scrub floors, clean baseboard and grouting.

### Janitor closets (where applicable)

1. Contractor shall Wet mop.

## **Office Areas-Monthly**

Dusting:

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

## **Public Areas -Semi-Annual-two (2) times per year**

1. Dust all corridor walls to ceiling with untreated mop or vacuum.
2. Dust intake vents.

## **Window Cleaning**

All windows will be cleaned inside and outside a minimum of two (2) times per month and at times and dates scheduled by the Facility Administrator. Reference is made to window cleaning specifications.

## **Carpet Cleaning**

Carpet to be cleaned a minimum of one (1) time per year and at times and dates scheduled by the Facility Administrator using one of the specified methods.

## **Hard Surface Floors**

Scrubbing-all hard surface floors to be scrubbed with cleaner and then apply two (2) coats of floor finish.

Stripping-strip and refinish with three (3) coats of sealer and three (3) coats of sealer finish.

## **Parking Lot and Grounds:**

1. Daily/Nightly - Contractor shall pick-up trash, garbage, debris, etc. around entire building, parking lot and grounds. Weep walks, steps, entrances, porches, etc. empty all outside receptacles and replace liners, sand, etc. Clean spills with water and cleaning solution from all specified areas as needed. Place trash and debris in trash bags and deposit in dumpster.