

STATE OF NEW HAMPSHIRE
Dept. of Administrative Services
Div. of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: September 27, 2019

NOTICE OF CONTRACT

COMMODITY: Janitorial Services

CONTRACT NO.: 8002328

NIGP: 910*

VENDOR: Jay McKenna Cleaning
10 Surrey Lane
Merrimack, NH 03054

VENDOR # : 167567

CONTACT PERSON(S): Jay McKenna
Tel. No.: 603-345-5187
E-Mail: jmcke52403@aol.com

EFFECTIVE FROM: July 1, 2018 through June 30, 2021

PAYMENT & TERMS: Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

INVOICING & PAYMENTS: Invoices shall be submitted after completion of work to the requesting agency. Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance of the work to the State's satisfaction.

QUESTIONS: Direct any questions to Jeff Haley, 603-271-2202 or Jeffrey.Haley@das.nh.gov

| NHES – Nashua | Year One Cost | Year Two Cost | Year Three Cost |
|--------------------------|---------------|---------------|-----------------|
| Daily Rate | \$29.80 | \$29.80 | \$29.80 |
| Floor Refinishing | \$375.00 | \$375.00 | \$375.00 |
| Burnishing | \$100.00 | \$100.00 | \$100.00 |
| Metal Polishing | \$100.00 | \$100.00 | \$100.00 |
| Steam Cleaning of Chairs | \$295.00 | \$295.00 | \$295.00 |
| Emergency Rate | \$18.00 | \$18.00 | \$18.00 |

Employment Security

**Criminal / Background check is required for all locations.
Confidentiality Form must be printed and signed.**

| NHES Nashua 6 Townsend West, Nashua | |
|---|---|
| Jesse Propri 603-419-9757 jesse.b.propri@nhes.nh.gov | |
| 2 Weekday Nightly Maintenance (Tuesday & Thursday) 5 PM - 9 PM 1 Weekend Day Maintenance 7 AM - 5 PM | |
| Nightly Maintenance | |
| Clean Mats | All entrances |
| Damp Mopping (with cleaner/disinfecting solution) | All floors in winter or during inclement weather; not to exceed every other day in good weather |
| Glass / Mirror Cleaning | All mirrors, glass partitions / doors and entrance / view window doors |
| Lavatory / Kitchen Cleaning/ Drinking Fountains | All, clean and sanitize toilet bowls and urinals, sanitize washbasin and polish fixtures, restock toilet paper, paper towels and hand soap dispensers |
| Receptacle Emptying - Internal & External | All floors, clean and replace liner |
| Spot Clean Carpeting | All floors |
| Spot Clean Floors | All floors |
| Spot Clean Furniture, Cubicle Panels & Chairs | All floors |
| Spot Clean Kitchens / Lavatory | All partitions, counters, sinks, tiled walls and interior of waste cans / sanitary disposal containers |
| Spot Clean Walls, Wall Panels & Partitions, Doors, Light Switches | All floors |
| Vacuum Carpets | High traffic areas – daily; all other areas - daily as needed or a minimum of once per week |
| Sweeping | All floors |

| Per Occurrence | |
|--|---|
| Burnishing | All floors |
| Lights | All floors, change light bulbs as needed, notify office manager when supply is low |
| Machine Scrubbing/Floor Recoating | All floors, including lavatories |
| Metal Polishing | All light fixtures, interior & exterior door hardware, interior handrails, kick plates & drinking fountains (brass, stainless & aluminum) |
| Steam Cleaning of Chairs | All |
| Every Other Night Maintenance | |
| All Restrooms | Scrub, clean, disinfect grout, all partitions, counters, tile, urinals, toilets, walls/floors, waste can liners, sanitary disposal containers |
| High Dust | All Floors |
| Vacuum Upholstered Chairs | All Floors |
| Monthly Maintenance | |
| Clean Ceiling Diffusers | All Floors |
| Special Additional Information | |
| <ul style="list-style-type: none"> • Approximate Square footage 12,000; Carpet 90%; tile/linoleum/ceramic 15% • Bathrooms 4 (2 open to the public) • Alarm System to be activated/deactivated • All Lights to be turned off upon completion • Emergency daytime cleaning of Restrooms/Public area on a per event basis as requested • Janitors are not responsible for cleaning storage and mechanical/electrical equipment rooms • Janitor shall clean up papers, cans, butts and/or other items not belonging on the sidewalk, parking lot or landscaped areas of the parking lot • Janitor shall empty all Cigarette Receptacles • State supplies Paper Towels, Toilet Paper, Hand Soap and Trash Can liners, all other consumables are to be supplied by Janitor. | |

| Court Facilities Concord Circuit Courthouse Service at location begins 5/1/2020 | Year One Cost | Year Two Cost | Year Three Cost |
|---|---------------|---------------|-----------------|
| Daily Rate | | \$82.00 | \$82.00 |
| Carpet Cleaning | | \$1,400.00 | \$1,400.00 |
| Floor Refinishing | | \$1,900.00 | \$1,900.00 |
| Upholstery Cleaning | | \$395.00 | \$395.00 |
| Window Washing | | \$295.00 | \$295.00 |
| Emergency Rate | | \$18.00 | \$18.00 |

Court Facilities

A Criminal Records Release Authorization Form (State of NH, Department of Safety, Division of State Police) shall be required for each employee prior to working at any of the Court Facility Locations.

Record Release Forms shall be provided to and kept on file with the Bureau of Court Facilities.

| Concord Circuit Courthouse 32 Clinton Street, Concord, NH Service at location begins 5/1/2020 | |
|--|---|
| Tammy Nelson 603-271-7977 tammy.nelson@nh.gov | |
| Nightly Maintenance/5 Days: Monday through Friday (4 PM - 9 PM) | |
| Nightly Maintenance | |
| Clean Mats | All entrances |
| Floors, damp mopping (with cleaner/disinfecting solution) | All floors in winter or during inclement weather; not to exceed every other day in good weather |
| Glass / Mirror Cleaning | All mirrors, glass partitions / doors and entrance / view window doors |
| Lavatory Cleaning | All, clean and sanitize toilet bowls and urinals, sanitize washbasin and polish fixtures, restock toilet paper, paper towels and hand soap dispensers |
| Kitchen Cleaning | All sinks, counters, tables, chairs; polish fixtures, restock paper towels and hand soap dispensers; spot clean interior of waste cans |
| Receptacle (trash) Emptying | All floors, clean and replace liner |
| Spot Clean Floors | All floors |
| Spot Clean Lavatory | All partitions, counters, sinks, tiled walls and interior of waste cans / sanitary disposal containers |
| Spot Clean Walls, Wall Panels & Partitions, Doors, Light Switches | All floors |

| | |
|--|--|
| Vacuum Carpets | All, high traffic areas (foyers, clerks' office, courtrooms, hallways); all other floors (conference rooms, private offices) daily as needed (a minimum of twice per week) |
| Sweeping | All floors |
| Stairwell(s) | All, shall be cleaned, vacuumed and/or swept, wet mopped |
| Elevator(s) | All, vacuumed and stainless steel wiped down |
| As Required | |
| Machine Scrubbing/Floor Recoating | All floors, including lavatories |
| Carpet Cleaning | All |
| Upholstery Cleaning | All |
| Window Washing (inside only) | All |
| Every Other Night Maintenance | |
| Low Dust | All ledges (includes fireplace mantels, furniture, pictures, and window sills) NO STAFF DESKS |
| Weekly Maintenance | |
| High Dust | All Floors |
| Vacuum Upholstered Chairs | All Floors |
| Detail Clean | All Floors, edges, corners and thresholds |
| All Restrooms | Scrub, clean, disinfect grout, all partitions, counters, tile, urinals, toilets, walls/floors, waste can liners, sanitary disposal containers |
| Quarterly Maintenance | |
| Burnishing | All Tiled Floors |
| Clean Ceiling Diffusers | All Floors |
| Machine Scrubbing/Floor Recoating | All Tiled Floor Area including lavatories |
| Metal Polishing, Drinking fountains | All light fixtures, interior & exterior door hardware, interior handrails, kick plates & drinking Fountains (brass, stainless & aluminum) |
| Stairways and Landings | Damp Mop and Clean |
| Nightly Maintenance for Holding Cell Area | |

The courthouse includes a cellblock area which provides for conference areas, holding cells (5) and a control room for security staff. There are toilets in each cell. Cellblock area must be kept sanitized using cleaning products and techniques to ensure a healthy environment free of unwanted substances, pollutants, bacteria and odors. The following describes the nightly maintenance requirements:

- Dry mop floors and wash with a disinfectant
- Clean and disinfect holding cells
 - o Wipe down all benches with a disinfectant
 - o Clean, scrub, disinfect toilet bowls
- Spot clean walls, doors, light switches
- Wipe down counter surfaces in conference areas
- Clean glass in control room
- Remove trash

The above provisions are not intended to replace the requirements provided in the Maintenance Frequency Schedule; those provisions shall remain in full force and effect. The above provisions are being provided to ensure the area is cleaned adequately.

Special Additional Information

The Contractor shall be responsible for the provision of janitorial services for the Concord Circuit Court, which consists of:

Square Footage: approximately 26,000

Stairwells: 2 (emergency exit stairwell excluded)

Employees: 40 +/-

Flooring: 75% carpet; 25% tile/linoleum

Bathrooms: 8 total; 4 public restrooms, 4 staff restrooms

Cell Block toilets: 5

On average, 500 people from the general public enter/use the building on a daily basis.

Contractor shall activate/deactivate the building's alarm system. The alarm shall be activated nightly upon completion. Contractor shall ensure all lights are turned off nightly upon completion.

Contractor shall collect and remove trash; place in outside dumpster nightly. State shall collect recycling (blue tubs) and bag separately for disposal. State shall supply all consumables (trash can liners and paper products (paper towels, toilet paper, etc.))

Exclusions

The following areas and/or equipment are not included as part of the bid. Such areas shall be the responsibility of the State:

First Floor, Bid EXCLUDES:

- Room 125 and the maintenance break room
- Elevator control room
- Room 111, 112, 136
- Office/Room 108
- e-court work stations (located on the 1st floor public lobby)

Second Floor, Bid EXCLUDES:

- Room 211, 229, 240, 241

Other BID EXCLUSIONS:

- emergency exit stairwell
- dumb waiter
- sally port (Room 128)
- court security equipment, mag and x-ray machine (located on the 1st floor)
- Contractor not responsible for cleaning storage and/or mechanical/electrical equipment rooms (112, 123, 136)
- exterior cigarette receptacles

Recommendation Statement

Historically, the State employed a part-time cleaner to care for the building providing approximately twenty-five (25) hours per week. Based on this information, the State recommends the awarded Contractor be prepared to staff accordingly. Further, the expectation is that the staff shall be trained in appropriate custodial best practices and supervised by a competent management team member. The State shall conduct quality control inspections on a weekly basis, identifying deficiencies and requiring immediate corrective actions. Inadequate or insufficient cleaning of the courthouse will be grounds for default in accordance with Section 8 of the P-37 Agreement.

| State Police Troop B/DOT District 5 | Year One Cost | Year Two Cost | Year Three Cost |
|--|--------------------------|--------------------------|----------------------------|
| Daily Rate | \$41.00 | \$41.00 | \$41.00 |
| Floor Refinishing | \$995.00 | \$995.00 | \$995.00 |
| Burnishing | \$100.00 | \$100.00 | \$100.00 |
| Metal Polishing | \$100.00 | \$100.00 | \$100.00 |
| Emergency Rate | \$18.00 | \$18.00 | \$18.00 |

State Police

Criminal/background checks are required for any and all employees for all State Police Facilities

| State Police Troop B/DOT District 5 16 East Point Drive, Bedford, NH | |
|---|---|
| Gary Clifford (603) 666-3336 gclifford@dot.state.nh.us | |
| Nightly Maintenance 3 Nights (M,W,F) 5 PM - 11 PM or other approved schedule | |
| Nightly Maintenance | |
| Clean Mats/Runners | All entrances |
| Damp Mopping (with cleaner/disinfecting solution) | All floors in winter or during inclement weather; not to exceed every other day in good weather |
| Glass / Mirror Cleaning | All mirrors, glass partitions / doors and entrance / view window doors |
| Lavatory / Kitchen Cleaning | All, clean and sanitize toilet bowls and urinals, sanitize washbasin and polish fixtures, restock toilet paper, paper towels and hand soap dispensers |
| Receptacle Emptying - Internal & External | All floors, clean and replace liner |
| Spot Clean Carpeting | All floors |
| Spot Clean Floors | All floors |
| Spot Clean Furniture, Cubicle Panels & Chairs | All floors |
| Spot Clean Kitchens / Lavatory | All partitions, counters, sinks, tiled walls and interior of waste cans / sanitary disposal containers |
| Spot Clean Walls, Wall Panels & Partitions, Doors, Light Switches | All floors |
| Vacuum Carpets | High traffic areas – daily; all other areas - daily as needed or a minimum of once per week |
| Sweeping | All floors |
| Per Occurrence | |

| | |
|---|---|
| Burnishing | All floors |
| Lights | All floors, dust covers, change light bulbs as needed, notify office manager when supply is low |
| Machine Scrubbing/Floor Recoating | All Tiled Floor Area including lavatories |
| Metal Polishing | All light fixtures, interior & exterior door hardware, interior handrails, kick plates & drinking fountains (brass, stainless & aluminum) |
| Every Other Night Maintenance | |
| Low Dust | All ledges, furniture, pictures and window sills |
| Weekly Maintenance | |
| All restrooms | Scrub, clean, disinfect grout, all partitions, counters, tile, urinals, toilets, walls/floors, waste can liners, sanitary disposal containers |
| High Dust | All Floors |
| Vacuum Upholstered Chairs | All Floors |
| Detail Clean | All Floors, edges, corners and thresholds |
| Monthly Maintenance | |
| Stairwells | All, shall be cleaned, vacuumed and/or swept, wet mopped, etc. |
| Vacuum Elevator Tracks | All Floors |
| Quarterly Maintenance | |
| Clean Ceiling Diffusers | All Floors |
| Special Additional Information | |
| <ul style="list-style-type: none"> • Approximately 11,200 sq. ft. for 23 employees; Carpet 33%; tile/linoleum/ceramic 67% • Bathrooms 5 (0 open to the public) • Emergency daytime cleaning of Restrooms/Public area on a per event basis as requested • Empty trash containers in garage • Janitor shall clean up papers, cans, butts and/or other items not belonging on the sidewalk, parking lot or landscaped areas of the parking lot. • Janitor shall empty Floor Standing Cigarette Receptacle • State supplies Paper Towels, Toilet Paper, Hand Soap and Trash Can liners, all other consumables are to be supplied by Janitor. • Trash shall be placed in the dumpster. | |

| State Police Windham Weight Stations | Year One Cost | Year Two Cost | Year Three Cost |
|---|------------------|------------------|--------------------|
| Daily Rate | \$20.00 | \$20.00 | \$20.00 |
| Floor Refinishing | \$100.00 | \$100.00 | \$100.00 |
| Burnishing | \$100.00 | \$100.00 | \$100.00 |
| Metal Polishing | \$100.00 | \$100.00 | \$100.00 |
| Emergency Rate | \$18.00 | \$18.00 | \$18.00 |

State Police, Windham Weigh Stations (2 facilities)

1 Mile South of Exit 3, Northbound and Southbound

Sgt. Bill Burke
(603) 223-8778
william.burke@dos.nh.gov

Nightly Maintenance 3 Nights 5 PM - 7 PM or as agreed upon

Nightly Maintenance

| | |
|---|---|
| Clean Mats | All entrances |
| Damp Mopping (with cleaner/disinfecting solution) | All floors in winter or during inclement weather; not to exceed every other day in good weather |
| Glass / Mirror Cleaning | All mirrors, glass partitions / doors and entrance / view window doors |
| Lavatory / Kitchen Cleaning | All, clean and sanitize toilet bowls and urinals, sanitize washbasin and polish fixtures, restock toilet paper, paper towels and hand soap dispensers |
| Receptacle Emptying - Internal & External | All floors, clean and replace liner |
| Spot Clean Carpeting | All floors |
| Spot Clean Floors | All floors |
| Spot Clean Furniture, Cubicle Panels & Chairs | All floors |
| Spot Clean Kitchens / Lavatory | All partitions, counters, sinks, tiled walls and interior of waste cans / sanitary disposal containers |
| Spot Clean Walls, Wall Panels & Partitions, Doors, Light Switches | All floors |
| Vacuum Carpets | High traffic areas – daily; all other areas - daily as needed or a minimum of once per week |
| Sweeping | All floors |

Per Occurrence

| | |
|-----------------------------------|---|
| Burnishing | All floors |
| Lights | All floors, dust covers, change light bulbs as needed, notify office manager when supply is low |
| Machine Scrubbing/Floor Recoating | All Tiled Floor Area including lavatories |
| Metal Polishing | All light fixtures, interior & exterior door hardware, interior handrails, kick plates & drinking fountains (brass, stainless & aluminum) |

Every Other Night Maintenance

| | |
|---|---|
| Low Dust | All ledges, furniture, pictures and window sills |
| Weekly Maintenance | |
| High Dust | All Floors |
| Vacuum Upholstered Chairs | All Floors |
| Detail Clean | All Floors, edges, corners and thresholds |
| Monthly Maintenance | |
| All restrooms | Scrub, clean, disinfect grout, all partitions, counters, tile, urinals, toilers, walls/floors, waste can liners, sanitary disposal containers |
| Quarterly Maintenance | |
| Clean Ceiling Diffusers | All Floors |
| Special Additional Information | |
| <ul style="list-style-type: none"> • Approximately 3 staff (shifts and days vary, no full time staff) • Square footage 867 ft. (approximately) per building. • 2 bathrooms per building. • Emergency daytime cleaning of Restrooms/Public area on a per event basis as requested • Lights to be turned off when completed. • Contractor shall legally dispose of the trash - no dumpsters. • Contractor shall supply all supplies required to perform their duties. State will not supply (paper products, hand soap etc.) | |

| Division of Economic Development | Year One Cost | Year Two Cost | Year Three Cost |
|---|----------------------|----------------------|------------------------|
| Daily Rate | \$61.00 | \$61.00 | \$61.00 |
| Carpet Cleaning | \$3900.00 | \$3900.00 | \$3900.00 |
| Floor Refinishing | \$495.00 | \$495.00 | \$495.00 |
| Upholstery Cleaning | \$395.00 | \$395.00 | \$395.00 |
| Window Washing | \$350.00 | \$350.00 | \$350.00 |
| Burnishing | \$275.00 | \$275.00 | \$275.00 |
| Metal Polishing | \$100.00 | \$100.00 | \$100.00 |
| Steam Cleaning of Chairs | \$6.00 Per Chair | \$6.00 Per Chair | \$6.00 Per Chair |
| Emergency Rate | \$17.00 Per Hour | \$17.00 Per Hour | \$17.00 Per Hour |

| Division of Economic Development One Eagle Square Suites 100 & 200 Concord, NH 03301 | |
|---|--|
| Cyndie Harrington 603-271-0496 cynthia.harrington@livefree.nh.gov | |
| 5 Nights per week Monday to Friday | |
| Nightly Maintenance - | |
| Clean Mats | All entrances |
| Vacuum Carpets | Vacuum all lobbies, traffic aisles and conference rooms. Spot vacuum all other carpets including cubicles east/center of floor 2. |
| Sweeping | all hard surface flooring pay special attention to edges and corners |
| Damp Mopping Kitchenette and Cafeteria (with cleaner/disinfecting solution) | all hard surface flooring pay special attention to edges and corners |
| Low Dust | Dust all the surfaces up to 8 feet taking care to dust sill and base boards in lobbies, conference rooms, and cafeteria. Clean table tops in conference rooms. |
| Glass / Mirror Cleaning | All mirrors, glass partitions / doors and entrance / view window doors |

| | |
|---|--|
| Kitchen Cleaning | Clean all surfaces, counter tops, sinks, exterior of appliances, microwave (inside and out), outside of refrigerator, inside/outside trash cans and recycling receptacle, table top and chairs. Spot clean walls. |
| Lavatory | Clean and sanitize all toilets and sinks every visit. Polish all bright work. Refill all dispensers (hand soap, bath tissue and paper towels – to be provided by client) Clean all mirrors. Remove trash liners and replace with each visit taking care to clean receptacle and transport trash to designated area. Spot clean partitions and walls. |
| Receptacle Emptying - Common areas only | Remove all trash liners taking care to reline barrels with each service. All trash to be transported to designated area outside of building. |
| Spot Clean Carpeting | All floors |
| Spot Clean Floors | All floors |
| Spot Clean Furniture | All floors |
| | |
| Spot Clean Walls, Wall Panels & Partitions, Doors, Light Switches | All floors |
| Drinking Fountains | Disinfect Daily and polish. |
| As Required | |
| All Light Fixtures | Dust |
| Damp Mopping | File and Storage Rooms |
| Metal Polishing | All light fixtures, interior & exterior door hardware, interior handrails, kick plates & drinking fountains (brass, stainless & aluminum) |
| | |
| Weekly Maintenance | |
| Vacuum Carpets | Vacuum all carpeted areas paying special attention to all corners, edges, under desks and other hard to reach places |
| Low Dust | Dust all the horizontal surfaces up to 8 feet taking care to dust ledges, sills, furniture, partition tops, and base boards, |
| Monthly Maintenance | |
| Lavatory | Dust all air vents. |
| Light Fixtures | All Dust |

| | |
|--|---|
| High Dust | All Floors |
| Vacuum Upholstered Chairs | All Floors |
| Detail Clean | All Floors, edges, corners and thresholds |
| All Restrooms | Scrub, clean, disinfect grout, all partitions, counters, tile, urinals, toilets, walls/floors, waste can liners, sanitary disposal containers |
| Per Occurrence | |
| Upholstery / Partition Cleaning | All pieces |
| Carpet Cleaning | All Floors |
| Floor Stripping / Refinishing (per occurrence) | All Floors |
| Burnishing | All Tiled Floors |
| Clean Ceiling Diffusers | All Floors |
| Machine Scrubbing/Floor Recoating | All Tiled Floor Area including lavatories |
| Window Washing | All Floors |
| Steam Cleaning of Chairs | All |
| Special Additional Information | |
| Approximate Sq. Ft = 18,000 square feet -90% carpet 10% tile in restrooms, files and storage rooms, refuge rooms and kitchens. Approximately 45 employees Bathrooms 4 Emergency daytime cleaning of Restrooms/Public area on a per event basis as requested State supplies Paper Towels, Toilet Paper, Hand Soap and trash can liners | |

SCOPE OF SERVICES:

PER OCCURRENCE SERVICES

Janitorial cleaning services not listed in the specifications or the offer sheets as part of this bid are to be quoted per occurrence with the Contractor. Utilizing agency shall issue a detailed Scope of Work including specifications of each individual project. Work may begin only upon the written approval of the utilizing agency. In the best interest of the State of New Hampshire agencies may seek quotes from alternative vendors to determine the lowest cost of Per Occurrence Services.

The Contractor shall perform all work and furnish all materials, tools, equipment, and safety devices necessary to perform the work in the manner and within the time hereinafter specified. Contractor shall complete the entire work to the satisfaction of the State and in accordance with the specifications herein mentioned.

The Contractor agrees that any damage or injury to buildings, materials, and equipment or to other property during the performance of this service will be repaired at their own expense.

All services performed under any awarded Contract(s) shall be performed as described in Exhibit B, Locations and Requirements. The Contractor may schedule work during other work times, provided that they obtain prior approval of the Facility Contact Person.

The Contractor will not be required to work holidays, unless otherwise agreed upon by the using agency. Daily rate will apply to any holiday worked.

In the event that any State work activities interfere with the normal scheduled cleaning, the required cleaning may be rescheduled with approval of the Facility Contact Person.

Prior to placing an individual in a State Facility, the Contractor shall provide a processed Criminal Records Release Form to the Facility. Forms can be found at <https://www.nh.gov/safety/divisions/nhsp/ssb/crimrecords/>.

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All Criminal Records Release Forms shall be no more than one (1) year old. Only individuals approved by the agency shall be allowed to work in said facility. Depending on the facility, enhanced security checks may be required.

The Contractor shall assign a person to be the Contract Supervisor. The Contract Supervisor shall participate in regular meetings with the Contracting Officer, or designee, to conduct a general review of the services provided. The Contract Supervisor shall solve technical problems and prepare work schedules in compliance with Contract requirements. The Contract Supervisor shall be responsible for the establishment and continuation of an approved quality control program.

The Contractor shall provide and maintain daily work schedules and project schedules for all work staff engaged in the performing the services of the Contract. Said work schedules shall indicate which operations are to be performed and the day, week, and/month for accomplishment of the services. The schedule shall be as follows:

| | |
|--------------------------|---|
| Nightly Requirements | List all services to be performed. |
| Weekly Requirements | The day in the week that work will be performed. |
| Monthly Requirements | The week in the month that work will be performed. |
| Quarterly Requirements | The week and month that work will be performed. |
| Semi-Annual Requirements | The week and the month that work will be performed. |

The Contractor shall, upon request by the Contracting Officer or Site Contact, provide a work distribution and staffing plan including the minimum number of workers and supervisory personnel assigned to each facility, specific tasks for each individual, and the amount of time allotted for each individual.

It is expected that the Contractor and its personnel will maintain a condition of excellence meeting the requirements of the Contracting Officer. The Contracting Officer, or designee shall be the sole judge of the level of cleanliness and compliance with the requirements of the Contract; their decision as to acceptance shall be final. Should the Contracting Officer deem the work provided as unacceptable, the Contractor will be provided with up to five (5) days period to cure said default. If the Contractor does not cure the default after that period or if the Contracting Officer finds a subsequent instance of work which is deemed unacceptable, said failure shall be grounds for immediate termination of the Contract.

The Contractor shall instruct work staff not to disturb any papers or personal property on desk, tables or cabinets. The use of State phones or equipment is strictly prohibited. No smoking on or in State facilities by work staff shall be allowed.

The Contractor shall be responsible in the event of theft or destruction of State property or personal property of State employees by work staff. All unclaimed articles found in or about the work areas by work staff shall be immediately turned over to the Facility Contact Person.

The Contractor shall provide all cleaning and/or floor products and materials necessary for the work staff to perform their respective duties and shall submit a list of items to be provided. The Contractor is required to use EcoLogo or Green Seal cleaning bio-degradable materials. The State will provided paper products, hand soap, and can liners.

The Contractor shall provide Material Safety Data Sheets to the State with the delivery of any and all products covered by RSA 277-A, the Workers Right to Know Act.

Each piece of the Contractor's equipment shall be maintained in a high state of cleanliness and repair. Any equipment that is unsafe or requiring repair shall be immediately removed from State property and replaced with working equipment. Any equipment left on State property by the Contractor is solely the Contractor's responsibility. Any of the work staff's personal property brought onto State property is solely the Contractor's responsibility.

All supplies and cleaning equipment, including work clothing and tools, are to be kept in a neat, clean manner in assigned places only. All work staff are to remain in their assigned area during work periods, keeping all

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spaces locked in which they are not working unless otherwise instructed. All work staff are expected to work in a manner that will maintain security in the best interest of the State.

All rooms provided by the State for the convenience of the Contractor shall be considered part of the area being cleaned and shall be serviced accordingly.

The Contractor may also be required to lock and unlock specific doors or active and deactivate security systems as outlined in Exhibit B. The Contractor may be asked to place signs at designated areas and to turn off all lights (unless otherwise instructed).

If the Contractor fails to secure a facility or set the security alarm properly which results in an alarm condition, the Contractor shall be required to compensate the State for any costs incurred. These costs may be for security services performed by State personnel or by third parties on behalf of the State. These costs shall be the actual third party costs or in the case of State personnel, a cost of fifty (50) dollars an hour.

The Contractor shall establish and implement methods of ensuring that all keys issued to the Contractor by the State are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Contractor by the State shall be duplicated. The Contractor shall report the loss of keys or access cards to the Contracting Officer. In the event keys are lost, the Contractor shall be required, upon direction of the Contracting Officer, to rekey or replace the affected lock or locks; however, the State, at its option, may replace the affected lock or locks or perform rekeying. When the replacement or locks or rekeying is performed by the State, the total cost of rekeying or the replacements of the lock(s) shall be deducted from the monthly payment due to the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system may be replaced by the State and the total cost deducted from the monthly payment due to the Contractor. It is the responsibility of the Contractor to prohibit the use of keys issued by the State by any persons other than the work staff.

The Contractor and its work staff shall report fires, hazardous conditions, and items in need of repair, including but not limited to dead lights, leaky faucets, slow drains, and toilet stoppages.

Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the work staff.

Water faucets or valves shall be turned off after the required usage has been accomplished.

The movement of furniture to allow accessibility for the performance of cleaning services is entirely the responsibility of the Contractor.

Failure by the Contractor to adhere to the "Definitions of Work and Work Standards" and Location Requirements shall be subject to payment deduction for non-performance.

Definitions of Work and Work Standards

All work performed under this contract shall be accomplished in accordance with the following definitions. The accompanying standard shall be used in the evaluating the work to determine its acceptance or rejection.

Burnishing (aka Spray Buffing): shall be accomplished with a high speed buffing machine and a tampoco brush and periodic buffing with a cylindrical floor machine using fine steel wool pads to remove traffic marks, heavy soil, etc.

A floor is considered properly burnished when all waxed or acrylic finished areas have been buffed sufficiently for a maximum gloss, the surface dirt has been removed and the floor has a uniform appearance.

Carpet Cleaning: shall be accomplished by using an approved commercial steam or hot water extractor type machine using a detergent compatible with the type of carpet being cleaned. All furniture must be removed prior to the start of work and replaced when the carpet is dry.

A carpet is considered clean when all soil and embedded dirt and grit have been removed, it is free of all stains and has been restored to its original appearance as wear and tear will allow. Immediately after cleaning, the carpet is only slightly damp to the touch.

Carpet Vacuuming: shall be accomplished with a commercial type vacuum with a rotary brush or brush/beater bar and shall not cause damage to furniture, doors, trim or other objects. Vacuum all chairs using a clean vacuum brush.

A carpet is considered properly vacuumed when it is free of all dust, grit, staples, paper clips, dirt, lint, and debris (except for embedded dirt and grit), including corners, edges, and under furniture.

Ceiling Diffuser Maintenance: shall be accomplished using a detergent solution suitable for the job and compatible with the material being cleaned. Care should be taken not to stain the ceiling.

A ceiling diffuser is considered clean when it is free of dust, dirt, stains, tarnish, streaks, film, lint, cleaning marks, and has a uniform clean appearance.

Check-off List – Facilities may opt to use check off lists to insure that work is being completed as defined in the requirements for that facility.

Cleaning (e.g. wall, doors, door grills, ledges, metal surfaces, furniture, and cabinets) – shall be accomplished by damp cleaning of all surfaces of the object using a germicidal detergent solution.

A surface is considered properly cleaned when it is free of film, dirt, stains, tarnish streaks, lint, cleaning marks, and has uniform clean appearance. Painted surfaces must not be unduly damaged. Hard finish wainscoting surfaces must be bright, free of oil, streaks, and deposits. Metal surfaces shall be without deposits.

Cleaning (mats) – shall be accomplished when a commercial type vacuum. All mats shall be lifted and the surfaces beneath shall be clean and free of dirt and dust. All embedded dirt and grit shall be removed. A mat is considered properly cleaned when it is free of all dust, dirt, lint, and debris including embedded dirt and grit including the area under the mat.

Cleaning (Light Fixtures) – shall be accomplished by dusting all accessible components of incandescent and fluorescent light fixtures including bulbs and tubes with a cloth or yarn duster. Clean fixtures with a damp cloth.

A light fixture shall be considered clean when all dust has been removed from accessible components and the fixtures are clean and free from lint, streaks, and deposits.

Damp Mopping – shall be accomplished using cotton or sponge yarn mops, appropriate stain removal agents, heated water, and detergent. If required using as small amount of water as possible.

A floor is considered properly damp mopped when all dirt, dust, marks, film, streaks, debris, and standing water has been removed.

Dusting – shall be accomplished with a rag or cloth and dusting compound to minimize airborne dust and bacteria.

Floor Refinishing – consists of stripping and waxing (restorative maintenance). It is used to even out the floor appearance. Stripping and waxing should be performed when interim maintenance does not leave floors to an acceptable level. Unacceptable levels will occur as floors show heavy traffic lane wear, heavy soiling, heavy build-up along edges, etc.

Low Level Dusting – dust all low level ledges, furniture and fittings to a height of six (6) feet from the floor. Dust telephones in corridors.

Low level dusting is considered properly complete when all dust, dust streaks, cobwebs, lint, litter, and dry soil shall be removed from surfaces of desks, chairs, file cabinets, other types of office furniture, and equipment, ledges, window sills, handrails to a line of six (6) feet from the floor.

High Level Dusting – dust all high level areas including furniture, ledges, ceilings, walls, and structural components above six (6) feet from the floor.

High level dusting is considered properly complete when all dust, cobwebs, dust streaks, lint, litter, and dry soil shall be removed from surfaces of ledges, furniture, ceilings, walls, and structural components to a line above six (6) feet from the floor.

Machine Scrubbing/Floor Recoating – is used to even out the floor appearance by removing top layers of finish and recoating to build the base finish. Scrub and recoating should be performed when preventative maintenance does not leave floors to an acceptable level. Unacceptable levels will occur as floors show slight traffic lane wear, scratches, soil, etc.

Receptacle Emptying – includes all trash receptacles including sanitary disposal containers. Trash liner replacement is included as required.

Resilient Flooring – is designed to be durable, resistant to stains and water, and comfortable to stand and work on. The most common types of resilient flooring are made from materials like vinyl, linoleum, and rubber.

Routine maintenance (daily/weekly as needed), sweep/vacuum floors regularly to remove loose dirt, sand dust. Prevent stains by wiping spills promptly.

Stripping a Resilient Tile Floor:

1. Walk through area noting problem spots; remove all sticky insoluble substances such as gum.
2. Dust mop the floor to remove any loose soils, paper clips, sand, dust, foreign objects, etc.
3. Strip the base boards and corners using wax stripper and scrub brush.
4. Strip floors, small areas at a time using "floor strippers" according to label directions.
5. Using stripping pads (or equivalent), agitate the area.
6. Remove the stripper using a wet/dry vacuum or mop and bucket with clean water.
7. Flood rinse the area with cool, clean water.
8. Pick up excess water and using a wet/dry vacuum or mop and bucket.
9. A second rinse may be needed.
10. Place caution signs around area until it is completely dry.

Building a Shine on a VCT Resilient Tile Floor:

1. Check floor, making sure that it is totally dry and free of any old finish or stripper residue.
 - a. If there is a whitish cast, this could indicate stripper or old finish still remains on the floor. If necessary, re-strip the floor.
2. Floor temperature should be above 54 degrees F for proper curing of finish.
3. Select and apply the proper floor finish.
4. Allow floor finish to dry completely.
5. Apply the proper number of coats of finish per manufacturer's recommendation.

Grout/Quarry/Ceramic Tile Maintenance – Remove soil with broom or non-oily dust mop or vacuum, damp mop or spot clean as necessary using pH-neutral cleaner.

Rinse clean area with clean warm water and allow to dry.

Stubborn stains – fiber or nylon scrubbing pads may assist in removing difficult stains (**do not use steel wool**).

Routine grout maintenance does not differ from tile care. (Note: for stubborn grout stains agitation with a nylon pad or brush and a recommended cleaning solution will assist in removing of stains).

For added protection of cement based grout, a sealer may be applied according to the manufacturer's instructions. If unsure whether or not your specific tile requires sealing, stripping, and resealing, contact the tile supplier.

Rubber Tile/Rolled Rubber Floors –

For lightly soiled surfaces:

1. Remove all surface debris, grit, sand, and soil with a broom.
2. Vacuum the entire rubber floor with a high CFM vacuum to assure the finer dirt and grit is removed. **Note:** never use mineral spirits, painter thinners or strippers or any petroleum products to clean the surface.
3. Mop the floor. A regular string mop or a micro fiber flat mop with a mild solution of a neutral pH (7-9) cleaner can be used. Taski profi cleaner or equivalent is an excellent choice for rubber but any neutral clean will work.
4. Damp mop (ONLY do not flood) the surface until you have removed all visible dirt, sand, and grim.

For heavily soiled surfaces:

1. Remove all surface debris, grit, sand, and soil with a broom and vacuum with a high CFM vacuum. If the rubber floor is especially dirty it may be necessary to hand mop some of the worst areas before beginning.
2. Depending on the amount of soiling, it may be necessary to clean the surface using only a hand mop or it may require using a power buffer or auto scrubber.
3. When using a buffer or auto scrubber, use only a mild pad or a soft nylon brush. If using a buffer, wet the area and buff only a workable area that can be completely buffed and vacuumed within fifteen (15) minutes.
4. Do not let the cleaning solution stand on the rubber floor for longer periods of time.
5. After the area has been thoroughly buffed, pick-up the solution with a wet/dry vacuum and repeat if necessary. For extremely heavy soils or for restorative cleaning it may be necessary to repeat the process with a more aggressive black pad in order to remove the dirt.
6. Once the surface is satisfactorily cleaned, rinse the surface with clean water. This can be done with a hand mop or an auto scrubber.

All services performed under this Contract(s) shall be performed between the hours indicated for each individual location in the location requirements unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges shall be paid for any off-hour work.

The Contractor shall not commence work until a conference is held with each agency, at which representatives of the Contractor and the State are present. The conference shall be arranged by the requesting agency (State).

The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.

The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

The Contractor or their personnel shall not represent themselves as employees or agents of the State.

While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

Per Bid # 2087-18

All personnel shall observe all regulations or special restrictions in effect at the State Agency.

The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

If **sub-contractors** are to be utilized, please include information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.