

REQUEST FOR PROPOSALS

Janitorial Services
THIS IS NOT AN ORDER



Proposal Due Date
August 10, 2021, 2:00 p.m. CT

All questions relating to this Request For Proposal must be submitted in writing to:
Procurement Manager
201 West Washington Ave, Ste 700
Madison, Wisconsin 53703
procurement@wheda.com

Calendar of Events

July 26, 2021
July 29 and July 30, 2021, 9:00-11:00 a.m. CT
Contact Procurement@wheda.com if need different viewing date
August 3, 2021, 2:00 p.m. CT
August 10, 2021, 2:00 p.m. CT

RFP Issuance
Floor plan viewings; 201 East Washington Ave, 53703
1st Floor Main Conference Room off Lobby
Deadline for Submitting Written Questions
Proposal Due Date

On or About December 31, 2021

Expected Start Date

Proposer Name and Address (must be completed)

Check all boxes at left that apply below for minority-owned, disabled veteran-owned and woman-owned business designations for Proposer. For more information see <https://wisdp.wi.gov/>.

WISCONSIN DEPARTMENT OF ADMINISTRATION-CERTIFIED MINORITY-OWNED BUSINESS ENTERPRISE (MBE).

DOA-Certified MBE under Chapter 16, WI Statutes. Over 50% minority ownership and not DOA certified.

WISCONSIN DEPARTMENT OF ADMINISTRATION-CERTIFIED DISABLED VETERAN-OWNED BUSINESS (DVB).

DOA-Certified DVB under Chapter 16, WI Statutes. Over 50% disabled-veteran ownership and not DOA certified.

WISCONSIN DEPARTMENT OF ADMINISTRATION-CERTIFIED WOMAN-OWNED BUSINESS ENTERPRISE (WBE).

DOA-Certified WBE under Chapter 16, WI Statutes. Over 50%-woman ownership and not DOA certified.

ACKNOWLEDGEMENT OF ANY ADDENDA and/or REVISIONS: In signing this document, Proposer acknowledges and affirms that its Proposal complies with all terms, conditions and specifications of this RFP and any addenda, appendices, or revisions thereto. If awarded a contract, Proposer will comply with all terms of its Proposal and all terms, conditions and specifications of this RFP and any addenda or revisions thereto.

DEBARMENT AND SUSPENSION: In signing this document, Proposer acknowledges it has not been suspended, debarred, declared ineligible or voluntarily excluded from eligibility by any Federal department or agency.

NON-COLLUSION: In signing this document, Proposer certifies it has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is true and accurate.

Name of Authorized Company Representative (Type or Print)

Title

Date

Signature of Authorized Company Representative Named Above

Phone

Fax

Email

CHECKLIST FOR SUBMITTING A PROPOSAL

Understanding the Request for Proposals (RFP)

- Thoroughly read and review this RFP and all attachments, appendices, addenda, and/or revisions.
- Submit any written questions to the Procurement Manager by the deadline provided in the Calendar of Events.
- Know when and where the Proposal is to be delivered.

Completing Your Proposal

- Complete the narrative information required in Section 5 of the RFP.
- Complete the Cost Sheet provided with the RFP. Make sure your prices and calculations are accurate. Do not alter the format of the Cost Sheet.
- Complete the Vendor Information Form provided with the RFP.
- Complete the Vendor Reference Form provided with the RFP.
- Complete and sign the Request for Proposals sheet provided as the cover of this RFP package.
- This checklist is provided for the Proposer's convenience only and is not required to be submitted with the Proposal package.

Submitting Your Proposal

- Prepare an email to include the following attachments.
 1. **Signed Request for Proposals Sheet** (RFP cover page)
 2. **Proposer Information Form** (Attachment 1)
 3. **Proposer Reference Form** (Attachment 2)
 4. **Narrative Response** (see Section 5 for details)
- Prepare one original Cost Sheet (Attachment 3), clearly labeled "Cost Sheet", and attach the separate file of the Cost Sheet (Attachment 3) to the email.

If Your Proposal is Chosen for a Contract Award:

- Be prepared to provide any documents—such as certificates of insurance, licenses, credentials, or IRS Form W-9 (Request for Taxpayer Identification Number)—as required by the Authority.
- For Proposers using DOA-certified MBE or DOA-certified DVB subcontractors, related documents such as itemized invoices and service detail may be required.

1. INTRODUCTION

1.1. Scope

The purpose of this Request for Proposals (RFP) is to provide interested parties with information needed to prepare and submit a Proposal for the following

Comprehensive high quality janitorial services for the building currently being constructed 908 E Main Street, Madison, Wisconsin 53703 (the “**Facility**”).

The Authority intends to use the results of this process to award one contract to provide the services described in this RFP.

1.2. Wisconsin Housing and Economic Development Authority

The Wisconsin Housing and Economic Development Authority is a public body corporate and politic governed by Chapter 234 of the Wisconsin Statutes. The Authority is governed by a twelve-member Board of Directors. The Authority’s Executive Director, appointed by the Governor, acts as its Chief Executive Officer. The Authority offers financial products and services to Wisconsin citizens, housing developers, business owners and farmers for affordable housing and economic development opportunities.

As of June 20, 2020, the Authority had 155 employees, an operating budget of \$24.6 million, and 3.2 billion in assets. Revenues to finance its operating and capital budgets are derived primarily from interest earnings on loans, investments of assets, and administrative fees.

For more information about the Authority, including the Authority’s 2020 audited financial statements please visit www.wheda.com.

1.3. Definitions

Words and terms in this RFP shall be given their ordinary and usual meanings, and all meanings shall be applicable to the singular and plural forms of the words and terms. For the purposes of this RFP, the following words and terms shall have the meanings indicated:

- A. “**Authority**” means the Wisconsin Housing and Economic Development Authority.
- B. “**Calendar of Events**” means the official schedule of events, and deadlines shown on the cover page of this RFP.
- C. “**Contract**” means a contract entered into between the Authority and a successful Proposer resulting from the selection of its Proposal.
- D. “**Contractor**” means a Proposer that is awarded a Contract under this RFP.
- E. “**DVB**” means a Disabled Veteran-Owned Business (DVB) certified by the Department of Administration under Chapter 16, Wisconsin Statutes.
- F. “**Highest Scoring Proposer**” means the Proposer that meets the conditions and specifications of this RFP and whose Proposal receives the highest number of points through the evaluation process described in this RFP.
- G. “**Interested Proposer**” means any individual, company, corporation or other entity identified by the Procurement Manager as potentially interested in this RFP or that notifies the Procurement Manager of its interest in or intent to respond to this RFP.
- H. “**MBE**” means a Minority-Owned Business Enterprise (MBE) certified by the Department of Administration under Chapter 16, Wisconsin Statutes.
- I. “**Procurement Manager**” means the person who has been designated by the Authority to manage this RFP. All communications with the Procurement Manager shall be through electronic mail addressed to procurement@wheda.com.

- J. **“Proposal”** means the complete response from a Proposer, including all required documentation described in this RFP.
- K. **“Proposer”** means the individual, company, corporation or other entity that responds to this RFP.
- L. **“Request for Proposals” or “RFP”** means this document including appendices, addenda, revisions and/or attachments.
- M. **“WBE”** means a Woman-Owned Business Enterprise (WBE) certified by the Department of Administration under Chapter 16, Wisconsin Statutes.

2. CONTRACT INFORMATION

2.1. Contract Term

The Contract will be in effect for a period of three years commencing as stated in the Contract. The Contract may be renewed for two one-year periods by mutual consent. It is anticipated the services under this Contract shall commence on or about December 1, 2021, the anticipated construction completion date; commencement of the Contract shall begin on or about the date WHEDA takes occupancy of the building, as set forth in more detail in the Contract.

2.2 Terms and Conditions

In addition to the terms, conditions and specifications contained in this RFP, this RFP and any resulting Contract(s) shall be governed by the Authority’s Standard Terms and Conditions for Contractual Services (Attachment 4) (the **“Terms and Conditions”**), which includes the Authority’s Code of Ethics for Consultants and Travel Policy for Consultants. This RFP and the awarded Proposer’s Proposal may, at the Authority’s option, be incorporated into the Contract.

Proposers must accept the Terms and Conditions referenced above in their entirety or submit point-by-point exceptions along with proposed alternative or additional language for each exception. The Authority may reject a Proposal if it deems the proposed alternative or additional language to be unacceptable. Submission of the Proposer’s own terms and conditions as a substitute for language in the Terms and Conditions is not a sufficient response to this requirement and may result in rejection of the Proposal. Failure of a successful Proposer to accept the Authority’s Terms and Conditions as part of the contract or to propose alternative or additional language in its Proposal that is acceptable to the Authority, will result in cancellation of the award.

3. PROCEDURES AND INSTRUCTIONS

3.1. Reasonable Accommodations

Upon request, the Authority will provide reasonable accommodations, including the provision of informational material in an alternative format, for individuals with disabilities.

3.2. Proposal Contents and Delivery Requirements

Proposers shall submit

- A. A pdf file of its Proposal, excluding the Cost Sheet,
- B. A pdf file of its Cost Sheet,
- C. An excel file of its Cost Sheet,

by the Proposals Due Date in the Calendar of Events to
Procurement Manager
procurement@wheda.com

All emailed Proposals must include the following information as an email text message at the top of the email with the attached Proposal information.

- Proposer's name and address
- Request for Proposals title (See upper left-hand box of RFP cover page)
- Proposals due date (See upper left-hand box of RFP cover page and Calendar of Events)

All emailed Proposals must include the name of the RFQ in the Subject of the email and include the above-listed Proposals content.

Proposals must be received in the procurement email inbox indicated above on or before the date and time Proposals are due. Late Proposals will be rejected. Proposals sent to an email address different from that stated above will be rejected.

3.3. Calendar of Events

The Calendar of Events provides important dates and times by which actions related to this RFP shall be completed. In the event that the Authority finds it necessary to change any of these dates and times, it will provide written notification of such changes per Section 3.4, Communication with Proposers.

3.4. Communication with Proposers

In the event it becomes necessary to make changes to the Calendar of Events, provide additional clarifying data or information, revise any part of this RFP, or provide a record of questions and answers, the Procurement Manager will send written notification, electronically or in hard copy, to all Interested Proposers.

3.5. Format of Proposal

Proposers responding to this RFP must submit the following materials:

- A. Signed Request for Proposal Sheet:** The Proposal must include the signed Request for Proposal sheet provided as the cover of this RFP package. A Proposal submitted in response to this RFP must be signed by the person in the Proposer's organization who is responsible for decisions regarding prices offered in the Proposal or by a person who has been authorized in writing to act as agent for the person responsible for the decision on prices.
- B. Proposer Information Form** (Attachment 1)
- C. Proposer Reference Form** (Attachment 2)
- D. Cost Sheet** (Attachment 3): Provide the Cost Sheet as both a pdf and an excel file separate from the rest of the Proposal file package. All costs for furnishing the services requested under this RFQ must be included on the Cost Sheet. Please refer to Section 6, Cost, for information on Proposal pricing and price adjustments.
- E. Narrative Responses and Additional Information:** Please refer to Section 5 (Mandatory, General and Technical Requirements) and Section 7 (Additional Information Requirements).

The checklist included with this RFP is provided for the convenience of the Proposer. The Proposer is not required to submit the checklist with its Proposal package.

3.6. Multiple proposals

Multiple Proposals from a Proposer are permitted; however, each Proposal must conform fully to the requirements for Proposal submission. Each such Proposal shall be submitted separately and labeled as Proposal #1, Proposal #2, etc. on each page included in the response.

3.7. Questions

Questions concerning this RFP must be submitted in writing to the Procurement Manager via email sent to procurement@wheda.com on or before the Deadline for Submitting Written Questions provided in the Calendar of Events. Proposers are expected to raise any questions, exceptions or additions concerning the RFP (including the Terms and Conditions) prior to this deadline. If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this RFP, the Proposer must immediately notify the Procurement Manager via email sent to procurement@wheda.com and request clarification and/or modification of the RFP. All questions and answers will be provided to all Proposers in accordance with section 3.4, Communication with Proposers.

3.8. Incurring Costs

The Authority is not liable for any cost incurred by a Proposer related to responding to this RFP.

3.9. Contact with the Authority

From the date of issuance of this RFP until a Letter of Intent to Award a Contract is issued, all contacts with the Authority regarding this RFP shall be made only through the Procurement Manager. Any information provided by a source other than the Procurement Manager shall be deemed unofficial and nonbinding. Violation of this condition may be considered sufficient cause for rejection of a Proposal, irrespective of any other considerations.

3.10. News Releases

News releases pertaining to the RFP or to the acceptance, rejection or evaluation of Proposals shall not be made without the prior written approval of the Authority.

4. PROPOSAL ACCEPTANCE, VERIFICATION AND AWARD

4.1. Proposal Opening

Proposals will be opened on the Proposal due date and time specified in the Calendar of Events. Names of the Proposers will not be read aloud at the Proposal opening. The Proposal opening will be held at the following location:

WHEDA
201 West Washington Avenue, Suite 700
Madison, Wisconsin 53703

4.2. Proposal Review, Verification and Acceptance

The Authority shall review each Proposal to verify that it meets all specified requirements in this RFP. Proposals that do not comply with instructions contained in this RFP may be rejected by the Authority. The Authority reserves the right to waive a particular specification if no Proposer meets that specification. The Authority may request reports on a Proposer's financial stability. The Authority may reject a Proposal if the Proposer is determined to have inadequate financial means to provide the required service. The Authority retains the right to accept or reject any or all Proposals or accept or reject any part of a Proposal if doing so is in the best interest of the Authority. The Authority shall be the sole judge as to compliance with the instructions contained in this RFP. A Proposal shall be deemed to be firm for acceptance for ninety (90) days from date of the Proposals opening unless otherwise noted. A Proposer may not modify its Proposal after the Proposals opening except to correct minor omissions or miscalculations as directed in writing by the Procurement Manager.

4.3. Minority-Owned and Disabled Veteran-Owned Business Enterprises

Proposers will receive an additional 10 points on a 100-point scale if using a qualified DOA-certified MBE or a qualified DOA-certified DVB in a subcontractor role for at least 10% of the contracted work and fees or will receive an additional 15 points on a 100-point scale if the proposer is a qualified DOA-certified MBE or a qualified DOA-certified DVB and will be completing all work required under the RFP. All DOA-

certified MBEs and/or DOA-certified DVBs must be certified by the Department of Administration under Chapter 16 of the Wisconsin Statutes and listed under <https://wisdp.wi.gov/>. Qualified Proposers who have MBE and/or DVB DOA certification(s) are required to check the corresponding box(es) on the RFP cover page to be considered for a point preference. Proposers who hire a qualified DOA-certified MBE or a qualified DOA-certified DVB subcontractor are asked to specify this in their Proposal.

4.4. Proposal Scoring

Proposals shall be reviewed by an evaluation committee and scored against the stated criteria. The committee may review references, require oral interviews/presentations, and use the results of reference checks, interviews, and presentations in scoring the Proposals.

4.5. Evaluation Criteria

The Proposals shall be scored using the following criteria

A. Mandatory Requirements (Section 5.1)	n/a
B. Organization Capabilities (Section 5.2)	25
C. Staff Qualifications (Section 5.3)	20
D. Technical Requirements (Section 5.4)	25
E. Proposals Pricing (Section 6.1)	<u>30</u>
TOTAL	100

A Proposal must meet Mandatory Requirements and receive at least 40 points for Evaluation Criteria B, C and D prior to having the Cost Sheet scored. A Proposal that receives less than the required number of points for these sections shall be ineligible for further consideration.

Please see Section 4.3, Minority-Owned and Disabled Veteran-Owned Business Enterprises, for point preferences granted to qualified DOA-certified MBEs, to qualified DOA-certified DVBs and to Proposers who partner with qualified DOA-certified MBEs and qualified DOA-certified DVBs.

4.6. Best and Final Offer

The Authority shall compile the final scores (Organizational Capabilities, Staff Qualifications, Technical Requirements and Cost) for each Proposer. The award may be made in one of two ways:

- A. To the highest scoring responsive and responsible Proposer based upon original Proposals; or
- B. The highest scoring Proposer or Proposers may be requested to submit best and final offers. Best and final offers will be evaluated against the stated criteria, scored, and ranked. The award shall then be made to the highest scoring Proposer. However, a Proposer should not expect that the Authority will request a best and final offer.

4.7. Right to Reject Proposals and Negotiate Contract Terms

The Authority reserves the right to reject any and all Proposals. The Authority may negotiate the terms of the contract, including the award amount, with the selected Proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring Proposer, the Authority may negotiate a contract with the next highest scoring Proposer.

4.8. Notification of Intent to Award

All Proposers who respond to this RFP shall be notified in writing of the Authority's intent to award the contract as a result of this RFP.

5. MANDATORY, GENERAL AND TECHNICAL REQUIREMENTS

The Proposer must provide answers to all of the following information requests and questions.

5.1. Mandatory Requirements

The Bidder must be able to meet all of the below-listed requirements, and provide the level of service outlined therein, to be eligible for this Contract. Please comment on your ability to meet each requirement. While this category does not score any point value, these requirements are the standards that we require for the maintenance for our building.

Additionally, Regarding Staffing: **Vendors must provide WHEDA with the number of trained workers on site for each full shift on every regular weeknight.** Substitutes are to be trained to work in our facility, and this procedure must be in place at all times so that this facility is not impacted by lack of staffing. Vendors must state specifically that this will be put in place in their quote for services to WHEDA.

- **Work Outline:**
 - Included is a generic outline of work to be done. See attachment “J1”. This will be the minimum requirements.
 - Proposer must be able to meet all of the work requirements to successfully complete the required work consistently for the duration of the contract term or be responsible to pay for the completion of this work by a 3rd party if the need arises.
- **Equipment:**
 - Vendor will provide and maintain 3 vacuum cleaners of like specifications to Windsor Versamatic 18” dual motor upright vacuum machines.
 - Vendor will provide and maintain 1 of like specifications to Windsor Admiral pull style wet extractor with an upholstery tool attachment.
 - Vendor will provide and maintain 1 each wide area carpet vacuums any brand.
 - Vendor will provide and maintain 1 each wide area self-propelled wet extractor any brand.
 - Vendor will provide and maintain a professional spot removal kit.
 - No CFR or “continuous filter style” extractors will be permitted in the Facility at any time.
 - No treated dust cloths or devices that use static electricity to clean, will be permitted in the Facility at any time.
 - Currently the Authority does not require the use of a daily equipment check list, but we may put this requirement in place if there are equipment concerns. See attachment “J2”.
 - All equipment required to carry out the cleaning operations within the Scope of the RFP shall be provided by the contractor and shall meet the standards of applicable Federal Occupational Safety and Health Act and Stage of Wisconsin safety codes. Sustainable green cleaning equipment is preferred for use on this contract. Equipment shall remain on site and operative at the facility for the duration of the contract. In case of equipment breakdown, spares will be brought in immediately and repairs to normal equipment will be completed within 48 hours’ time frame.
 - The 1st floor cleaning closet will be the main equipment/staging room for the vendor. All floors have a cleaning closet with a slop sink. and with the Authority’ approval cleaning closets may be used for staging and storage.
 - Dilution Control Stations may be used but must comply with all applicable codes regarding their installation and ongoing use. This includes the back flow prevention devices for safety. All water connections must be quick couple disconnected each night prior to leaving the building to prevent after hours flooding by leaving the water turned on.

- **Traffic Pattern Program:**
 - Vendor will comply with traffic pattern program. This is a program that includes daily work to wet extract traffic pattern areas on all floors. This program includes the use of the vacuum machines. See attachment “J3”. This program is designed to help maintain the carpet and to maintain the Facility at a high standard of cleanliness. The Executive Suite on 5th floor will require detailed cleaning daily. See attachment “J1”. The executive suite is comprised of the main reception area, the Authority’s board room, the Authority’s Executive Directors office and the Executive Directors reception area immediately adjacent to the Executive Directors office.
- **Lock List Procedure:**
 - Vendor will comply with lock list program. This is a procedure that lists doors that are to be locked nightly, and the procedure to follow to secure the facility. Attachment “J4” will be provided.
 - The lock list procedure is required to be maintained in the daily logbook at all times.
- **Drain Maintenance Program:**
 - Vendor will comply with drain maintenance program. This is a program to treat and maintain drains in the facility. See attachment “J5”.
- **Supplies:**
 - The Authority has determined the specific supplies that will be used ongoing for paper products, liners, and hand soap. All chemicals and supplies will be provided by the Vendor utilizing products of their choice. See attachment “J6”
 - Vendor will provide ongoing supply ordering and stock/inventory control.
 - No acid containing chemical may contain any more than 10% acid by volume.
 - No alkaline containing products may be used on any areas except hard floor care. All glass cleaner and or hard surface cleaners will contain alcohol or isopropyl alcohol.
 - Vinegar may not be used in the facility at any time.
 - At all times, an update set of material safety data sheets (MSDS) must be maintained on site by the Vendor and at the beginning of the contract a complete set of MSDS must be provided to the Authority. When any chemical is brought into the facility an updated MSDS must be provided to the Authority.
 - The Authority supports the use of sustainable cleaning products, materials, and equipment. The Authority requires that whenever cleaners that meet Green Seal Certification are available for purchase, then these cleaners that meet Green Seal Certification will be used in the facility. It is imperative that cleaning products used do not damage the surfaces and finishes of the facility. The Authority shall have final approval of all equipment and supplies. The Authority may require discontinuance of any cleaner, chemical or equipment at any time for any reason.
- **Quality control/inspection forms:**
 - The Authority does not require ongoing regular inspections to maintain daily cleaning quality. The Authority staff interface daily with the facility and the cleaning crew through various methods including a “cleaning crew daily logbook”.
 - In the event that quality is a concern, the quality assurance inspection form will be used. See attachment “J7” This form will enable us to inspect the work and determine areas that are deficient and need work. In the event that this form is used, the monthly invoice may be reduced by the impact of this form. Each negative point will equal \$100.00 deduction on that month’s invoice up to a maximum of \$2,000.00/month.
 - Equipment check list. In the event that the equipment check list is put in use, it will be required daily. See attachment “J2”.

- **Communications:**
 - The Authority requires that the onsite crew leader be able to effectively communicate verbally and in writing with the crew that they run and with the Authority representative. This must be in place at all times. Vendor will provide backup services to accomplish this requirement without interruption in the event of absenteeism at all times. Crew leader can talk and write in all languages needed to accomplish the work daily. A logbook is required for daily communications on site. This will contain the different programs and lists that are in effect. Supervisory and cleaning staff shall follow all Facility work rules and all the specifications set forth in this RFP. Supervisory staff shall respond and resolve the Facilities management requests and tenant concerns promptly. Onsite Supervisor must be capable of both oral and written communications with the contractor's employees and the Authority's representative.
 - Onsite Supervisor or other designated managerial staff shall contact the facilities management daily to exchange contract information such as: schedule updates, tenant concerns, personnel changes, coordination of off hour contractors and any other updated information. Supervisor shall maintain a logbook record of daily concerns and activities, facility maintenance problems, security issues, breakage reports, personnel work information and other important non-emergency information that needs to be conveyed to the Facilities management. Supervisory staff shall immediately notify the facilities management of emergency situations including; fire alarms, major elevator problems, unauthorized people on site, water issues or damage, electrical problems, or any other serious damage to the facility or issues that arise.
 - Contractor shall notify the facilities management two weeks prior to a change in on-site supervisor or assistant supervisory staff. The contractor shall notify facilities management of the intended change and provide a job history or resume of the replacement for review and approval.
- **Trash Removal:**
 - Contractor shall facilitate the Authority's current waste recycling program. All work areas will be provided with separate waste containers and all recycled materials are commingled. Waste items shall be placed in the dumpsters located in the loading dock.
- **Lights:**
 - Contractor shall establish cleaning procedures and methods that include energy conservation measures for lighting. Only those lights necessary for cleaning in the areas where contractor's employees are working shall be illuminated. All lights shall be turned off upon completion of cleaning operations in the area. Lights in all areas shall be checked and turned off at the end of each shift, unless otherwise designated by facility management.
- **Security:**
 - Contractor shall be responsible for use of all keys and security access cards issued to the contractor or their employees. Under no circumstances shall contractor's employees admit unauthorized personnel to areas controlled by a key or access card. Such requests shall be referred to the facilities management staff. All doors shall be closed and locked according to the lock list procedure in all areas at all times. All areas shall be double checked at the end of the shift to verify the areas are secured as required. On occasion, certain areas which are normally open may be secured. Contractor must follow the lock list procedure provided by the Authority which details what doors are locked and secured when and how and by whom.
 - Contractor's staff shall not disturb papers or personal effects on desks, open drawers, or cabinets, use telephones, radio or television sets, or tamper with other personal or Authority property.
 - Contractor shall not duplicate any keys for the premises under any circumstances. Any lost keys or need for additional keys shall be promptly reported to or requested of

Facilities management. To avoid the possibility of tracing lost keys to the premises the contractor shall not put identification on any keys, replacement keys and or cards that are provided to the contractor for work at the Facility.

- **Parking:**
 - There is no provision for parking for normal work. All deliveries and shipping needs will be permitted to use the loading dock as need be. Any special cleaning work such as the bi-annual full building carpet extraction projects may be allowed loading dock use for parking upon request and approval from facilities management.
- **Inclement Weather:**
 - During winter facilities management will install additional floor mats to protect the flooring and provide additional safety to building occupants, to help give a clean look to the facility. Contractor shall clean, move, and store these mats as required during winter months. During the winter on every Friday the traffic pattern program will be modified to include extraction of the main lobby entrance on 1st floor and the elevator lobby area along with the rear hallway area. This is to remove salt and dirt during winter months only. Facilities management shall coordinate this change from summer work to winter work and back.
- **Uniforms:**
 - All contractor's employees shall be identified while on the premises with picture identification including their legal name, employee number (if applicable) and shirt, blouse, or smock, indicating the company name or logo in print large enough to be easily read.
- **Work Schedule:**
 - Work shall be performed daily. Monday through Friday between 5:30 pm and 3:00 am. Work schedule shall be established to meet the daily demands based on the work schedule of the Facilities occupants. In the event that the contractor has a personnel shortage working outside these hours is approved by notifying Facilities management.
- **Holidays:**
 - The Authority and other tenants of the facility are not required to be open for business on the following days:
 1. Martin Luther King Jr. Day
 2. January 1st
 3. Memorial Day
 4. Labor Day
 5. December 24th
 6. December 25th
 7. December 31st
 8. Thanksgiving Day
 9. July 4th
- **Employees:**
 - The Contractor shall utilize only workers that are skilled in the tasks to which they are assigned and can provide the highest quality of performance consistently on a daily basis. All contractor employees shall be required to comply with the work rules established for the Facility.
- **Responsible Contractor Policy:**
 - The Authority recognizes that proper maintenance and superior service requires that facility management and service contractors hire well trained and dedicated staff to service buildings. Assuring the availability of a qualified staff and avoiding labor disruption and costly employee turnover requires employer to pay fair and reasonable compensation, to treat workers fairly and to abide by applicable labor laws.

- **Reassignment of Employees:**
 - The Authority retains the right to require the reassignment of an employee or employees as the Authority may deem necessary. Reasons for this request may be, but are not limited to incompetence, carelessness, and disruptive or otherwise objectionable behavior. A contractor’s employee whose actions or performance are objectionable to the Authority shall be immediately transferred from the premises.
 - A request by the facility management to transfer an employee shall not constitute an order to discipline or discharge the employee. All actions taken by the contractor in regard to employee discipline shall be at the sole discretion of the contractor. The Authority shall be held harmless in any disputes the contractor may have with the contractor’s employees. This shall include but is not limited to charges of discrimination, harassment, and discharge without just cause.
- **Restrooms:**
 - All cleaning procedures shall be conducted with the use of an approved quaternary disinfectant cleaner. An approved soft – scrub product shall be used to remove embedded soil on porcelain fixtures. Descaling/acid cleaning shall be done on a weekly basis at a minimum to keep scale build up down. All acid products may contain no more than 10% acid by volume. The acid shall not come in contact with toilet seats or bright work without immediate removal to avoid injury or damage.
- **All other Areas:**
 - Wet cleaning procedures shall be conducted with an approved all-purpose nonionic detergent. Alkaline base cleaners will not be permitted on any surface other than hard floors. Glass cleaners shall be alcohol based, not alkaline based.
 - Unoccupied lease space – When these spaces become leased, cleaning of them will be your responsibility. Charges for cleaning these will commiserate with accepted lease.
 - Complete set up for Training room provided in daily communication log.
- **Carpet:**
 - Carpet maintenance shall follow manufacturers recommended procedures and adhere to the schedule of cleaning. See attachment “J3”
- **Reports and Schedules:**
 - Contractor shall provide reports and schedules as requested by the authority. Examples of types of reports and schedules that may be requested include equipment and cleaning supplies stocked at the facility and schedules for carpet maintenance and floor care.
- **Pandemic Cleaning Protocol:**
 - In the event extra cleaning is needed due to a pandemic, additional cleaning protocols will need to be put in place. Contractor shall provide in detail how it will clean and disinfect the facility after someone has tested positive.
- **Cleanable Square Footage**
 - 80,000 square feet, 16,000 per floor

5.2 Organizational Capabilities:

- Provide a brief description of the proposer’s history and organization.
- Describe the proposer’s experience providing janitorial services for similar buildings as outlined in this RFP. Proposer shall be in the business of providing janitorial services for buildings of similar size to the Facility and shall have done so for the past 3 years. In these buildings the Proposer shall have provided full service janitorial work of the type specified in this RFP.
- Please provide a list of all properties in the Madison area that your firm provides janitorial services for.

5.3 Staff Qualifications:

- Provide the names and resumes for each staff person who will be assigned to work directly with the Authority; each resume must include the qualifications, background, and experience of the staff person.
- Provide the process your firm uses to recruit cleaning staff. (Example- Background checking, drug testing, etc.)
- Describe the roles and responsibilities for each person who will provide service to the Authority under this RFP.
- Provide a list of any subcontractors (individual or organizational) that the Proposer intends to use and the services the subcontractor will provide under this RFP and state whether any of the subcontracting firms are qualified DOA-certified MBEs and/or qualified DOA-certified DVBS. Proposers are not required to use subcontractors. However, no subcontractor may be used without the Authority's written approval.

5.4 Technical Requirements.

- Describe the Proposer's experience
- Describe the methods and techniques that the proposer would use to provide janitorial services under this RFP
- Provide a detailed project work plan for providing janitorial services under this RFP to include the sequence of tasks to be performed and the times scheduled for performing the work.

6.0 Cost

6.1 Proposal Pricing

The Proposer must complete the Cost Sheet (Attachment 3) following the instructions provided on the Cost Sheet. Failure to submit pricing as instructed in the Cost Sheet shall result in rejection of the Qualifications. Include any payments to be made to any qualified DOA-certified MBE or DOA-certified DVB subcontractors performing work under this RFP in the Cost Sheet. Do not alter the format of the Cost Sheet.

6.2 Price Adjustments and Concerns

The Contractor may lower a price at any time due to general market conditions or other considerations. The Contractor may not request a price increase during the term of the Contract. As the vacant space become leased adjustments will need to be made as cleaning will need to be performed.

- Proposer must submit a monthly rate for the entire contract period. All costs outlined in proposal shall remain firm for the contract price. If the contract is renewed the contractor must hold the services rate during the renewal period or receive cost increases approval from the Authority in writing prior to increasing costs.
- Proposer shall provide the extra work hour rate in the space provided on the Cost sheet. (Attachment 3). Work not to be done on a routine or a regular schedule and not required under section 5 of this RFP shall be considered extra work. The type of work may be requested by Facilities management. Extra work and project cleaning shall be performed at the extra hourly work rate and shall only be reimbursable when the work is approved prior to being performed. The number of hours and the schedule required to accomplish the requested tasks shall be determined by the Authority in consultation with the contractor. The cost of special equipment material and supplies shall be separately negotiated, if not provided by the Authority.
- The monthly cost proposal for the facility shall be total cost for furnishing all services and supplies and equipment in accordance with the terms and conditions of this RFP. No additional costs shall be allowed.
- Contractor shall invoice the Authority monthly for services rendered under the provisions of

- this Contract. Extra work or project cleaning shall be itemized, including the date of service, the service provided, the number of hours and number of employees on the invoice.
- The contractor shall be placed on probation when cleaning performance at the Facility is deemed unacceptable for 1 week of this contract as determined by the Authority. The probationary period shall be for 30 to 60 days. The contractor's failure to maintain overall cleaning performance at the required standards during the probation may result in contract cancellation. The exact date of contract cancellation shall be determined by the Authority.
 - Continued service performance in lieu of contract cancellation, in the event that the Authority cancels the contract for just cause, the contractor will be responsible for all costs associated with maintaining ongoing daily cleaning services as outlined in the contract, until such time as a new Contractor can be installed.

7.0 ADDITIONAL INFORMATION REQUIREMENTS

7.1 Please refer to Sections 5.1, 5.2 and 5.3 for listings of additional documentation that must be submitted with the Proposal.

CLEANING SCHEDULE & MINIMUM STANDARDS

Cleaning Schedule & Minimum Standards

LOBBY/ENTRYWAYS	
Daily	<ul style="list-style-type: none"> • Clean glass doors and all glass surfaces to 7' height. • Damp wipe metal surfaces. • Empty and damp wipe waste containers. • Wipe off all door panels to remove handprints and foot marks. • Dust all furniture and fixtures. • Dust mop resilient/hard floors. • Remove stains from carpet. • Vacuum walk off mats. • Pick up walk-off mats, clean floor, replace and vacuum walk-off mats (November-April). • Lock doors per provided "Lock List" as requested. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth. • Cleaning of lobby floor (process to be agreed upon by cleaning company & WHEDA)
Weekly	<ul style="list-style-type: none"> • Clean high glass above 7 feet. • Dust baseboards, flat surfaces and remove cobwebs. • Damp mop hard/resilient floors. • Dust all wall fixtures, pictures, and furniture. • Extract walk-off mats (November-April). • Concentrating cleaning on hard floors on Fridays.
Monthly Standards	<ul style="list-style-type: none"> • Clean all walk-off mat sections – scrub or extract. <ol style="list-style-type: none"> 1. Mats, carpets, and hard floors shall be free of spots, stains, gum, dirt, and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall be free of dust, soil, and cleaner residue. 2. Glass and metal surfaces shall appear streak-free, film-free, and uniformly clean, to include the elimination of dust and soil from sills, ledges, and heat registers. Exterior door glass and side light are to be cleaned. 3. Corners and thresholds shall be free of dust, dirt, debris, and finish build-up. These areas shall appear visibly and uniformly clean, to include the elimination of cleaner residue and dried slurry. 4. Floors and cove bases shall be free of dust, dried soil, gum, spots, stains, and debris. Floors shall appear visibly and uniformly clean, to include the elimination of dust streaks, lint, standing water, cleaner residue, and film. 5. Walls and fixtures shall be free of dust and dirt without causing damage. Surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue.
FLOORING	
Daily	<ul style="list-style-type: none"> • Spot cleaning carpeting of one floor daily, to include removing stains on carpeted areas of the floor using a professional spot removal kit or other equipment as needed. • Traffic pattern work on carpeting of one floor daily, to include wet floor extraction of high traffic pattern areas and the use of carpet drying fans to dry the carpet overnight. A floor plan designating high traffic area will be provided. • Wall-to-wall vacuuming carpeting of one floor per night, to include edge vacuuming on the scheduled floor, and precedes the traffic pattern work to prepare the floor prior to cleaning.
Annually	<ul style="list-style-type: none"> • Annual full building wet carpet extraction.

CORRIDORS	
Daily	<ul style="list-style-type: none"> • Clean and polish drinking fountains. • Dust mop hard/resilient floors. • Wipe off all door panels to remove handprints and foot marks. • Damp wipes all flat surfaces. • Spot clean walls and doors. • Remove stains from carpet. • Vacuum carpet. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth.
Weekly	<ul style="list-style-type: none"> • Spot clean walls. • Dust baseboards. • Damp mop hard/resilient floors. • Dust all wall fixtures. • De-lime water fountains.
Monthly	<ul style="list-style-type: none"> • Dust all walls. • Damp wipe fire extinguisher surfaces.
Standards	<ol style="list-style-type: none"> 1. Floors and cove bases shall be free of dust, dirt, gum, spots, stains, and debris. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded dirt and foreign objects. 2. Walls and fixtures shall be free of dust, dirt, spots, and stains without causing damage. These surfaces shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust, streaks, lint, standing water, residue, and film. 3. Water fountains shall be free of dust, dirt, scale, and water spots without causing damage. Bright work shall be disinfected and polished to a streak-free shine. Water fountains shall appear visibly and uniformly clean, to include the elimination of film and cleaner residue.

ELEVATORS	
Daily	<ul style="list-style-type: none"> • Damp wipe interior and exterior surfaces including buttons. • Clean and polish interior and exterior bright metal surfaces. • Ensure flooring is lint, dust, and stain free. • Dust mop and damp mop hard/resilient floors. • Clean tracks.
Standards	<ol style="list-style-type: none"> 1. Tracks shall be free of dirt and debris and appear visibly clean. This shall include the elimination of standing water from wet cleaning procedures. 2. Lights shall be free of dust, soil, and stains without causing damage. Diffusers shall remain in proper position and be free of streaks, film and be uniformly clean. 3. Walls and doors shall be free of dust, dirt, spots, and stains without causing damage. They shall appear streak-free, film-free, and uniformly clean. Bright metal surfaces shall be polished to a high shine. This shall include the elimination of polish residue and film. Handprints and fingerprints are to be removed daily. 4. Floors, carpet, and cove bases shall be free of dust, dirt, gum, spots, stains, and debris. Floors, carpet, and cove bases shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded dirt, and foreign objects.

RESTROOMS	
Daily	<ul style="list-style-type: none"> • Empty and damp wipe/disinfect waste containers. • Replace can liners. • Refill and damp wipe/disinfect dispensers. • Damp wipe/disinfect sinks. • Clean/disinfect urinals, toilets, and seats. • Damp clean mirrors, fixtures, and furnishings.

Weekly Monthly Quarterly Semi-Annually Standards	<ul style="list-style-type: none"> • Spot clean walls, entry/exit doors and dust louvers. • Spot clean push plates and polish dry. • Sweep floor. • Wet mop/disinfect floor using double mopping method. • Damp wipe/disinfect all bright work and polish dry. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth.
	<ul style="list-style-type: none"> • Acid clean/de-scale inside of urinals and toilet bowls. • Wash and disinfect waste containers. • Damp wipe metal partitions, ceramic tile walls, entry/exit doors, louvers, handles, push, and kick plates and polish dry.
	<ul style="list-style-type: none"> • Wash all walls, partitions, entry/exit doors and louvers.
	<ul style="list-style-type: none"> • Scrub hard floors during the months of December/January, March/April, June/July, and September/October.
	<ul style="list-style-type: none"> • Wash ceilings, as directed.
<p><u>Special Note:</u> Maintaining a sanitary restroom environment that minimizes the possibility of cross-infection is a high priority of the Authority. Sanitation levels shall be closely monitored by inspection, and by approved testing methods. This includes, but is not limited to, testing the PH-factor of restroom surfaces, using quaternary-check paper to test the effectiveness of cleaning solutions, and black light testing.</p> <ol style="list-style-type: none"> 1. Dispensers shall be free of dust, dirt, and bacteria without causing damage. These surfaces shall appear visibly and uniformly clean and disinfected. This shall include the elimination of film, streaks, and cleaner residue. Dispensers shall be refilled daily with proper expendable supply item. 2. Hardware shall be free of dust, soil, bacteria, and scale without causing damage. Bright work shall appear visibly and uniformly clean, disinfected, and polished to a streak-free shine. This shall include the elimination of polish residue. 3. Sinks shall be free of dust, bacteria, dirt, cleaner residue, and film without causing damage. They shall appear visibly and uniformly clean and polished dry. This shall include the elimination of streaks, embedded dirt, and film and water spots. 4. Mirrors shall be free of dust and dirt. Mirrors and surrounding metal framework shall appear streak-free, film-free, and uniformly clean. 5. Toilets, urinals, and toilet seats shall be free of dust, bacteria, dirt, organic matter, cleaning residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected, and polished dry, to include the elimination of streaks and film and residue cleaner. 6. Waste containers' content shall be removed from waste containers and liners should be replaced as needed. Inside and outside of container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food stuff and the presence of offensive odors emitting from the container. 7. Floors, carpet, and baseboards shall be free of dust, dirt, gum, spots, stains, and debris. Hard/resilient floors shall have multiple coats of slip-resistant seal and finish applied that result in a consistent high-shine. This shall include the elimination of dust, streaks, lint, standing water, cleaner residue, embedded dirt, and foreign objects. 8. Glass shall be free of dust and soil without causing damage. This also applies to adjoining sills, blinds, and framework. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, film, and cleaner residue. No alkaline-based chemicals permitted. 	
OFFICES & CONFERENCE, TRAINING, COMPUTER, & MAIL ROOMS	
Daily	<ul style="list-style-type: none"> • Empty waste containers. • Replace can liners (non-recyclable containers). • Wipe off all door panels to remove handprints and foot marks. • Dust all furniture.

Weekly	<ul style="list-style-type: none"> • Dust equipment (exclude computer room). • Dust accessible windowsills. • Dust and damp wipe desk upon request or when desk are cleared. • Damp wipe telephones. • Wash chalkboards and whiteboards when no information remains. • Arrange furniture in proper locations. • Spot clean doors. • Spot clean interior office sidelights. • Spot clean walls. • Dust mop hard/resilient floors. • Damp mop hard/resilient floors. • Vacuum carpet. • Remove stains in carpet as they occur. • Set up conference rooms as detailed in logbook • Detailed cleaning of executive suite on 5th floor. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth.
	<ul style="list-style-type: none"> • Damp wipe waste containers. • Damp wipe furniture and pedestals of fabric partitions. • Damp wipe interior doors. • Clean glass panels. • Damp wipe metal and vinyl surfaces on partitions. • Dust air distribution units and door grilles. • Edge-vacuum carpet. • Damp wipe accessible windowsills. • Damp wipe surface of conference room and computer training room tables.
	<ul style="list-style-type: none"> • Dust all walls. • Dust all window blinds. • Clean walls extensively. • Damp wipe air distribution units and return grilles. • Damp wipe accessible windowsills. • Vacuum interior office blinds. • Damp wipe frames and trim of doors. • Vacuum upholstered furniture. • Wash furniture, as requested.
Monthly	
Standards	

Executive Suite on 5th Floor	
Daily	<ul style="list-style-type: none"> • Wall-to-wall vacuuming. • Clean all flat surfaces and blinds. • Dust all flat surfaces and blinds. • Spot removal. • Clean all glass thoroughly. • Wipe off all door panels to remove handprints and foot marks. • Clean all hard surface flooring. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth.
Weekly	<ul style="list-style-type: none"> • Traffic pattern work. • Damp wipe waste containers. • Damp wipe furniture and pedestals of fabric partitions. • Damp wipe interior doors. • Clean glass panels. • Damp wipe metal and vinyl surfaces on partitions.

Standards	<ul style="list-style-type: none"> • Dust air distribution units and door grilles. • Edge-vacuum carpet. • Damp wipe accessible windowsills.

CAFETERIA/SNACK AREA	
Daily	<ul style="list-style-type: none"> • Empty waste containers. • Damp wipe waste containers. • Wash waste containers as needed. • Replace can liners. • Clean/disinfect counters. • Damp wipe tables and chairs. • Damp wipe vending machines. • Dust mop hard/resilient floors. • Damp mop hard/resilient floors. • Damp wipe ledges and sills. • Vacuum carpet. • Remove spots and stains on carpet. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth.
Weekly	<ul style="list-style-type: none"> • Move tables and edge clean floor. • Wash all tables and chairs, completely. • Wash vending machines. • Wash counters and planters. • Wash and disinfect waste containers. • Extract traffic lanes.
Monthly	<ul style="list-style-type: none"> • Wash all walls.
Quarterly	<ul style="list-style-type: none"> • Scrub hard resilient floors during the months of January, April, July, and October.
Standards	

STAIRWAYS	
Daily	<ul style="list-style-type: none"> • Sweep stairs and landings in Stair 1 and Stair 2. • Spot clean doors. • Damp wipe railings. • Spot clean walls. • All light switches, door push plates, doorknobs and door handles should be cleaned and disinfected as the last task of the shift with a clean cloth.
Weekly	<ul style="list-style-type: none"> • Damp mop steps and landings. • Dust light fixtures. • Damp wipe doors.
Monthly	<ul style="list-style-type: none"> • Damp mop steps and landings in Stair 1 and Stair 2. • Dust all walls. • Spot clean walls extensively. • Wash doors.
Standards	<ol style="list-style-type: none"> 1. Rails and walls shall be free of dust, dirt, and debris without causing damage. Bright work shall be disinfected and polished to a streak-free shine. 2. Steps and landing shall be free of dust, dirt, gum, stains, and debris. This shall include risers and cove bases. These surfaces shall appear uniformly smooth and clean without leaving dust, streaks, lint, standing water, cleaner residue, or film.

JANITORIAL STOREROOM/UTILITY SINK CLOSETS/VACANT SPACE	
Daily	<ul style="list-style-type: none"> • Sweep and damp mop hard floors. • Clean utility sinks. • Stock and organize supplies on shelves, cart and/or cabinets. • Spot clean doors. • Spot clean walls. • Wash walls as needed. • Clean equipment after use and return to designated location. • Remove spots and stains on carpet.
Monthly Standards	<ul style="list-style-type: none"> • Sweep dead storage areas and vacant areas, as directed. <ol style="list-style-type: none"> 1. Shelves shall be free of dust and dirt. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized and stored neatly on shelves. 2. Janitor carts shall be free of dust and dirt. They shall appear visibly and uniformly clean. Supplies and equipment stored on janitor carts shall also be free of dust and dirt and organized neatly. 3. Walls shall be free of dust and dirt without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue. 4. Utility sinks shall be free of dust, dirt, gum, spots, stains, and debris. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, embedded dirt, film, and water spots. Bright work shall be cleaned, de-scaled and polished. 5. Floors shall be free of dust, dirt, gum, spots, stains, and debris. Hard/resilient floors shall have multiple coats of slip resistant seal and finish applied which results in a consistent high shine. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

BUILDING EXTERIOR/INCLUDING 5TH FLOOR PATIO	
Daily	<ul style="list-style-type: none"> • Empty trash receptacles at entrance and back patio of building. • Clean patio tables and benches. • During summer months, bring in umbrellas nightly
Weekly	<ol style="list-style-type: none"> 1. Sweep hard floors.

UNOCCUPIED LEASED SPACE	
Weekly	<ul style="list-style-type: none"> • Acid clean/de-scale inside of urinals and toilet bowls. • Wash and disinfect waste containers. • Damp wipe metal partitions, ceramic tile walls, entry/exit doors, louvers, handles, push, and kick plates and polish dry. • Spot clean floor area in elevator lobby • Dust elevator lobby area
Monthly Standards	<ul style="list-style-type: none"> • Sweep dead storage areas and vacant areas, as directed. <ol style="list-style-type: none"> 1. Shelves shall be free of dust and dirt. They shall appear visibly and uniformly clean. Supplies and equipment shall be stocked and organized and stored neatly on shelves. 2. Janitor carts shall be free of dust and dirt. They shall appear visibly and uniformly clean. Supplies and equipment stored on janitor carts shall also be free of dust and dirt and organized neatly. 3. Walls shall be free of dust and dirt without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and cleaner residue. 4. Utility sinks shall be free of dust, dirt, gum, spots, stains, and debris. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, embedded dirt, film, and water spots. Bright work shall be cleaned, de-scaled and polished. 5. Floors shall be free of dust, dirt, gum, spots, stains, and debris. Hard/resilient floors shall have multiple coats of slip resistant seal and finish applied which results in a consistent high shine. Floors shall appear visibly and uniformly smooth and clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, and film.

EVENT OF A PANDEMIC	
Daily	<ul style="list-style-type: none">Follow CDC cleaning protocol and other guidance agreed upon by WHEDA and Vendor