

MIAMI COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES

REQUEST FOR MAINTENANCE/CLEANING SERVICES

The Miami County Department of Job and Family Services (MCDJFS) is seeking quotes to provide ongoing maintenance/cleaning services for the agency. Attached is a schedule for the services requested and a Miami County Job & Family Services Standards of Performance.

Services for maintenance/cleaning will begin **October 01, 2021 and end September 30, 2022 with two additional one-year terms based upon satisfactory performance.** Appointment to view building to better assist in establishing quotes is required. Questions concerning this request must be presented in writing only to bonita.vangorden@jfs.ohio.gov by July 30, 2021. Questions and answers will be submitted to all interested parties.

Contact Holli Davidhizar 937- 573-2432 to schedule an appointment to view the building.

If interested in providing a quote for these services, submission of quote, including the cost of services, completion of the attached schedule for the services requested and JFS performance standards form, must be received no later than **August 6, 2021.** Faxes will not be accepted. Proposals must be addressed to:

Bonita VanGorden
Miami County Department of Job and Family Services
2040 North County Road 25A
Troy, Ohio 45373
OR:
Email to: bonita.vangorden@jfs.ohio.gov

The MCDJFS reserves the right to reject any and all bids, in whole or in part, received in response to this request.

**Miami County DJFS
2040 N. County Road 25A
Troy, OH 45373**

Cleaning Frequency:

Cleaning frequency Monday/Wednesday/Friday
(excluding 11 county holidays as listed in the Miami County Standards of Performance attachment) between the hours of 5:00PM and 6:00AM

Cleaning Duties:

Daily

1. Clean all restrooms (toilets, sinks, mirrors)
2. Refill all dispensers (soap, paper)
3. Empty regular and recycling trash cans (includes kitchen area and conference rooms)
4. Vacuum lobbies, main hallways and walk-off mats by doors
5. Clean drinking fountains

Twice Weekly

1. Sweep and mop tile floors (restrooms, back entry, lunchroom)
2. Clean entrance doors

Weekly

1. Dust offices, partitions, sills, baseboards
2. Vacuum completely
3. Wipe off table and chairs in Job Center and Main lobbies
4. Wipe down walls and stalls in restrooms
5. Empty trash cans outside by entry doors

Monthly

1. High dust (top of door frames, filing cabinets, etc.)

Quarterly

1. Vacuum or wipe window blinds

As Needed

1. Inform Business Office when supplies purchased by agency are low
2. Organize and stock supplies
3. Clean mechanical room
4. Dust and wipe off everything in empty offices
5. Clean mats at entry door
6. Sweep front and back walks
7. Pick up trash in parking lot and front landscaping area

Miami County Job & Family Services Quote (2040 N. County Rd. 25-A Troy, OH) W. Main St., Troy, OH)

Company Name _____

Representative Name _____ Date _____

Monthly price for service as requested \$ _____/Month

Please note any price increases we can expect for contract years two and three:

Dollars or percentage _____ / Month for year two

Dollars or percentage _____/Month for year three

*Please review the Miami County Standards of Performance document for further details. The document includes expectations, contract terms and other important information that may impact your company's quote. All information contained in this and the supplemental standards of performance document comprise the county request for quote packet.

Note: Miami County Job & Family Services requires you to return your price(s) with each page of the quote request and standards of performance/terms document dated and the authorized representative name & initials on each page to be considered a complete quote. Failure to return all pages as requested will result in a "no quote" being recorded for your firm.

Company Name _____ Rep Initials/Date _____

Rep Name _____

Miami County JFS Standards of Performance

I. STANDARDS OF PERFORMANCE

These standards are an outline of general expectations of cleanliness, but are not meant to replace or supersede the latest industry standards or materials and equipment manufacturers' recommendations.

Each of the Contractor's Employee's shall be equipped with the necessary equipment to carry out the proper performance of the cleaning as specified. This equipment shall be available and in possession of the Contractor's Employee's at all times while carrying out their duties.

Service Level (Acceptable Quality): The level of services as outlined in these Specifications shall consistently be maintained. During the agreement period, the Custodial Supervisor will conduct monthly inspections of the facilities. The inspections are based on standards for commercial facilities within the maintenance industry.

Damp Mopping: Damp mopping requires the use of cotton or similar yarn type string mops that can be mechanically wrung/squeezed to remove excess solution for purposes of removing light soil, dirt, liquid or other foreign material from a floor.

- **Standard:** A damp mopped floor shall be free of all dirt, debris soil, liquids or other foreign material. All splash marks/spots on walls and furniture/fixtures shall be removed before completion of the damp mopping task. All items moved to accomplish this task shall be returned to their original positions.

Disinfecting: The application of a germicidal solution to surfaces that kills or neutralizes 99.9% of the material containing or supporting the growth of bacteria or viral organisms.

- **Standard:** Surfaces shall be kept free of material containing living bacteria, viruses, or other contaminations that are capable of causing infections.

Dusting: The contractor will provide dusting services up to a height of twenty (20) feet, this includes dust, dirt, cobwebs, and debris.

- **Standard:** Items shall be free of any laden airborne materials, streaks, smudges, and cobwebs. Laden airborne matter shall be removed by either mechanical, chemical, or manual means. Devices, which merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task shall be returned to their original position.

Company Name _____ Rep Initials/Date _____

Rep Name _____

Entrance Glass: Cleaning of glass is cleaning the inside and outside glass surfaces and the surrounding boundary of the applicable entrance area.

- **Standard:** Glass shall be free of streaks, smudges, fingerprints, etc. Surfaces surrounding the entrance shall be free of dirt, dust, fingerprints, and have a clean appearance.

Entrance Mats: Carpet mats shall be vacuumed with a commercial vacuum before spot cleaning. Entrance mats made of rubber or polyester shall be swept, shaken, vacuumed or washed. Entrance mats shall be lifted, moved to remove soil and moisture underneath, and replaced.

- **Standard:** There shall be no dirt left on surfaces.

Fixtures: Cleaning of restroom & kitchen fixtures and fountains require the removal of dust, dirt, debris, spots, stains, and smears from sinks, slop sinks, toilets, urinals, and fountains with a germicidal solution.

- **Standard:** Fixtures will be disinfected and there shall be no dust, dirt, spots or debris on the fixtures.

Furniture: Cleaning of furniture and tables requires dusting and/or damp wiping.

- **Standard:** Surfaces are to be free of dirt, dust, debris, marks, and film.

Window Blinds: Vacuum or dust window blinds as requested includes the removal of all dust, dirt, cobwebs and debris.

- **Standard:** Surfaces are to be free of dirt, dust, debris, and cobwebs.

Hallways & Public Areas: This includes picking up paper, trash, empty bottles, containers, and other discarded materials.

- **Standard:** Area(s) being policed shall be free of debris. Area(s) shall present an overall clean appearance.

Receptacles and Cleaning: Cleaning and disinfecting receptacles is defined as wiping or washing containers with a germicidal solution and replacing plastic liners.

- **Standard:** Receptacles shall be considered properly cleaned when both the inside and outside are clean, free of stains, dried refuse and odors, and a plastic liner replaced, if necessary.

Company Name _____ Rep Initials/Date _____

Rep Name _____

Restrooms: Cleaning of restrooms requires the removal of trash, cleaning of floors, fixtures, urinals, toilets, receptacles, faucets, handles, dispensers, walls, partition stalls, and doors with a germicidal solution. All glass, chrome, and stainless-steel surfaces shall be cleaned and buffed to a shine.

- **Standard:** Restrooms shall be considered properly cleaned when floors are mopped and fixtures, urinals, toilets, waste receptacles, wash basins, faucets, handles, dispensers, partition stalls, and doors are cleaned with a germicidal solution. All glass, chrome, and stainless-steel surfaces shall be cleaned and buffed to a shine, waste receptacles emptied, and dispensers refilled.

Sweeping or Dust Mopping: Sweeping/dust mopping requires the removal of loose dirt, dust, debris, and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

- **Standard:** A swept area shall be free of all loose dirt, grit, lint, dust, debris, or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt shall be returned to their original location.

Trash/Waste Removal: Trash/waste removal requires the collection of all materials, which have been placed into appropriate containers, and taken to a specified site for disposal.

- **Standard:** All trash/waste and soiled liners shall be removed from all trash/waste containers, and a new trash/waste liner shall be fitted into all such containers.

Vacuuuming: Vacuuming requires the mechanical removal of loose dust, dirt, soil, debris, and other foreign material from carpeted floors and other items (e.g. couches, chairs, walls, curtains/drapes), which require this method of cleaning.

- **Standard:** There shall be no evidence of any dust or dirt or any other loose foreign material. Materials shall be left in a lint free state. All items moved during this process shall be returned to their original positions.

PLEASE NOTE: The selected vendor will provide all cleaning equipment and supplies (chemical products must have MSDS documentation provided for the county files) except as noted below (*the county shall not be liable for damage or loss to vendor equipment*):

Miami County JFS will provide the following supplies:

- **Trash Bags**
- **Toilet Paper**
- **Paper Towels**
- **Seat Covers**
- **Feminine Products**
- **Hand Soap**
- **Urinal Screens**
- **Air Freshener**

Company Name _____ Rep Initials/Date _____

Rep Name _____

II. DEFINITIONS

SITE VISITATION: The Contractor shall visit and inspect the site before submitting his/her bid. By submitting his/her bid, the Contractor acknowledges that he/she has satisfied him/herself as to the nature and location of the work.

CHANGES/CANCELLATIONS: Should any changes in the Scope of Work and/or specifications be required, the Contractor shall refer same to the Miami County JFS Supervisor in writing for approval before work which deviates from the original requirements is started. In event of disagreement on the necessity of such changes, the county's decision shall be final. Miami County JFS will initially award a term of 12 months to the selected vendor with two additional one-year terms based upon satisfactory performance.

CHANGE ORDERS: A Change Order Agreement shall be executed and filed with Miami County JFS for all changes and/or additional work or materials in excess of the requirements covered in specifications.

Miami County Holidays	Date to be Observed
New Year's Day	January 1
M.L. King, Jr. Birthday	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19 th
Independence Day	July 4th
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veteran's Day	November 11
Thanksgiving Day	4th Thursday in November
Day after Thanksgiving	4th Friday in November
Christmas Day	December 25

INSPECTION(S): Contractor's Supervisor(s) will do regular quality inspections of the contractor's workforce and provide the JFS Supervisor any documentation related to these inspections. Inspections should be no less than quarterly.

II. CHARACTER OF SUPERVISORS AND WORKERS

The Contractor shall at all times employ sufficient skilled labor in accordance with Federal, State, and Local labor laws; and the proper equipment for completing the required tasks in the manner and time required by the agreement.

All equipment that is to be used shall be of sufficient size and in such mechanical condition as to produce a satisfactory quality of work.

Company Name _____ Rep Initials/Date _____

Rep Name _____

Any person employed by the Contractor who, in the opinion of the JFS Supervisor who, does not perform their work in a proper manner or is intemperate or disorderly shall, at the written request of the JFS Supervisor, be removed from the work site by the Contractor and shall not be employed again in any portion of the work without the approval of the JFS Supervisor.

Job & Family Services access will be provided using a county issued swipe card badge. Any keys to interior spaces will be maintained within the building in question and not be authorized to remove from the building.

Should the Contractor fail to remove such person as required above, or fail to furnish suitable and sufficient personnel for the proper execution of the work, Miami County JFS may suspend the work by written notice until such orders by Miami County JFS are followed by the Contractor. Should the Contractor fail to honor the request within 7 days the cleaning agreement can be cancelled by written notice for a failure to perform.

The County requires background checks on all contractor laborers.

The County believes minimizing workforce changes by the Contractor within the facilities provides for better quality, reliability and service. Miami County JFS will provide the first 6 background checks for the Contractor on an annual basis. *Background checks in excess of the annual allowance will be charged at \$25 per check and will be credited to the County's monthly invoice in the month following the occurrence(s).*

The Contractor will supervise and direct all work.

The Contractor will be solely responsible for the means, methods, and safety practices of the employees, subcontractors, techniques, sequences, and procedures when performing work.

The contractor will provide proof of insurance and workers' compensation coverage.

The Contractor shall hold the County harmless from damages or claims for compensation that may occur in the enforcement of this section.