



CITY OF LEWES
CY 2021 – CY 2023
FY 2022 – FY 2024
PROFESSIONAL CLEANING SERVICES
CONTRACT SPECIFICATIONS

BACKGROUND

The City of Lewes mission is to provide high-quality, professional municipal services that respects the community, honors the history, and enhances the beauty of the City. Employees work to cultivate an environment of public service excellence.

The City owns and maintains several public buildings that house employee offices and breakrooms, public bathrooms, police department offices and detention areas, public beach bath houses, and public meeting spaces. These areas must be cleaned and disinfected on a regular schedule based upon season, usage, and employee work schedules to reduce the spread of germs and to provide a safe and healthy environment for employees and visitors who use the public buildings. To this end, the City of Lewes is requesting bids for a janitorial provider to provide cleaning services for City buildings.

SCOPE OF SERVICE

The janitorial service contract provider shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the janitorial (housekeeping) services as described in the specifications detailed herein. The required result is to maintain the facilities in such a manner as to provide a clean, healthy and safe work environment for occupants of City owned buildings.

MANDATORY INSURANCE REQUIREMENTS

A. The Contractor shall provide a Certificate of Insurance and/or copies of insurance policies for the following:

1. As a part of the agreement requirements, the contractor must obtain at its own cost and expense and keep in force and effect during the term of this agreement, including all extensions, the minimum coverage limits of \$1,000,000.00 per person/\$3,000,000 per occurrence with a carrier satisfactory to the State. All contractors must carry Comprehensive General Liability and Workman's Compensation, and have the City of Lewes listed as an additional insured.
2. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.
3. Forty-five (45) days written notice of cancellation or material change of any policies is required.

The Contractor shall indemnify and hold harmless the City of Lewes, its officers, employees and agents from and against any and all claims, losses, liabilities, damages, demands and actions, including payment of reasonable attorney's fees, arising out of or resulting from the performance of the service provided pursuant to the Cleaning Contract. Annually, contractor will submit to the

City a certificate of insurance showing the minimum criteria, as well as, **naming the City of Lewes as an additional insured.**

The Contractor shall have notices of insurance cancellation sent directly to the City of Lewes, Attn: City Manager, PO Box 227, Lewes DE 19958.

BILLING

The successful contractor is required to submit a monthly detailed bill to City of Lewes Accounts Payable. The bill will list each location and under each location the date it was serviced. The bill will also include contact and where payment is to be submitted.

PAYMENT

The City will authorize and process payment invoices within thirty (30) days after the date of receipt of a correct invoice. The contractor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the City's option, without imposing any additional fees, costs or conditions.

CONTRACTOR QUALIFICATIONS

- A. The Contractor shall provide evidence and work-related references concerning experience and financial ability to properly perform the contract as assigned.
- B. The Contractor shall have adequate operational resources and plans to successfully fulfill all contract requirements of the City of Lewes. The Contractor shall supply the City with the number of personnel it has available to provide the work on this contract and a proposed cleaning schedule to include the estimated number of hours required to clean each facility and the time of day they can perform the work.
- C. The Contract Supervisor/Manager must have a minimum of 5 years' experience overseeing and supervising the work of janitorial cleaning crews who have cleaned public facilities.
- D. A list of vehicles, machinery, tools, and equipment available for the contract must be provided. All vehicles, machinery and equipment owned or controlled by the Contractor, that is proposed to be used by the Contractor for the contracted work, shall be in sufficient mechanical condition as to meet the requirements of the work and to produce satisfactory quality of work.
- E. A copy of the Contractors State of Delaware business license is required with the bid. The successful bidder must obtain and maintain a City of Lewes business license for as long as they do work in the City.

PERSONNEL

- A. The Contractor represents that they have, or will secure at their own expense, all personnel required to perform the services required under this agreement.
- B. All of the services required hereunder shall be performed by the Contractor or under their direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.

C. None of the work or services covered by this agreement shall be subcontracted without the prior written approval of the City.

EMPLOYEE IDENTIFICATION

Contractor personnel shall present a neat appearance and be easily recognized. This shall be accomplished by wearing uniforms or clothing bearing the name of the company. All employees are required to wear name badges at all times when working in the City buildings. The name badge must include the contractor's company logo and include the employee's name. The contractor is responsible for providing these items.

Employees that are not in compliance with uniform policy will not be allowed entrance into the facility or grounds of the site in which they are assigned to clean. Potential additional penalties may be enforced by the City Manager including and not limited to dismissal of the assignment. If a dismissal of assignment is to occur, the contractor shall, upon notice by the City Manager, replace any employee(s) within twenty-four (24) hours.

The City will issue keys and an access badge containing the employee's photo, full name, "Cleaning Contractor" and the name of the company they are contracted by. When an employee is either terminated or forfeits their position, keys and badges are to be turned in to the City Manager. Keys and access badges will not be shared.

It is the responsibility of the contractor to cover the replacement cost of any missing or damaged keys and access badges which shall follow the City guidelines for replacements.

CONTRACTOR BACKGROUND CHECK REQUIREMENTS AND SECURITY PROCEDURE

Due to the FBI's security requirements for indirect access to Criminal History Information (CHI), all non-law enforcement personnel must receive security clearance from Delaware Criminal Justice Information System (DELJIS) prior to entering the police department without direct supervision. Security clearance will be granted only after successfully completing the following steps:

- Fingerprinting - State Bureau of Identification (SBI) for State/Federal Background Checks
- Security Training – Information Support Services (ISS) – Annual Requirement
- Sign Documents – DELJIS Rules & Regulations – Annual Requirement

After receiving security clearance from DELJIS, the Lewes Police Department may screen contractors.

Contractors are responsible for any costs incurred throughout security clearance process.

Cleaning crew employees may not be substituted or replaced with anyone who has not completed the security clearance process. The Contractor shall provide a list of all employees serving on the awarded contract to Lewes Police Department no later than 30 days prior to start of any work and certify they will adhere to the security clearance process. Individual(s) found in violation of the terms stated, shall be immediately prevented from entering City property to perform service of a contract award. A violation of this condition represents a violation of the

contract terms and conditions, and may subject the Contractor to penalty, including contract cancellation for cause.

The contractor must obtain a security clearance for any current employees, new employees, company officials and any other persons requiring access to the City buildings covered under this contract for the purpose of conducting business on behalf of the contractor, at the contractor's expense, and at the coordination of Lewes Police Department.

In the event access is denied, the Lewes Police Department will only inform the City Manager.

The Lewes Police Department personnel will complete a memo to the City Manager explaining the decision to deny an individual access.

The Lewes Police Department will maintain a record of all contractors and their employees that have been granted access and those that have been denied.

Any employee entering the City facility without appropriate identification will be denied access to the buildings. No unescorted walk-throughs will be allowed prior to the Lewes Police Department screening of an individual. Individual contractor access cards will be issued to the individual and returned upon release from employment. No access cards will be shared among workers or contractors.

SECURITY RULES

- A. No visitors are permitted within the buildings under contract.
- B. No unauthorized personnel are to accompany the contractor's employees to work.
- C. Buildings are to be cleaned per specified location details. Building cleaned after 4:30 p.m. are to be locked unless specified. Maintenance Department may specify high security area(s) that needs to be cleaned during certain time periods for security reasons.
- D. No unauthorized use of City telephone except emergency cases.
- E. Supervisors of the contractors are to notify the Maintenance Department, at 645-8809 or by email maintenance@ci.lewes.de.us of irregularities, (i.e., defective plumbing, lights out, etc.)
- F. Possession or consumption of intoxicating beverages or illegal drugs or intoxicating quantities of nonprescription legal drugs is not permitted on City property.
- G. Security sensitive areas within buildings will be identified with the successful contractor. Facilities Management will coordinate "Special Requirements" for these areas with the successful contractor.

WORK RULES

All work performed and services rendered shall strictly conform to all laws, statutes, ordinances, and the applicable rules, regulation, methods and procedures of all governmental boards, bureaus, offices, commissions and other agencies. Safety precautions must adhere to the standards of OSHA guidelines.

HOURS OF WORK

Work hours of janitorial service provider must be between the hours of 4:30 P.M. and 7:30 A.M. There may be days that cleaning will have to be altered to an earlier or later time due to public meetings held in the evenings.

The facility will be cleaned each working day as laid out in the schedule. Disruptive activities such as carpet extraction, floor stripping and waxing, etc. shall be done as scheduled in agreement with the Facilities Foreman..

The janitorial service contract provider will not be required to perform janitorial services on City observed Holidays unless outlined in the schedule or requested by the facilities foreman to perform such services. City of Lewes Holidays include but not limited to: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Election Day (on election years), Veterans Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day. For specific dates, contact the office manager/supervisor.

TERMINATION FOR CAUSE

If, for any reasons, or through any cause, the Contractor fails to fulfill in timely and proper manner the obligations under this agreement, or if the Contractor violates any of the covenants, agreements, or stipulations of this Agreement, the City shall thereupon have the right to terminate this agreement by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least 5 days before the effective date of such termination.

In the event this Agreement is terminated, the City shall identify any specific work to be continued to completion pursuant to the provisions of this Agreement. This Agreement will remain in full force and effect as to all authorized work that is to be continued to completion.

CHANGE ORDERS

The City reserves the right to increase or decrease this contract, if required, in regards to locations serviced, frequencies of the service and types of service (floors, carpets, etc.) utilized in this contract, with mutual consent of the contractor.

An addendum to this contract will be issued when a new facility is added. The addendum will include the building name, location, and breakdown of daily and monthly custodial cost.

STATE OF EMERGENCY

The contractor shall be responsible for obtaining information through the news media regarding the declaration of a State of Emergency. However, in cases in which cleaning services will not be required due to any other unforeseen type of emergency, etc., the Maintenance Department or designee will be responsible for contacting the contractor or his designee as soon as the emergency has been identified.

In an extended State of Emergency, the contract services and terms may be revisited to adjust for services and pricing.

For locations that are open year round (365 days per year) and those that are open seasonally that require cleanings on City observed holidays, the Contractor will provide a daily rate on the Bid Sheet for each location indicated. This will be considered regular services.

INSPECTION AND CORRECTION OF DEFICIENCIES

1. Performance evaluations will be given noting deficiencies of the required janitorial specifications. The City will immediately notify the janitorial service provider of the reported performance deficiencies.
2. The janitorial service provider must correct these deficiencies as follows:
 - a. Within 24 hours for any daily, weekly or monthly activity;
 - b. Within 48 hours for any activity listed as quarterly or semi-annual.
3. In the event the janitorial service provided by the Contractor is not satisfactory to the City, the City may deduct the daily rate from the monthly bill until issue is resolved.

CONFIDENTIALITY

The janitorial service provider shall be bound to confidentiality of any information its employees may become aware of during the course of performance of janitorial tasks.

SCHEDULE FOR PERFORMANCE OF WORK

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the City of Lewes shall be the sole judge of the term "reasonable". If the Contractor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the City of Lewes will forthwith proceed to collect for nonperformance of work.

JANITORIAL SPECIFICATIONS

****CITY OF LEWES WILL PROVIDE STOCK OF THE FOLLOWING SUPPLIES IN THE BUILDINGS FOR THE CLEANING CONTRACTOR:**

- a. Paper towels
- b. Toilet tissue
- c. Hand soap & sanitizer
- d. Urinal cakes
- e. Plastic trash can liners

*****ALL CLEANING PRODUCTS & TOOLS TO CLEAN ARE TO BE SUPPLIED AND PROVIDED BY THE JANITORIAL SERVICE CONTRACTOR.**

At the end of the contract term, the awarded Contractor shall remove all rental equipment and supplies from the facilities no later than an agreed to date once all contract obligations by the Contractor have been met.

Services to be performed five (5) days a week (Monday through Friday) unless otherwise stated specifically next to the location in the Professional Cleaning Spreadsheet or requested by the City Manager.

The City of Lewes is requesting fourteen (14) locations to be cleaned and sanitized on a regular outlined scheduled basis. Each location is listed below and outlined on spreadsheet:

Locations to be cleaned and sanitized daily Monday through Friday **EXCLUDING CITY OBSERVED HOLIDAYS**

- 1) Lewes City Hall, 114 E. Third Street, Lewes DE 19958
- 2) Lewes Maintenance Department breakroom, 218 Schley Ave, Lewes DE 19958
- 3) Lewes Maintenance Department office, 218 Schley Ave, Lewes DE 19958
- 4) Net House, 211 Front Street, Lewes DE 19958

Locations to be cleaned and sanitized daily Monday through Sunday (365 days per year) **Including City Observed Holidays**

- 5) Lewes Police Department, 111 Franklin Ave, Lewes DE 19958
- 6) Beach 1 public bathrooms & showers, Bayview Ave, Lewes DE 19958
- 7) Canalfont Park public bathrooms & showers, 211 Front Street, Lewes DE 19958
- 8) Mary Vessels Park public bathrooms, E. Market Street, Lewes DE 19958
- 9) Zwaanendael Park public bathrooms, 120 Kings Hwy, Lewes DE 19958
- 10) Lewes Trailhead public bathrooms, Monroe Ave, Lewes DE 19958

Locations to be cleaned and sanitized seasonally Monday through Sunday - May 1 to September 30 ONLY **Including City Observed Holidays**

- 11) Beach 1 Guard Shack, Lewes Beach, Bayview Ave, Lewes DE 19958
- 12) Beach 2 public bathrooms, Georgia Ave, Lewes DE 19958

Locations to be cleaned and sanitized on an as needed basis **Exact Schedule is TBD**

- 13) City Meeting Room at the Margaret H. Rollins Community Center, 101 Adams Ave, Lewes DE 19958

Locations to be included at a future date. Cleaned and sanitized daily Monday through Sunday (365 days per year) **Including City Observed Holidays**

- 14) Stango Park public bathrooms, 101 Adams Ave, Lewes DE 19958 **Start Date TBD**

CONTRACT MANAGER

The contractor shall provide a contract manager who shall be responsible for the performance of work. The name of this person and an alternate(s) who shall act for the contractor when the manager is absent shall be designated in writing to the designated person of each agency prior to the contract start date.

The manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

The contract manager or alternate shall be available during normal duty hours within sixty (60) minutes to meet at the job site with the Maintenance Department to discuss problem areas. After normal duty hours, the Contract manager or alternate shall be available within two (2) hours.

The contract shall provide the telephone number of the person(s) to call should the need arise. Time for response will be counted from the time the agency designee places the call to the contract manager or alternate. The contract manager and alternate(s) shall be able to read, write, speak, and understand English.

COMMUNICATIONS

Contractor shall keep the City of Lewes Maintenance Department informed in a timely manner of any problem areas. The Contractor shall also return all phone calls and/or emails from the City within 24 hours.

A. Reporting Damages and Defects

The Contractor will report to the City Maintenance Department any damages or defects they find.

To report issues or problems that are NOT time sensitive or require immediate attention, the contractor will send an email to the Maintenance Department at maintenance@ci.lewes.de.us.

Any issues or problems that ARE urgent and time sensitive such as damage to buildings or fixtures that needs immediate attention or water issues, the Contractor will call AND email the Maintenance Department until the Contractor confirms contact with a City Maintenance employee.

Alison Kirk, Facilities Foreman

Cell (302) 515-5001

Maintenance Department

Office (302) 645-8809

Email maintenance@ci.lewes.de.us

B. Reporting Low Supplies

The contractor will report to the City Maintenance Office when bathroom supplies are low including toilet tissue, urinal cakes, paper towels, hand soap, hand sanitizer, and plastic trash can liners.

The contractor will send an email to maintenance@ci.lewes.de.us with the facility building location and which supplies need to be replenished before any supplies run out.

CLEANING MINIMUM REQUIREMENTS

Care and Cleaning

Do not use abrasive or chemical cleaners (including chlorine bleach) to clean faucets as they will dull the luster and attack the chrome or special decorative finishes. Use only mild soap and water, then wipe dry with a clean cloth or towel. While cleaning the bathroom tile and floor, the faucet and electronics should be protected from splattering of water, cleaner, acids and cleaning fluids that can damage the sensor faucet.

When cleaning toilet seats and urinals, wash with a mild, soapy water and rinse the seat thoroughly with clear water and dry with a soft cloth. Avoid detergents, disinfectants, or cleaning products in aerosol cans that might cause damage to fittings. Never use abrasive scouring powders on the seat. If toilet seats or shower fixtures are loose report to City maintenance department.

Never use steel wool, wire brushes, or other abrasive cleaning tools or products (bleach) on any stainless steel fixtures such as but not limited to bathroom wall partitions, sinks, doors, waste baskets, etc. All stainless steel fixtures will be cleaned and wiped down dry every day. Once a week, all brown corrosion or rust stains on stainless steel fixtures will be removed and the stainless steel fixtures will be polished following the grain on the surface. Removal of brown corrosion and rust stains can be done by a variety of methods including the use of non-abrasive stainless steel cleaners and polish, an application of the combination of baking soda and dish soap, or by using the vinegar method. Contractor will inform the Maintenance Department of their best method and test spots to ensure method is successful and does not cause damage to fixtures.

I. Services to be performed DAILY

A. ROOM CLEANING – any office areas, file rooms, conference rooms, meeting rooms, hallways, lobbies, etc.

1. Empty waste receptacles and remove waste to designated area.
2. Wash or damp wipe, inside and outside, all waste receptacles presenting a soiled or odorous condition.
3. Replace liners when torn or soiled.
4. Clean and disinfect all non-carpeted floors by dusting and mopping. Damp mop all spills.
5. Thoroughly vacuum all carpeted floors including corners, and underneath partitions each and every day. Vacuum under desks and tables.
6. Spot clean all carpeted areas.
7. Remove all mats and runners and clean floor area underneath. Clean all mats and runners by best means. Replace all mats and runners.
8. Clean and disinfect drinking fountains, desk and counter surfaces, door handles, railings, and any surface that would be touched or would be used as a work surface.
9. Clean and polish all entrance glass.
10. Move all chairs and clean floor area underneath and replace in proper place.
11. Remove all cobwebs from high and low and all corners.

B. BUILDING RESTROOMS, LOCKER ROOMS, & SHOWERS

1. Clean and sanitize all toilet & sink units. Clean pipes beneath all where exposed.

2. Clean mirrors and counters and polish chrome and/or stainless steel where applicable.
3. Clean and sanitize showers, shower seats, handles with a germicidal solution.
4. Refill soap, hand sanitizer, urinal cakes, toilet paper & paper towel dispensers.
4. Empty all sanitary napkin receptacles & replace with new can liner.
5. Remove all debris and dirt from flooring by sweeping and mopping floors with a germicidal solution paying special attention around and behind washbowls, toilets and urinals.
6. Empty waste receptacles.
7. Clean switch, door and kick plates.
8. Maintain floor traps free of odor.
9. Remove all cobwebs from high and low and all corners.

C. PUBLIC BATHROOMS, SHOWERS, & FOOT SHOWERS AND AREA

All public bathrooms have outdoor faucet and hoses available to spray down walls, fixtures, and flooring into a center drain. All floors are to be squeegeed, all fixtures to be dried. Cleaning staff will monitor bathrooms for sewer, urine, or other unclean smells and will use cleaning products to neutralize such smells as necessary. If smells persist then cleaning staff will notify the City of Lewes maintenance department to investigate if there are any issues with plumbing, fixtures or otherwise.

1. Clear sand around the foot shower area
2. Remove any debris or trash from the foot shower area
3. Clean and sanitize all toilet & sink units. Clean pipes beneath all where exposed.
4. Clean mirrors and counters and polish chrome and/or stainless steel where applicable.
5. Clean and sanitize showers, shower seats, handles with a germicidal solution.
6. Refill soap, hand sanitizer, urinal cakes, toilet paper & paper towel dispensers.
7. Empty all sanitary napkin receptacles & replace with new can liner.
8. Remove all debris, sand and dirt from flooring by first sweeping debris from floors, mopping floors with a germicidal solution paying special attention around and behind washbowls, toilets and urinals, and rinse all by using hose to spray down floors and fixtures and squeegee till dry.
9. Empty waste receptacles.
10. Clean switch, door and kick plates.
11. Maintain floor traps free of odor.

12. Remove all cobwebs from high and low and all corners.

II. Services to be performed WEEKLY

A. ROOM CLEANING – any office areas, file rooms, conference rooms, meeting rooms, hallways, lobbies, etc.

1. Dust high and low, including clocks, all surfaces on which dust gathers.
2. Clean all cleared desk and counter top areas with approved desk/counter cleaner.
3. Clean baseboards.
4. Clean and buff all hard surfaced floors.
5. Clean by most appropriate means all lobby furniture. Wash thoroughly all furniture and fiberglass/vinyl furniture.

B. RESTROOMS, LOCKER ROOMS

1. Clean partitions, walls and doors with germicidal solution, making sure to thoroughly rinse. Remove any spots, dirt, stains from walls.
2. Clean and buff floors, with special attention to grouting, corners of floor, baseboards, and stalls. ****ONLY OFFICE BUILDING RESTROOMS****
3. Spot clean walls around sinks, waste receptacles, behind urinals and toilets.
4. Dust radiators, grills, ledges, etc.

III. Services to be performed MONTHLY

A. ROOM CLEANING- Office Areas, File Rooms, Libraries, Conference Rooms, etc.

1. Dust/vacuum window hangings and upholstered furniture.
2. Clean all carpeted areas of heavy traffic showing noticeably greater soil than general area.
3. Spot clean walls, doors, etc., removing all cobwebs, fingerprints, smears and stains.
4. Vacuum exposed air returns and vents.
5. Vacuum all upholstered chairs and fabric partitions.

B. RESTROOMS

1. Wash with germicidal solution entrance doorways, ledges, etc.

IV. Services to be performed SEMI-ANNUAL

Schedule to be set up with office manager/supervisor at beginning of a service period. Any deviation from established schedule must be pre-approved by facilities foreman.

A. ROOM CLEANING- Office Areas, File Rooms, Libraries, Conference Rooms, etc.

1. Shampoo or steam clean carpet tiles
2. Clean light fixtures lens.

V. Services to be performed ANNUAL

A. WINDOWS

Wash all exterior windows inside and outside including sills, sashes and trim (weather permitting).

Note: Window cleaning which requires the erection of scaffolding must be contracted separately and is not made part of this specification; however, windows reachable by stepladder are included.

GENERAL DEFINITIONS

The following definitions outline minimum acceptable standards for the activity to be performed.

A. Sweeping and Damp Mopping

1. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks.
2. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up.
3. Leave no dirt, trash, or foreign matter under desks, tables or chairs.

B. Wet Mopping and Scrubbing

1. The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces.
2. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness.
3. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing.
4. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder.
5. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion.
6. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

C. Wet Mopping

1. At the stated frequencies, floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris.
2. The floor area will then be damp mopped and machine buffed to a polished appearance with a high-speed buffer.

D. Rugs and Carpeting

1. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Leave nap on all carpeting lying in one direction.
2. Perform vacuuming, steam cleaning and shampooing with commercial grade equipment only.

E. Dusting

1. Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.
 - a. Leave no dust streaks.
 - b. Leave corners, crevices, molding and ledges free of dust and cobwebs.
 - c. Leave no oil spots or smudges on dusted surfaces caused by dusting tools.
2. Horizontal surfaces include, but are not limited to, counter tops, file cabinets, tables, coat racks, etc. Telephones, etc., must be lifted and dusted under. Do not disturb work papers.
3. Dusting high and low includes, but is not be limited to, partition tops, pictures, chair rungs, etc.
4. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.

F. Damp Wiping

This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance.

1. The wetting solution must contain an appropriate cleaning agent.
2. When damp wiping in toilet areas, use a multi-purpose disinfectant/deodorizer.

G. Miscellaneous

1. Ash receptacles are either ashtrays, sand or dry receptacles. Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.

2. Rubbish removal from a central location is the responsibility of the City. Janitorial service contractor must bag all waste material and place in the large black City of Lewes trash containers located outside of the facility buildings provided for that purpose.

3. Restroom units consist of washbowls, toilets and urinals. Clean and sanitize each unit by washing, inside and outside, with a germicidal solution. Leave seats in a raised position.

H. All hazardous conditions, such as burned out lights, loose railings, etc., must be reported by janitorial staff to the facilities foreman.

CONTRACT DOCUMENTS

The entire Agreement entered in to by the City of Lewes and any Contractor shall include this contract specifications to include special instructions and general definitions, the contractor's submitted proposal, and the official contract.

BID REQUIREMENTS

The Contractor shall give personal attention to the faithful performance of the contract with the City of Lewes. This contract shall not be assignable without the prior approval of the City of Lewes. No subcontractors will be permitted without the prior approval of the City of Lewes.

A non-mandatory pre-bid meeting will be held via Zoom on **Wednesday January 6, 2021 at 1:00 p.m.** Pre- bid Zoom meeting link below

<https://us02web.zoom.us/j/88542471160?pwd=UnhGT2I4dE8xekhmVHVUSUxaM3NYZz09>
Meeting ID: 885 4247 1160 Passcode: 724456

Bidders may ask questions for clarification regarding property locations, specifications, etc. All questions and answers will be posted on the City of Lewes website with the RFP. Questions can be emailed AFTER the pre-bid meeting to maintenance@ci.lewes.de.us and answers will be posted on the City website with the RFP.

Sealed bids will be accepted at the Lewes City Hall, 114 E. Third Street, Lewes, DE until **2:00 p.m. on Wednesday January 20, 2021** at which time they will be opened and read aloud via Zoom link

<https://us02web.zoom.us/j/83802979295?pwd=d2FMekswWWVBTzNTcHMrcHV1QXdjdz09>
Meeting ID: 838 0297 9295 Passcode: 643901

Bids are to be expressed in US dollars for the work specified and by fiscal year below for the following 3 year period:

FY2022: April 1, 2021 – March 31, 2022

FY2023: April 1, 2022 – March 31, 2023

FY2024: April 1, 2023 – March 31, 2024

The contract may be extended for up to 2-additional years subject to terms and conditions mutually agreed upon by the Contractor and the City.

The bids and all supporting documentations are to be in a sealed envelope addressed to the City of Lewes, P. O. Box 227, Lewes, DE 19958 or hand-delivered to Lewes City Hall located at 114 E. Third Street, Lewes, DE. The outside of the envelope should be clearly marked as follows:

“PROPOSAL FOR CITY OF LEWES PROFESSIONAL CLEANING SERVICES”

The City of Lewes reserves the right to reject any and all bids, to waive informalities as the interest of the City may require, and to award the contract considered to be in the best interest of the City of Lewes. The contract may be renewed at the end of the initial term subject to terms and conditions mutually agreed upon by the City of Lewes and the Contractor. No bids shall be withdrawn within 60-days after the bid opening.

City of Lewes
Contract Title: Professional Cleaning Services
BUSINESS REFERENCES FORM

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any City Employee as a business reference. If you have held a City contract within the last 5 years, please provide a separate list the contract(s).

1. Contact Name & Title: _____
Business Name: _____
Address: _____
Email: _____
Phone # / Fax #: _____
Current Vendor (YES or NO): _____
Years Associated & Type of Work Performed: _____

2. Contact Name & Title: _____
Business Name: _____
Address: _____
Email: _____
Phone # / Fax #: _____
Current Vendor (YES or NO): _____
Years Associated & Type of Work Performed: _____

3. Contact Name & Title: _____
Business Name: _____
Address: _____
Email: _____
Phone # / Fax #: _____
Current Vendor (YES or NO): _____
Years Associated & Type of Work Performed: _____

CITY OF LEWES PERSONNEL MAY NOT BE USED AS REFERENCES.