

Arkansas Real Estate Commission

612 S. Summit

Little Rock, AR 72201

INVITATION FOR BID

IFB Number: 12-02-2015	Buyer: Terri Webb Alternate Contact: Andrea Alford
Commodity: Janitorial Services	Bid Opening Date: December 18, 2015
Date Issued: December 2, 2015	Bid Opening Time: 2:00:00 p.m. CDT

Mailing Address: Arkansas Real Estate Commission 612 S. Summit Little Rock, AR 72205 Telephone Number: 501-683-8010	Bid Opening Location: Arkansas Real Estate Commission 612 S. Summit Little Rock, AR 72205
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BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE BID ENVELOPE, INCLUDING THE OUTSIDE OF OVERNIGHT PACKAGES, MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND VENDOR'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE ARKANSAS REAL ESTATE COMMISSION.

Vendors are responsible for delivery of their bid documents to the Arkansas Real Estate Commission prior to the scheduled time for opening of the particular bid. When appropriate, vendors should consult with delivery providers to determine whether the bid documents will be delivered to the Arkansas Real Estate Commission office street address prior to the scheduled time for bid opening. Delivery providers, USPS, UPS, and FedEx deliver mail to our street address on a schedule determined by each individual provider. These providers will deliver to our offices based solely on our street address.

Company Name:

Name (type or print):	Title:		
Address:	City:	State:	Zip Code:
Telephone Number:	Fax Number:		
E-Mail Address:			

Signature:

USE INK ONLY. UNSIGNED BIDS WILL NOT BE CONSIDERED

Type of Contract: TERM _____	FIRM _____
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Arkansas Real Estate Commission

Janitorial Bid FY 2016

1. **MINORITY BUSINESS POLICY:** Minority participation is encouraged in this and in all other procurements by state agencies. Minority is defined by Arkansas Code Annotated § 15-4-303 as a lawful permanent resident of this state who is: African American, Hispanic American, American Indian, Asian American Pacific Islander American or a Service Disabled Veteran as designated by the United States Department of Veterans Affairs. The Arkansas Economic Development Commission conducts a certification process for minority business. Bidders unable to include minority-owned business as subcontractors "may explain the circumstances preventing minority inclusion".

Check minority type:

African American____ Hispanic American____ American Indian____ Asian American____
Pacific Islander American____ Service Disabled Veteran____

Arkansas Minority Certification Number_____

2. **EQUAL EMPLOYMENT OPPORTUNITY POLICY:** In compliance with Arkansas Code Annotated § 19-11-104, AREC is required to have a copy of the vendor's Equal Opportunity (EO) Policy prior to issuing a contract award. EO Policies may be submitted in electronic format to the following email address Terri.L.Webb@arkansas.gov, or as a hard copy accompanying the solicitation response. The Office of State Procurement will maintain a file of all vendor EO policies submitted in response to solicitations issued by this office. The submission is a one- time requirement, but vendors are responsible for providing updates or changes to their respective policies, and for supplying EO policies upon request to other state agencies that must also comply with this statute. Vendors that do not have an established EO policy will not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.
3. **EMPLOYMENT OF ILLEGAL IMMIGRANTS:** Pursuant to, Arkansas Code Annotated § 19-11-105, all bidders must certify prior to award of the contract that they do not employ or contract with any illegal immigrants in their contracts with the State. Bidders shall certify online at: <https://www.ark.org/dfa/immigrant/index.php/user/login>
4. **ALTERATION OF ORIGINAL IFB DOCUMENTS:** The original written or electronic language of the IFB documents shall not be changed or altered except by approved written addendum issued by AREC. This does not eliminate a Bidder from taking exception(s) to non-mandatory terms and conditions, but does clarify that the Bidder cannot change the original document's written or electronic language. If the Bidder wishes to make exception(s) to any of the original language, it must be submitted by the Bidder in separate written or electronic language in a manner that clearly explains the exception(s). If Bidder's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Bidder's response may be declared as "non-responsible" and the response shall not be considered.
5. **REQUIREMENT OF AMENDMENT:** THIS IFB MAY BE MODIFIED ONLY BY AMENDMENTS WRITTEN AND AUTHORIZED BY AREC. Bidders are cautioned to ensure that they have received or obtained, and responded to, any and all amendments to the bid prior to submission. There will be no addendums to a bid 72 hours prior to the bid opening. It is the responsibility of the vendor to check the OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php> for any and all addendums up to that time.
6. **DELIVERY OF RESPONSE DOCUMENTS:** In accordance with the Arkansas Procurement Law and Rules, it is the responsibility of vendors to submit bids at the place, and on or before the date and time, set in the bid solicitation documents. Bid documents received at AREC after the date and time designated for bid opening are considered late bids and shall not be considered. Bid documents arriving late, which are to be

returned and are not clearly marked, may be opened to determine for which bid the submission is intended.

7. **ADDITIONAL TERMS AND CONDITIONS:** AREC objects to, and shall not consider, any additional terms or conditions submitted by a bidder, including any appearing in documents attached as part of a bidder's response. In signing and submitting his bid, a bidder agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a bid, shall be grounds for rejecting a bid.
8. **ANTICIPATION TO AWARD:** After complete evaluation of the bid, the anticipated award will be posted on the OSP website (http://www.arkansas.gov/dfa/procurement/pro_intent.php). The purpose of the posting is to establish a specific timeframe in which vendors and agencies are aware of the anticipated award. The bid results will be posted for a period of fourteen (14) days prior to the issuance of any award. Vendors and agencies are cautioned that these are preliminary results only, and no official award will be issued prior to the end of the fourteen day posting period. Accordingly, any reliance on these preliminary results is at the agency's/vendor's own risk.

AREC reserves the right to waive the policy of Anticipation to Award when it is in the best interest of the agency. Vendors are responsible for viewing the Anticipation to Award section of the OSP web site at: http://www.arkansas.gov/dfa/procurement/pro_intent.php.
9. **PAST PERFORMANCE:** In accordance with provisions of The State Procurement Law, R7: 19-11-229 Competitive Sealed Bidding - Bid Evaluation paragraph (E) (i) & (ii): a vendor's past performance with the state may be used in the evaluation of any bid made in response to this solicitation. The past performance should not be greater than three years old and must be supported by written documentation on file in the Office of State Procurement at the time of the bid opening. Documentation may be in the form of a written or an electronic report, Vendor Performance Report (VPR), memo, file or any other appropriate authenticated notation of performance to the vendor files.
10. **VISA ACCEPTANCE:** Awarded contractors should have the capability of accepting the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) may not be assessed when accepting the p-card as a form of payment. The successful bidder may receive payment from the State by the p-card in the same manner as other VISA purchases. VISA acceptance is preferred but is not the exclusive method of payment.
11. **EO-98-04 GOVERNOR'S EXECUTIVE ORDER:** Bidders should complete the Disclosure Forms issued with this bid.
12. **CURRENCY:** All bid pricing must be United States dollars and cents.
13. **LANGUAGE:** Bids will only be accepted in the English language.
14. **CLARIFICATION OF IFB AND QUESTIONS:** If additional information is necessary to enable contractors to better interpret the information contained in the IFB, written questions will be accepted and responded to by either Terri Webb at Terri.L.Webb@arkansas.gov or Andrea Alford Andrea.Alford@arkansas.gov. All questions and comments concerning this IFB should be directed to the individuals mentioned above.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

INTRODUCTION

This Invitation for Bid (IFB) is issued by the Arkansas Real Estate Commission (AREC) to obtain pricing and a contract for **Janitorial Services**. Facility is located at: 612 S. Summit, Little Rock, AR 72201.

TYPE OF CONTRACT

The contract will be a one (1) year TERM contract and shall be from the date of the award with options to renew in six (6) one (1) year increments or a portion thereof upon mutual agreement. In no event shall the total contract term be more than seven (7) years.

PAYMENT AND INVOICE PROVISIONS

All invoices shall be forwarded to:
Arkansas Real Estate Commission
Attention: Accounts Payable
612 S. Summit
Little Rock, AR 72201

The contractor will be responsible to AREC and will submit invoices on a monthly basis. As a general policy, statements shall be forwarded to AREC by the 15th of the current month.

AWARD CRITERIA

Award shall be made to the lowest responsive, responsible bidder, based on the **Total Annual Cost for All Services**.

Vendor must meet or exceed all defined specifications. Bids must meet all terms and conditions of this IFB and the laws of the State of Arkansas.

PRICE CHANGE CLAUSE

All prices bid will remain firm for the first term of the contract. In the event of an industry wide price increase, the contractor may request a price adjustment at the time of the contract extension request, provided the contractor submits documentation from the manufacturer certifying/justifying the increased cost.

In the event of an increase in the Federal or State Minimum Wage, this contract may be renegotiated based on the number of man-hours being expended on the contract. The Contractor will be required to supply such documentation as may be considered necessary by AREC to support a claim for higher compensation due to higher minimum wage requirements.

After receipt of required documentation and in the event a price change is authorized thereafter, said prices will remain firm for any period agreed upon for extension.

In the event of a general price decrease, the State shall be guaranteed full benefit of the price reduction for all undelivered purchase orders on the effective date of the decrease and thereafter.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

It is understood and agreed in the event of a reduction in the manufacturer's price, the AREC will be given the full benefit of any such decline in price immediately upon the effective date of reduction. The AREC may monitor and compare other agencies' pricing against what is being provided on this contract.

CANCELLATION

In the event the AREC no longer needs the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules or regulations, relocation of offices, or lack of appropriated funding, the AREC may cancel the contract or purchase order by giving the contractor written notice of such cancellation (30) days prior to the date of cancellation.

STATE HOLIDAYS

State offices are normally closed on holidays; however, there are occasions (i.e. during legislative sessions) when it may become necessary to keep State offices open on holidays. The vendor should maintain adequate staff on such working days. Additional days other than what is stated below can be proclaimed by the Governor as a holiday through an Executive Proclamation.

If these holidays fall on Saturday, the proceeding Friday will be observed. If these holidays fall on Sunday, the following Monday will be observed. If a holiday falls on a regular duty day, the services shall be rescheduled in the same week to either the day preceding or following the holiday.

New Year's Day	January 1	
Lee/King Birthday	January	Third Monday
Washington's Birthday/Bates	February	Third Monday
Memorial Day	May	Last Monday
Independence Day	July 4	
Labor Day	September	First Monday
Veterans Day	November 11	
Thanksgiving Day	November	Fourth Thursday
Day after Thanksgiving	November	Fourth Friday by Executive Proclamation
Christmas Eve	December 24	
Christmas Day	December 25	

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

SPECIFIC REQUIREMENTS

SCOPE OF WORK:

This Invitation for Bid (IFB) is issued by the Arkansas Real Estate Commission (AREC) to provide janitorial service for one (1) building located at: 612 S. Summit, Little Rock, AR 72201. Vendors are encouraged to be as specific as possible in their responses about their services provided and prices.

The square foot price will be used to calculate the cost in the event the building cleaning area should become larger or smaller. Estimated current square footage is: 12,000. AREC reserves the right to make additions or deletions to square footage based on the occupancy, construction requirements or unknown requirements at the time of this IFB.

The estimated daily employee count is: 15. Estimated daily foot traffic for this location is: 25 or less per day.

The vendor shall provide all labor, equipment, and cleaning supplies needed to ensure satisfactory performance of the contract. Supplies that must be provided by the vendor include, but are not limited to: Vacuum, commercial can and drum liners, paper towels for dispenser, toilet paper, foaming hand soap, liquid hand soap, no rinse floor cleaner, cloth towels, carpet spot remover, carpet shampoo, carpet cleaning machine, general cleaner, non-acid disinfected spray cleaner, wood oil soap, furniture polish, glass cleaner, stainless steel cleaner, dust mop, broom and dust pan, mop, mop bucket, duster, toilet brush, abrasive cleaner and restroom cleaner.

SITE VISIT – MANDATORY

A site tour will be held at:

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

The agency will have one mandatory walk through for all those interest in bidding. The walk through will be:

December 11, 2015
10:00:00 a.m. CDT

A sign-in-sheet must be signed upon arrival
Late arrivals will not be permitted to join the tour

A limit of two (2) representatives per bidding company will be permitted to attend the walk through.

Attached to this IFB is a Site Visit Verification Form which must be signed by the AREC contact person after the completion of the site inspection. The site verification should be submitted with the bid from to be considered.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

VENDOR RESPONSIBILITY

- The Contractor **shall** take all precautions necessary to prevent the theft or pilferage of materials, tools, equipment, fixtures, furnishings, and any other items from the building.
- The Contractor **shall** also be responsible for any loss or damage to the State's property and to the property of other's due to the Contractor's personnel, and shall make good, at his own expense, such loss or damage at the request of AREC.
- Supervisor **must** visually check all employees when entering and leaving the building. Except in the case of emergency or trash removal, employees must not exit the building until their shift is completed.
- Equipment and Materials: The Contractor will be responsible for any loss, damage, or destruction of its own property or that of any equipment and materials used in conjunction with the work performed. The Contractor will purchase at Contractor's own expense such policy to cover Contractor's owned property.

GENERAL REQUIREMENTS

CHILDREN

- **Children are not permitted at anytime to accompany the Contractor or employee's while they are performing the duties required as stated in this IFB.**
- **Contractor or employees bringing children in the building at anytime shall constitute sufficient cause for contract termination.**

CONTACT INFORMATION

- The Contractor shall submit to AREC personnel the name and phone number of the contact person.

CRIMINAL BACKGROUND CHECKS

Prior to awarding, the successful Contractor will provide, at no cost to the State of Arkansas (AREC), the following Criminal Background Check Reports (Background Reports) on:

- The Contractor and company official(s)
- The Supervisors and Employees
- **ONLINE BACKGROUND REPORTS WILL NOT BE ACCEPTED.** Arkansas State Police (ASP) certified background reports on all employees shall be provided prior to placement in the building, including employees that may be added at a later date.
- Background reports must be current. Current is defined as background reports which are dated and received by AREC within (72) business hours of being sent

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

by the Arkansas State Police (ASP). Background reports which are not current shall not be considered.

- AREC reserve the right to terminate any resultant contract resulting from this IFB should evidence show tampering of any Background Reports.
- The Contractor shall utilize the AREC for all Background Reports.
- AREC must be notified of any changes or substitution of any employees assigned to the building locations. Background Reports shall be sent by ASP directly to AREC for review.
- All employees working in the building must pass a criminal background check prior to the commencement of their work. No employee shall be placed in the building and commence work until and unless they have passed a criminal background. AREC reserves the right to determine if a company employee passes or fails the criminal background check based on the results of the check. If the individual fails they shall not be allowed to work or visit the building in performance of any contractual duties or responsibilities or both.
- The apparent low bidder shall utilize the criminal background form (Form) pursuant to the instructions as stated on the Form, which is included in this IFB, after the Anticipation to Award notification is issued. The apparent low bidder shall send the completed Form directly to the ASP.
- **Renewal Periods:** AREC requires, at no cost to the State, current reports, current is defined as background reports which are dated and received by AREC within (72) business hours of being sent by the Arkansas State Police (ASP). Background reports which are not current shall not be considered, on all individuals that will be placed in the building at the start of each contract renewal period. Contractor shall complete the Form for each employee pursuant and submit it to the ASP not more than thirty (30) days prior to the start of the renewal period. AREC shall supply copies of the criminal background information to OSP upon receipt of documents. Previously provided background checks will not be accepted.
- **Additional Background Checks:** AREC reserves the right to require, at no cost to the State, additional background checks of any employee at any time during the initial or any subsequent terms of the contract should good cause exist and is provided to the Contractor. AREC shall have sole authority to determine good cause. Contractor shall complete the Form and send it directly to the ASP after written notification has been provided. AREC shall supply copies of the criminal background information, when requested, to OSP.

DUTIES, CLEANING

AREC reserves the right to request that duties not completed during regular cleaning hours be performed the following workday. Repeated violations of the contract terms may result in contract termination or monetary deductions from Contractor's payment equal to the reduced scope of work.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

EMERGENCY CONDITIONS

- Emergency conditions brought about by Contractor's acts/omissions, defective plumbing, unlocked doors, fire hazards or other failures shall be reported to appropriate authorities (AREC Personnel, emergency responders, etc) immediately by janitorial personnel.
- At the initial term of the contract AREC will train all of the Contractor's employees on the location of the basics of how to shut off water to fixtures and handle other minor emergency response actions. After the initial training, the Contractor will be required to provide refresher training and train all new employees at the beginning of working in the building.
- Contractor's employees shall be diverted from their regular assignments to clean in the event of an emergency.
- No additional charge shall be made for such diversions unless extra labor is required to meet normal assignments.

EMPLOYEES

- Contractor will supply a list of the employees that are to be placed at the service location.
- Contractor shall provide janitorial services with persons who are in a direct employment relationship with the Contractor; therefore subcontracting of any and all janitorial services is strictly prohibited and grounds for contract termination.
- The Contractor agrees to replace any personnel who may become incompatible with the State, with AREC being the sole judge of the incompatibility.
- Prior to any change of personnel, the Contractor shall notify AREC so that a proper review of criminal background can be made.

EMPLOYEE IDENTIFICATION AND DRESS

- The Contractor shall furnish all employees with identification containing the name of both the Contractor and the employee.
- When performing janitorial services as contained in this IFB, all employees shall wear a clean, neat, and presentable uniform or smock with a nametag that clearly identifies themselves as an employee of the Contractor.

ENTRANCES AND EXITS

- Employees will not be allowed to leave and re-enter the building once their cleaning shift begins unless performing duties stated directly below
- All employees must remain inside the building, unless accomplishing a required task (e.g. removing trash from building to dumpster or sweeping the parking lot), until all cleaning duties have been completed for the schedule time.
- Expenses associated for AREC employees responding to security notification(s) due to propped doors may, upon the request of AREC, be a reimbursable expense made by

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

the contractor, to AREC either in the form of a direct payment or a credit to the account.

- Absolutely no one is to be admitted to the building after closing for any reason unless it is personnel associated with the local fire, police or ambulance services.

INSPECTIONS, BI-WEEKLY

- The Contractor shall provide a monthly quality control inspection, Monday through Friday, between the hours of 8:00 a.m. to 4:30 p.m.
- Inspection is to be performed by someone other than the on-site supervisor at the time of the inspection.
- Contract Inspector shall contact the AREC Building Coordinator to discuss any problems.

INSURANCE

Prior to awarding, the Contractor must furnish an approved "Certificate of Insurance" and must maintain the following insurance requirements throughout the contract period:

The Insurance may not be modified without OSP and ABA approval.

Liability Limits:

A. Workers Compensation and Liability Policy

Workers Each Occurrence	Statutory Limits
Employers Liability	\$1,000,000.00 each accident

B. Comprehensive General Liability Policy

Premises and operations
Personal Injury

Each item listed in Section B must have:

Bodily Injury	\$500,000.00 each person
	\$500,000.00 each occurrence
Property Damage	\$1,000,000.00 each occurrence
	\$1,000,000.00 each aggregate

Each Certificate of Insurance shall name AREC as certificate holders with the intent to notify same of any intention to cancel the insurance within ten (10) days.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

The Contractor is required to provide Commercial General Liability insurance with the additional insured endorsement that is primary non-contributory. All policies shall contain a waiver of subrogation against the State of Arkansas and the Arkansas Real Estate Commission arising from work performed by or on behalf of the Contractor.

The Contractor shall supply AREC replacement certificates of insurance not less than thirty days prior to the expiration dates or renewal dates of any insurance policies reflected on such certificates.

Contractor will assume all liability for any accidental or criminal occurrence.

CLEANING SCHEDULE

Janitorial service shall be performed between 5:00 p.m. and 8:00 p.m. Monday through Friday, except on holidays observed by the state. Any variation from this schedule must be approved by AREC.

INVENTORY, CLEANING SUPPLIES

The Contractor is responsible for receiving, handling, storing, and delivering of materials and equipment needed to perform the requirements as listed in this IFB.

KEYS

- Building Coordinator will assign all building keys to Contractor.
- Copies of keys are not to be made by the Contractor.
- Building keys are not to be taken home by the Contractor or employees. The keys will be secured in the Janitorial supply area in a locked container.

LIGHTING, AREA

- The Contractor will be responsible for turning off all lights, which are not to be left on for security reasons upon completion of their work.
- To conserve electricity, the Contractor will only light the area of the building they are actively working in and turn off the lights when exiting the area. Violations are grounds for contract termination.

MATERIALS AND SUPPLIES

- The Contractor shall store cleaning supplies and materials at the building in a safe, sanitary, and neat manner.
- Mops, cloths, and sponges shall be replaced before offensive odors are noticeable.
- Covers are to be replaced securely on the containers of all materials and supplies.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

- Areas designated for storage of janitorial supplies and equipment shall be kept clean and odor free.

REFERENCES

Bidders are required to submit the following references to AREC, when requested, prior to award:

- Vendors should submit at least three (3) commercial general office reference accounts, all of which **must** be located in Central Arkansas, to whom vendor has been providing client services of a same or similar nature within the last two (2) years.
- Each reference should include contact person, telephone numbers including cell phone number if possible, and email address.
- AREC reserves the right to contact any or all clients of the bidder even if they were not provided by the prospective vendor. Sites may be visited by the AREC Representative.
- Successful bidder **must** have cleaned at least two (2) commercial general office spaces of estimated 12,000 square feet or more, for a consecutive twelve (12) month period, within the last two (2) years.
- The reference accounts should rate the quality of cleaning by rating the bidder's performance as to poor, fair, good or excellent in quality of cleaning.

REPORT TO

Report to the AREC Building Coordinator.

REPORTED CIRCUMSTANCES

- The Contractor or the Contractor's employees shall report any unusual circumstances of needed repair of the building or unusual soiling of an area that may affect the performance of the work and unhealthy or hazardous conditions, or any delay or interference with the work caused by the employees.
- Upon discovery, unusual circumstances shall be reported immediately to the AREC Building Coordinator.

RENEWAL, INFORMATION

- AREC shall notify the Contractor at least (120) days prior to the end of the initial contract period or extension thereof if the State intends to renew the contract.
- If notification is not made, the contract will terminate at the end of the initial contract period or current extension hereof.
- In the event that the anticipated term of the contract extends beyond the current biennial period, the State shall have the right to terminate without cause.
- Nothing in this IFB shall be construed as to waive the sovereign immunity of the State or any entities thereof.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

RESPONSE TIME, VENDOR

- It is crucial that the Contractor respond to AREC in a timely manner.
- It is required that should the agency make contact with the Contractor and the Contractor fails to respond within four (4) hours, the contract may be terminated immediately for default.

STORAGE, SERVICES, BUILDINGS

AREC will provide the following:

- Dumpsters for trash and for recyclable paper, plastic and aluminum products.

TRASH

- Building door(s) must not be propped open for the removal of trash. Upon proper documentation, any and all costs associated with AREC staff responding to "after hour call outs" due to Contractor or Contractor's staff for propped doors shall be promptly reimbursed by the Contractor to AREC.
- Trash shall be collected in a truck or tilt cart and brought to one central collection point inside the building.
- All trash is to be removed from the building at one time with the supervisor present.
- Trash shall be removed from the building as soon as possible each day.

SERVICES

The levels of service are identified in this Invitation for Bid and the contractor shall accomplish all cleaning tasks to meet the minimum requirements in this Invitation for Bid. The minimum cleaning frequencies are established in this Invitation for Bid for the Arkansas Real Estate Commission located in Little Rock, AR. **The total estimated square footage, cleaned daily, for this contract is 12,000.**

BASIC CLEANING SERVICES

Dust and clean all furniture, fixtures, equipment and accessories, without moving objects or papers, including:

- Empty trash into trash cart replacing liners if torn or soiled.
- Take collected trash to designated location.
- Dust hard surface floors with a treated dust mop.
- Damp mop hard surface floors.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

- Dust all surfaces within 120" (10 ft.) from floor with a dust control treated device including sills, ledges, moldings, shelves, door frames, pictures, chairs and chair rungs, table legs and all moldings and other low reach areas.
- Using an approved spotter, spot clean carpeted areas.
- Wash all interior glass windows in the building and any exterior glass windows at building entrances and wipe clean the frames.
- Vacuum carpet floors including corners and edges.
- Using an approved spotter, remove spots from walls, light receptacles, doors, furniture, cabinets, and cabinet doors.

CLEANING SERVICE DUTIES AND FREQUENCIES:

(A) DAILY

(1) OFFICES, BREAKROOM AND HEARING ROOM

Occupied office space, file rooms, conference rooms, courtroom, and computer rooms shall receive the following daily cleaning:

(a) Dusting:

- Desks, filing cabinets, bookcases, chairs, tables and other office furniture shall be dusted with a dust control treated cloth.
- All files, phones and other items shall not be moved but dusted around at their original location.
- Office machines, windowsills, bookcases, high and low ledges, moldings, and picture frames shall be dusted with a dust control treated cloth.

Thorough Dusting:

- No dust streaks.
- Corners, crevices, moldings and ledges shall be free of all dust.
- No oils, spots, or smudges on dusted surfaces caused by dusting tools.

(b) Glass:

- All glass shall be clean and free of dirt, grime, dust, streaks, smudges, watermarks, spots and shall not be cloudy.
- Entrance door and sidelight glass shall be cleaned.
- Glass desk tops shall be cleaned without moving any items.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

(c) Floors:

- Floor surfaces shall be dust mopped and free of obvious dirt, dust, and debris.
- Floor surfaces shall be dust mopped with a dust control treated mops or other effective tools.
- Floor surfaces shall be left clean and free of dust and spots from spillage.
- Wet or damp mopping: Areas shall be clean and free of dirt, string, gum, grease, tar, oil spills, and present an overall appearance of cleanliness. All surfaces shall be dry and the corners clean. Wet floor signs are required on any wet floor surfaces.

(d) Carpets:

- Carpet surfaces shall be vacuumed and free of obvious dirt, dust and other debris.
- Carpets shall be vacuumed daily in: Office areas, public areas, and traffic areas.
- Hard to reach areas (e.g. under desks, chairs, and tables) shall be vacuumed weekly unless needed.
- Excessive buildup, spillage or crusted material shall be removed along with spots, smears, spills and stains.
- Cleaned areas shall blend with adjacent areas of carpeting. No evidence of fuzzing caused by harsh rubbing or brushing.

(e) Wastebaskets:

- New liners are to be inserted daily
- Waste receptacles shall be emptied, cleaned, and disinfected.
- Emptied trash to be removed to designated area.
-

(2) RESTROOMS

(a) Floors:

- Swept
- Mopped and rinsed with a cleaning detergent and sanitized. Wet floor signs are required on any wet floor surfaces.
- Floors shall be cleaned and free of streaks, mop strand marks and skipped areas.
- Finished area shall have a uniform luster without marks.
- Special attention shall be given to maintaining the appearance of the floors around the toilet fixtures.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

(b) Water Closets and Fixtures:

- Porcelain fixtures, metal surfaces (e.g. washbasins, urinals, toilets, stalls) and mirrors shall be clean and bright.
- No dust, green mold, streaks, incrustation, or excess moisture.
- All fixtures are to be cleaned and sanitized.
- Toilet seat shall be left in a raised position.
- Interior and exterior of the water closets to be thoroughly cleaned, including around the inside rim.
- No rust, incrustation, or water rings shall be present.
- Urinals shall be washed and sanitized.
- Floor drains (traps) shall be free from odors at all times. Clean water to be poured in drain twice a week.
- Lavatories shall be thoroughly cleaned and sanitized, both interior and exterior.
- Mirrors, shelving, dispensers, chromium fixtures and piping shall be wiped, sanitized, and polished dry.

(c) Wall Surfaces, Partitions, Doors, Doorframes, Air Vents, Switch and Receptacle Plates:

- Wall Surfaces, Partitions, Doors, Doorframes, Switch and Receptacle Plates shall be spot cleaned.
- Smudges, marks, tape, tape residue, or spots shall be removed without causing unsightly discoloration.
- Spot cleaned.

(d) Waste and Sanitary Napkin Receptacles:

- Fresh liner installed.
- Emptied and debris placed in designated area.
- Solid waste generated in the building shall be collected and removed to areas designated for trash.
- Sanitary napkin receptacles shall be emptied, cleaned, and disinfected with new bags being replaced daily.

(e) Towel, Tissue, Air Fresheners, and Soap Dispensers:

- Supplies to be refilled daily (more frequently as needed) from the contractor's stock for all dispensers.
- Hand soap dispensers refilled from the contractor's stock.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

(3) RECEPTACLES

(a) Waste Receptacles:

- Fresh liner installed daily
- Receptacles must be cleaned and sanitized.
- Emptied and debris placed in designated area.
- Solid waste generated in the building shall be collected and removed to areas designated for trash.
- Receptacles located outside the building need to be serviced on a daily basis.

(4) ENTRANCES, LOBBIES, CORRIDORS, AND FOYERS

(a) Carpets and Mats:

- Swept, cleaned, and vacuumed daily.
- Carpets shall be clean and free from dust balls, dirt, grime, stains and crusted material.

(b) Surfaces:

- Dusted daily.
- There shall be no dust streaks, oil, spots, or smudges on dusted surfaces.
- Corners, crevices, moldings and ledges shall be free of all dust.

(c) Walls

- Spot cleaned.
- Smudges, marks, tape, tape residue, or spots shall be removed without causing unsightly discoloration.
- Corners, crevices, moldings and ledges shall be free of all dust.

(d) Drinking Fountain:

- Drinking Fountains are to be cleaned and sanitized daily.
- The porcelain or stainless surfaces shall be bright and clean.
- Free of dust, stains, spots, and streaks.
- The drinking fountains shall be kept free of trash, ink, and coffee grounds.
- Fixture nozzles shall be free from incrustation.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

(e) Glass Areas:

- All glass shall be cleaned and free of dirt, grime, dust, streaks, watermarks and spots.
- Glass shall not be cloudy.

(f) Waste Receptacles:

- Fresh liners installed daily.
- Solid waste generated in the building shall be collected and removed to areas designated for trash.

(g) Ash Receptacles:

- Ash Receptacles shall be emptied and cleaned.
- Cigarette butts, matches and other discarded material shall be removed from the receptacle.
- The receptacle shall be wiped so that there is no dust, ashes, odors, tar, streaks, or debris.

(h) Door Handles, Railings, and Counters:

- Clean and sanitized daily.

(5) BREAKROOM

(a) Floors:

- Floors shall be clean and free of all dirt, string, gum, grease, tar, oil spots, streaks, and mop strands and present an overall appearance of cleanliness.
- All surfaces shall be dry and the corners clean.

(b) Waste Receptacles:

- Fresh liner installed.
- Emptied and debris placed in designated area.
- Solid waste generated in the building shall be collected and removed to areas designated for trash.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

(c) Building Walls, Countertops, Sinks, Doors, and Glass:

- Smudges, marks, tape, tape residue, or spots shall be removed without causing unsightly discoloration.
- All glass shall be cleaned and free of dirt, grime, dust, streaks, watermarks and spots.
- Glass shall not be cloudy.
- Handles shall be cleaned and sanitized.
- Walls shall be spot cleaned.
- Countertops and sinks shall be wiped cleaned and sanitized.

(d) Dishes/Dishwasher:

- In the Break room area only must be loaded in the dishwasher and a wash cycle started, at the end of the week. Only those dishes or coffee cups left in kitchen areas or sinks should be placed in the dishwasher, on a daily basis.
- Any dishes left in individual offices or on desks should not be brought by the janitorial staff to the break room/kitchen.

(e) Chairs:

- Wiped clean with a safe and effective cleaning product.

(B) WEEKLY

These tasks should be performed at a minimum of at least once a week. However, should the Contractor notice any area requiring additional attention, then the tasks should be provided accordingly to keep the areas clean.

(1) CARPETS

(a) Vacuuming of Hard To Reach Areas:

- Under desks, chairs, tables, and around corners.
- Care should be taken to keep wall corners free of dust and to use care in performing services to prevent damage to office furniture.
- Carpets should be free of obvious dirt, dust, and other debris.

(2) RESTROOMS

(a) Stall Partitions and Doors:

- Damp wiped.

Arkansas Real Estate Commission
612 S. Summit
Little Rock, AR 72201

- All dirt, dust, water stains, spots, streaks, and smudges shall be removed from all surfaces

(3) HARD SURFACE FLOORS, ALL INTERIOR (including ceramic tile and paver brick floors)

(a) Floors:

- Floors shall be cleaned and free of streaks, dirt and skipped areas.
- Walls, baseboards and other surfaces shall be free of splashing and markings from the equipment.
- Air Vents shall be dusted to remove any debris visible
- Finished area shall have a uniform luster.

(4) DECORATIVE PLANTS (COMMON AREAS ONLY)

(a) Dusting:

- Decorative plants will be dusted in common areas only such as breakrooms, lobbies, and foyers.
- Thorough dusting with debris being removed from planters.

(5) HEATING, VENTILATION AND AIR CONDITIONING (HVAC) VENTS AND LOUVERS

(a) Dusting:

- All HVAC vents and louvers shall be clean and dusted.

(D) SEMI-ANNUALLY (September, March)

(1) CARPETS:

(a) Steam Cleaning Process:

- A quality spotting agent is to be used on all spots.
- Steam clean, reapplying spotting agent to any stains that did not come out.
- Scrub with buffer using the carpet brush.
- Reapply spotting agent and let solution set for (15) minutes.
- Steam clean again.
- Carpets are to be shampooed and free of all dirt, grime, stains, and crusted material.
- Specific date and time to be scheduled and approved by AREC agent