



The Maryland-National Capital Park & Planning Commission

Department of Finance – Corporate Procurement Division

6611 Kenilworth Avenue, Suite 300 • Riverdale, Maryland 20737 • 301-454-1600 Fax: 301-454-1606

**INVITATION FOR BID
IFB NUMBER: B40-116**

Brookside Nature Center Janitorial Services

The Montgomery County Department of Parks (Parks) part of the Maryland-National Capital Park and Planning Commission (M-NCPPC or Commission), is soliciting bids for janitorial services at Brookside Nature Center, located at 1400 Glenallan Ave., Wheaton, Maryland 20902.

BID DUE DATE/TIME: December 30, 2019 AT 3:00 P.M.

NOTE: A Pre-Proposal information meeting has been scheduled for **December 05, 2019 at 2 P.M.** Brookside Nature Center, located at 1400 Glenallan Ave., Wheaton, MD 20902. Bidders are strongly encouraged to carefully review the Solicitation Documents. It is recommended that all parties who intend to submit a bid attend this meeting.

Solicitation Release Date: November 22, 2019

COMMISSION TEAM:

Cindy Martinez, Principal Procurement Specialist, Department of Finance

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION
INVITATION FOR BID (IFB) SUMMARY

IFB Number:	B40-116
Bid Name:	Brookside Nature Center Janitorial Services
Pre-Bid Meeting:	2:00 P.M. on December 05, 2019 Brookside Nature Center 1400 Glenallan Ave Wheaton, MD 20902
Deadline for Technical Questions:	December 12, 2019 at 3:00 p.m. Questions must be submitted via e-mail to: Cindy.Martinez@mncppc.org
Deadline for Bid:	DECEMBER 30, 2019 NO LATER THAN 3:00 P.M.
Submit Bid to:	Maryland National Capital Park and Planning Commission Department of Finance, Corporate Procurement Division Executive Building Office (EOB) 6611 Kenilworth Ave Riverdale, MD 20737 Attn: Cindy Martinez Bids delivered to any location other than the office listed above will not be considered. Oral, telephonic, telegraphic and facsimile Proposals will not be accepted. If a proposal is sent by mail or courier service, the Offeror assumes full responsibility for its timely delivery to the designated location. Bids received after the date and time specified for receipt of Proposals will be rejected and returned unopened. Bidders are to conform to the procurement conditions herein.

<p>Proposal Submittal Instructions:</p>	<p>The bid package must include all required information as outline in this solicitation and include one (1) original and one USB Drive with a single PDF file of the bid package.</p> <p><u>The bid submittal should indicate the Invitation to Bid Number on the outside of the package.</u></p> <p>The sealed bid package must be received at the address shown above by Deadline for Proposals shown above.</p> <p>Delivery of Proposals may only be made during Commission business hours, 8:30 AM to 5:00 PM, Monday through Friday.</p> <p>THE COMMISSION IS NOW REQUIRING ALL VENDORS TO REGISTER ON THE COMMISSION'S ONLINE VENDOR REGISTRATION (EZ PROCUREMENT).</p> <p>Prospective Bidders should register as a vendor to be included in the Commission's bidders list.</p>
<p>Inquiries:</p>	<p>All inquiries regarding this solicitation are to be made to:</p> <p style="padding-left: 40px;">Cindy Martinez, Principal Procurement Specialist Department of Finance, Corporate Procurement Division 6611 Kenilworth Ave Riverdale, MD 20737 Email: Cindy.Martinez@mncppc.org Office: (301) 454-1603</p> <p>MARYLAND RELAY SERVICE: 1 (800) 735-2258 [for the hearing impaired]</p>

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PART I
GENERAL INSTRUCTIONS

PRESUBMISSION INFORMATION

Examination of Proposal Documents

Offerors must examine all the bidding documents very carefully and must make their proposal after examination of the proposed work. The submission of a proposal indicates that the offeror thoroughly understands all the terms and conditions, instructions, and specifications of the solicitation.

Commission Assistance in Proposal Preparation

Commission staff will not assist any offeror or offeror's agent in the actual preparation of the proposal. Offerors or their agents will not be permitted to use Commission telephones or other facilities in the preparation of the proposal unless the Commission representative specified in the Invitation for Sealed Proposals has given specific authorization.

Interpretation of Proposal Documents and Correction of Proposal Documents

Should a Bidder, upon examination of the IFB and Contract Documents, or after conducting an investigation of local and site conditions and performing a review of any information related thereto provided by the Commission, require an interpretation or clarification of any provision of such documents or information, or believe there to be any ambiguity or error in or inconsistency or discrepancy between, or otherwise be in doubt as to the meaning or intent of, any part or portion of those documents or that information, the Offeror shall notify the Commission in writing at least five (5) working days prior to the date set for receipt of Proposals.

Address all questions to: Cindy Martinez
Principal Procurement Specialist
Department of Finance, Corporate Procurement Division
6611 Kenilworth Ave
Riverdale, MD 20737
Email: Cindy.Martinez@mncppc.org
Office: (301) 454-1603

A Bidder who fails to request any such interpretation or clarification waives any claim for additional cost or time for any ambiguity or error in or inconsistency or discrepancy between any such documents and/or information which is found to have been apparent at the time of receipt of Proposals.

All interpretations, clarifications, corrections, changes or other directions related to these requests of Offerors will be provided in writing by the Commission and posted on www.mncppc.org and <https://emma.maryland.gov>.

Responses to Bidder notifications and inquiries made in any other manner, and especially any oral explanations, instructions or comments provided by any representative of the Commission or its Staff, will not be binding on the Commission.

Extension of Bid Opening

The Commission may extend the deadline for receipt of Bids at its option. If the date is extended, the Commission will provide written notification posted on www.mncppc.org and <https://emma.maryland.gov>. It is incumbent upon the Bidder to check for addenda and/or any extension of the deadline.

Response to Solicitations

In the event a firm does not submit a bid on this solicitation, the firm should provide the Commission an explanation as to why the firm is unable to do so. Because of the large number of firms listed on the Commission's bidders list, it may be necessary to delete from this list the names of those firms that repeatedly fail to respond to Commission solicitations for proposals. The return of the Bid Form page with a "No Bid" is not considered a failure to respond.

Preparation and Submission of Proposals

The Offeror shall submit an original plus one (1) USB drive, of the bid as indicated in the IFB. The bid must be:

- a. Initialed by the Offeror where there are erasures or other changes in the proposal.
- b. Signed in ink by authorized principals with the Offeror's legal name fully stated. Corporations must give the state in which incorporated, using the phrase "A Corporation organized under the laws of the State of _____". Partnerships must give names of partners, using the phrase "Co-partners, doing business under the firm name of _____". Individuals using a trade name must give the individual name, using the phrase "An individual doing business under the trade name of _____" (see Form B – Proposal Declaration – in Section VI).
- c. Submitted in accordance with the format as specified in Section V. Proposals may be submitted as the Offeror may determine, but the proposals must follow the prescribed format as to the requirements of content and order of content.
- d. Fully completed by the Offeror, including all information requested and any attachments that may be required.

Receipt and Opening of Proposals

Bids received prior to the date and time specified for the receipt of bids will be securely kept, unopened. The Commission representative whose duty it is to open the proposals will decide when the specified opening time has arrived.

If the Bidder to whom an award is made should fail to execute a contract or deliver any insurance certificates within the time specified:

The award may be annulled, and the project awarded to the second lowest responsive and responsible Bidder, who shall be required to fulfill all stipulations as if such Bidder were the original Bidder to whom the award was made, or

The Commission may reject all remaining Bids.

Unless otherwise stated in the IFB, the Commission reserves the right to award in the aggregate or to make separate awards. The Commission reserves the right, when reviewing bids for award, to waive minor informalities or irregularities in the bids. The Bidder to whom the award is made will be notified at the earliest possible date. The Commission reserves the right to reject any or all bids, and to reject any or all optional items included in the proposal. In the event that the Commission offices are closed due to weather or other contingencies, the bids will be accepted until 10:00 A.M. on the first full Commission business day following the last designated closing date.

Irrevocability of Proposals

Unless otherwise provided for by the IFB documents, all bids shall be irrevocable for a minimum period of one hundred twenty (120) calendar days following the date and time set for receipt of proposals.

At any time prior to the specified Bid opening time and date, proposals may be modified or withdrawn in person by the Bidder, or by his or her authorized representative if proper identification acceptable to the Purchasing Manager is provided and the person withdrawing the bid signs a receipt for the withdrawn bid. This can also be accomplished by mail with the approval of the Purchasing Manager.

Late Bids, Modifications and Withdrawals

If a Bidder submits a bid or request for withdrawal after the time set for receipt of bids, the following applies.

- A late bid, late modification or late request for withdrawal will not be considered. Any bid, proposal or modification to a bid or proposal received at the place designated in the solicitation after the time set for receipt of bids is late and will not be considered for award.
- Any request for withdrawal or request for modification received at the place designated for proposal opening after the time set for opening of bids is late.
- A late proposal shall not be opened and shall be returned to the bidder (unless it must be opened to determine the identity of the bidder).

- Exceptions to these rules may be made when a late bid, modification, or withdrawal would have been timely but for the action or inaction of procurement personnel directing the procurement activity.

Mistakes in Proposals

After the opening of proposals, Commission staff shall examine all proposals for mistakes. In cases of apparent mistakes, other than those involving extension of unit prices or other arithmetic errors, when Commission staff has reason to believe that a mistake may have been made, staff shall request from the bidder a verification of the proposal. If the offeror alleges a mistake, the matter shall be brought to the attention of the Purchasing Manager. Such actions shall be taken prior to award.

The Purchasing Manager is required to make the administrative determinations necessary in cases of alleged proposal mistakes. The authority permitting correction of proposals is limited to proposals which are responsive as submitted and shall not be used to permit correction of bids to make them responsive.

If the Purchasing Manager knows or has reason to conclude that a mistake in a proposal may have been made, the Purchasing Manager shall require that the bidder confirm the proposal. Confirmation by the offeror of the proposal will be requested when the bid reflects either an obvious, apparent error on its face or the bid's amount is unreasonably lower than those of either the other bids submitted or the Commission's estimate.

If the offeror fails to respond to a request for confirmation of an apparent mistake within the time allotted to the Purchasing Manager, the proposal may be considered as originally submitted or may be rejected as non-responsive at the discretion of the Purchasing Manager. If the offeror confirms his proposal, the Purchasing Manager shall consider it as originally submitted.

If the offeror alleges a mistake, the Purchasing Manager shall advise him to support the allegation by statements concerning the alleged mistake and by all pertinent evidence, such as the bidder's file copy of the bid, original worksheets and other data used in preparing the bid, such as subcontractor's and supplier's quotations, if any, published price lists, and any other evidence which will serve to establish the mistake, the manner in which it occurred, and the bid actually intended.

Additionally:

- A determination may be made permitting the bidder to correct his bid if the bidder requests permission to do so and clear and convincing evidence establishes both the existence of a mistake and the bid actually intended. In lieu of bid correction, the Commission may permit a low bidder alleging a material mistake of fact to withdraw his bid if there is reasonable proof that a mistake was made and the intended bid cannot be ascertained.

- A determination may be made permitting the bidder to withdraw his bid if the bidder requests permission to do so and clear and convincing evidence establishes the existence of a mistake. However, if the evidence is clear and convincing both as to the existence of a mistake and as to the bid actually intended, and if the bid, both uncorrected and corrected, is the lowest bid received, a determination may be made to correct the bid and not permit withdrawal.
- If the evidence does not warrant a determination under the two paragraphs above, a determination may be made by the Purchasing Manager that a bidder may neither withdraw nor correct his bid.
- Any clerical mistake, apparent on the face of a bid, may be corrected by the Commission prior to award, if the staff member has first obtained from the bidder verification of what was actually intended. Examples of such apparent mistakes are obvious misplacement of a decimal point, typographical errors, and mistakes in the designation of the unit of measure. Correction shall be reflected in the award document.
- After bid opening an otherwise low bidder shall not be permitted to delete exceptions to the bid conditions or specifications which affect price or substantive obligations.
- Nothing in this Section is intended to prohibit the Commission from accepting a bid correction resulting in a reduction in price from the low bidder after bid opening, provided that such reduction is not conditioned on or does not result in, the modification or deletion of any condition contained in the Invitation for Bids.

Award of Contract

The award will be made under the Competitive Sealed Bidding. Under the Competitive Sealed Bidding, the award will be made to the lowest responsive and responsible Bidder.

Failure to enclose and submit requested data or comply with the requests as stated herein may be cause for rejection of the bid as non-responsive.

Changes in the phraseology of the bid, additions, unauthorized substitutions, and limiting or conditional provisions may be cause for rejection of the bid as non-responsive. A bid may be rejected as non-responsive if the bidder fails to comply with the Commission's Anti-Discrimination Program.

A bid from a debarred or suspended Bidder will be rejected as non-responsive.

"Responsive bid" mean a bid that conforms in all materials respects to the requirements contained in the solicitation. These requirements include specifications of goods and services to be provided, the delivery of performance schedule, warranty, and any other materials aspects required in the IFB.

“Responsible” means the Offeror is capable to fully perform the contract requirements and has demonstrated integrity and reliability that assure good faith performance.

Protests

Any actual or prospective offeror who is aggrieved in connection with the solicitation of proposals or award of a purchase may protest to the Commission’s Purchasing Manager. Protesters are urged to seek resolution of their complaints initially with the purchasing agent. A protest related to an invitation for bids shall be submitted in writing prior to the opening of bids, unless the aggrieved person did not know and should not have known of the facts giving rise to such protest prior to bid opening. The protest shall be submitted in writing and received within 10 calendar days after such aggrieved person knows or should have known of the facts giving rise to the protest.

The protest must include:

- the name and address of the protester;
- identification of the solicitation or purchase;
- statement of reasons for the protest;
- any supporting documentation to substantiate the claim made, unless the documentation is not available within the protest delivery time, in which instance the expected date the material will be available is to be stated; and
- the remedy sought.

The purchasing agent shall, upon written request, make available to the protester information submitted that bears on the substance of the protest except where information is proprietary or otherwise confidential. The protester shall submit any additional information requested by the Purchasing Manager within five calendar days after receipt of the request for such information. Failure of the protester to respond to a request for information may result in the resolution of the protest on the basis of available information.

The decision of the Purchasing Manager shall be final and conclusive; unless fraudulent, or:

- within 10 calendar days from receipt of the written decision, the protester mails or otherwise furnishes a written appeal to the Executive Director, or
- any person adversely affected by the decision commences an action in court.

The decision of the Executive Director shall be final and binding.

PART II
GENERAL CONDITIONS

Ethics in Procurement

By submitting a Proposal, the offeror agrees to adhere to the Commission's policy on ethics in purchasing. This policy prohibits any person from offering, giving, or agreeing to give any Commission employee or former Commission employee a gratuity or an offer of employment in connection with any aspect of a Commission procurement. Further, payment or offers to pay contingent fees related to procurement of Commission purchases are prohibited except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business. Potential offerors are urged to review the ethics policy in detail. Copies may be requested from the Purchasing Division (phone: 301-454-1600).

Taxes

The Commission is exempt from (a) State of Maryland Sales Tax, (b) District of Columbia Sales Tax, and (c) Federal Excise Tax. Prices, except for the construction of realty, shall not include Sales Tax or Federal Excise Tax.

Payment

The Commission within 30 days after acceptance of the work and submission by the Contractor of a suitable invoice will make payment. If the vendor offered a prompt payment discount, such discount time shall be computed from the date of inspection and acceptance of the commodities or services or the date a correct invoice is received from the Contractor, whichever is later. If adjustments on deliveries cause a delay in payment, and the fault lies with the vendor, the discount privileges are preserved.

Completion of Work

Upon award of the proposal, Offerors must be prepared to complete/deliver the work within the period provided in the bid and, after Award, as amended and approved by the M-NCPPC Project Manager.

Anti-Discrimination Program

By submitting a proposal, an offeror shall understand and agree to:
Not discriminate against minority, female and disabled-owned firms (MFDs) in the selection of subcontractors on Commission projects. For contracts with subcontracting opportunities, offerors are required to provide MFDs the opportunity to submit Proposals as subcontractors and to award those MFDs submitting low Proposals the subcontracts unless there are legitimate reasons not to do so. On certain contracts, the Commission will require offerors to submit standardized forms with their Proposals that indicate how they have complied with the subcontracting non-discrimination requirements. The Special Conditions section of the Proposal documents specifies whether these forms must be submitted.

Not discriminate against MFDs in their performance of work as subcontractors on Commission contracts.

Submit forms verifying payment to subcontractors throughout the course of a contract. Not discriminate against any employee or applicant for employment because of age, sex, race, creed, disability or national origin. If a firm is determined by a final order of an administrative agency or a court to be in violation of federal, state or county non-discrimination laws, any agreement entered into by the Commission with a firm may be terminated or suspended in whole or in part by the Commission, and the firm may be debarred from bidding on future contracts with the Commission.

The subcontracting non-discrimination program shall apply not only to the initial contract award, but also to certain major change orders and amendments that serve to increase the dollar value of the initial contract.

Any violation of the Commission's Anti-Discrimination Program may result in suspension or debarment of the violator as well as other civil or administrative remedies.

A minority-owned business is any entity that engages in commercial transactions and is at least 51 percent owned and controlled by one or more individuals from the following groups: African Americans (all persons having origins in and of the black racial groups of Africa), Hispanics (all persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race), Asians or Pacific Islanders (all persons having origins in any of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands), and Native Americans (all persons of American Indian, Aleut, Eskimo or Native Hawaiian background). A female-owned business is any entity that engages in commercial transactions and is at least 51 percent owned and controlled by one or more women. A disabled-owned business is any entity that engages in commercial transactions and is at least 51 percent owned and controlled by persons with physical or mental impairment that substantially limits one or more of the major life activities of the individual, as defined in the Americans with Disabilities Act of 1990.

PART III
SPECIAL CONDITIONS

Insurance Requirements

The Contractor shall be required, prior to the execution of the Contract, to furnish the Contract Administrator satisfactory proof of all insurance required by the Insurance Checklist (Part V. Forms).

Basis of Award

It is the intent of the Commission to make one award to the lowest responsive and responsible bidder in aggregate or whichever is in the best interest of the Commission on the base term of one (1) year. The Commission reserves the right not to make an award and re-bid if necessary.

Contract Term

The initial terms of this contract resulting from this solicitation shall be for base term of one (1) year. The Commission reserves the right to renew the contract for three (3) additional terms of one (1) year each, contingent upon the Contractor's performance at its sole discretion.

Specifications

All work must be furnished in accordance with the IFB.

Substitutions of Key Personnel

No substitution of Key Personnel included in the bid may not occur without written approval of the M-NCPPC Contract Manager. Replacements of the Key Personnel must have the experience and qualifications required in this IFB. Requests for substitutions of Key Personnel must be submitted in writing and approved by the M-NCPPC at least ten working days prior to the replacement.

Estimates made by the Commission

Any quantities or dollar values given by the Commission as estimates or approximates, or as needs requirements, are given as a general guide for preparing the Bid but are not guaranteed amounts. They represent the best estimate of the Commission but are subject to increase or decrease. Any such variance will not change the unit prices to be paid for the product or services.

Proprietary Information

Material submitted in response to this IFB will become public record and will be subject to inspection after Bid Opening. Any material requested to be treated as proprietary or confidential must be clearly identified and easily separable from the rest of the Bid. Such request must include a justification. The request will be reviewed and either approved or

denied by the Purchasing Manager. If denied, the bidder will have the opportunity to withdraw its entire bid, or to remove the proprietary restrictions.

Safety Standards

The vehicles and equipment, to include components, furnished under these specifications shall comply with all applicable Federal and Maryland Standards. The Contractor will be expected to follow all OSHA regulations. M-NCPPC Project Manager and/or Senior Safety Inspectors from Risk Management and Safety will inspect the Contractor periodically.

If a determination is made that there is a public safety issue or a violation of federal or state regulations, the inspectors are empowered to shut the job site down, until such time that the corrections are made. Furthermore, the Contractor shall have no right to delay claims during such occurrence(s) or for stop work notices as delivered by the Commission.

Failure to Perform/Deliver

In the event of a Contractor's failure to comply with the established cleaning schedule, the Commission reserves the right to make an open market purchase of the required materials and/or services and to charge as damages, the difference between the established price and the actual cost incurred by the Commission and to collect such charges from the Contractor, from any money due under this contract, or any other contract with the Commission.

Indemnity

The Contractor shall indemnify and save harmless the Commission from and against all actions, liability, claims, suits, damages, cost or expenses of any kind which may be brought or made against the Commission of which the Commission must pay and incur by reason of or in any manner resulting from injury, loss or damage to persons or property resulting from its negligent performance of or failure to perform any of its obligations under the terms of this contract.

Restoration of Damages

The restoration of any damage(s) to Commission property, or to any adjoining/adjacent private or public property, resulting from the Contractor's performance on this Contract shall be the sole responsibility of the Contractor. The Contractor will, within two (2) weeks from written notification from the Commission, contact the claimant and attempt to resolve the claim. All valid claims must be resolved within thirty (30) days of notification.

Reductions for Non-Performance or Failure to Meet Standards

Should the quantity or timeliness of the services performed not be acceptable, and/or as specified in this Contract, the M-NCPPC reserves the right to implement non-payment measures for poor or non-performance of work. These measures shall include deductions or non-payment for work improperly done. In addition, M-NCPPC reserves the right to declare the

Contractor in default of the Contract and may move for immediate termination of the Contract at no cost or penalty to the M-NCPPC.

- A. In the event of failure to proceed with the work as specified in the Contract, or if it appears at any time that such work is not being prosecuted in a timely and proper manner, the M-NCPPC may require the Contractor to furnish and place in operation such additional labor, and equipment as deemed necessary to bring the work back into compliance. This shall be accomplished at no additional cost to the M-NCPPC. If the Contractor fails to comply, The M-NCPPC may initiate measures to meet the requirements of the Contract.
- B. Overall Contract performance will be monitored by the M-NCPPC Contract Manager or designee. The M-NCPPC Contract Manager or designee will address all incidents of poor performance with the Contractor.
- C. The Contractor shall correct performance deficiencies noted and take the necessary measures to ensure these deficiencies will not repeat. Deductions from the Contractor's monthly invoice shall be taken when the Contractor fails to perform any task required in these specifications or performs any task below the standards as required in these specifications. All such deductions shall be permanent.
 - 1. First occurrence – written documentation notice from the Contract Manager or designee to the Contractor.
 - 2. Second occurrence – written documentation and deduction of 1/60th of the monthly invoice amount.
 - 3. Third occurrence – written documentation and deduction of 1/30th of the monthly invoice amount.
- D. Any incomplete work requiring additional time to finish as a result of the Contractor's actions shall be brought to the attention of the Contract Manager or designee for approval prior to commencing any work.
- E. Each incident of additional time required shall be grounds to consider the Contractor's work for that day to be documented as "Unsatisfactory".
- F. Reductions for "No Shows" shall be based on the normal number of Contractor's personnel assigned to the building multiplied by the hours normally worked by the Contractor.
- G. Reductions for below standards work may be made if, after the second documented notification, the Contractor has not corrected the deficiency and M-NCPPC workers are assigned to perform the task.

- H. Reductions will be based on the hourly wage rate of the M-NCPPC employee assigned to perform the task times the hour/hours required for M-NCPPC workers to perform the task.
- I. Failure of Contractor to report for work as scheduled (No-Show) shall be cause to document an incident of unsatisfactory performance. The M-NCPPC Contract Manager or designee, at his/her sole discretion may allow the Contractor to make the work up at the earliest opportunity. Under extraordinary circumstances and sole discretion of the Procurement Office, failure to report for work may be excused and not documented as an incident of unsatisfactory performance. Payments will not be made for cleanings that are not provided.
- J. Failure of Contractor to perform work as indicated in the "SCHEDULE" in the Contract:
 - 1. For any task indicated on the SCHEDULE of work detailed within these specifications which is either not performed or only partially performed, a documentation of unsatisfactory performance will be prepared by the M-NCPPC Contract Manager or designee and the Contractor shall be so notified and given an opportunity to immediately correct the problem. Repeated incidents (two or more) for the same task of non-performance within a one-month period will result in a deduction from the monthly invoice for each occurrence. The amount of the deduction shall be 1/60 of the monthly invoice price, and 1/30 for the third incident, as priced on the Contractor's Bid and will cause documentation of each incident as unsatisfactory performance.
- K. Repeated poor performance or non-performance of Contract specifications and/or occasions of documented 'unsatisfactory performance' shall cause the Procurement Manager to either:
 - 1. Immediately institute of a period of probation the length of which shall be no more than fifteen (15) days within which the Contractor shall take immediate steps to correct all deficiencies and provide a plan of remedial action to prohibit a reoccurrence of the documented unsatisfactory performance, or,
 - 2. Give the Contractor a ten (10) day written notice to show-cause why the Contractor should not be declared in default.
 - 3. Any deficiencies, which occur as a result of extraordinary circumstances, may be excused at the sole discretion of the Procurement Manager. However, any deficient work must be rescheduled with the M-NCPPC Contract Manager or designee within five (5) working days. If it is not possible to reschedule the work, a deduction will be taken from the monthly invoice for work not performed.

Performance Meetings

- 1. Performance meetings will be held on a quarterly basis or more frequently as deemed necessary by the Contract.
- 2. Manager or designee to address issues or concerns regarding the Contract.

3. Quarterly meetings will be scheduled at the beginning of the Contract.
4. Meetings will be documented. A copy of the performance meeting minutes will be sent to the Procurement Office and the Contractor.

PART IV
SCOPE OF SERVICES

1. BACKGROUND AND PURPOSE

The Maryland-National Capital Park and Planning Commission (M-NCPPC or Commission) is requesting bids from qualified janitorial contractors to perform custodial services for Brookside Nature Center (Center) located at 1400 Glenallan Ave, Wheaton, MD 20902. Brookside Nature Center is nestled within 536 acres of [Wheaton Regional Park](#), the facility offers quality programs for people of all ages, interests, and abilities. The Center is highly active with programs running all-year around.

2. MINIMUM QUALIFICATIONS

The Prime Contractor, either directly or through its subcontractor(s), must be able to provide all services and meet all requirements described herein, and the successful Bidder shall remain responsible for Contract performance, regardless of subcontractor participation, to complete the services to the satisfaction of the Commission.

1. The Bidder shall have been actively engaged in performing janitorial/custodial maintenance services of equal or greater scope as herein specified for a continuous period of at least three (3) years. Experience of individual personnel in the Company or firm shall not count towards meeting the required three (3) years of experience for the Contractor as a firm or business. As proof of meeting this requirement, the Bidder shall provide with its Bid a list of three (3) customer references where it has provided janitorial services on a year-round basis (See Form B- REFERENCE FORM).
2. The Bidder shall assign an On-Site Supervisor who is fully and adequately trained and have a minimum of two (2) years' experience in performing janitorial/custodial cleaning and supervision services of equal or greater scope as herein specified. The Bidder shall provide at time of bid a resume of the proposed On-Site Supervisor demonstrating that the Site Supervisor has the required experience.
3. The Bidder shall be licensed in the State of Maryland with the Department of Labor, Licensing and Regulations. A copy of license must be submitted with your bid.

3. SCOPE OF SERVICES

A. Start Up- Activities

1. The Contractor and the On-Site Supervisor shall coordinate with the Contract Manager, prior to start of the contract, to conduct a walk-through of facility and review the scope of work for each room.
2. This meeting shall be conducted during normal business hours.

- B. The Contractor shall perform all the tasks as outlined in these detailed specifications.
- C. The Contractor shall furnish all labor, equipment and supplies to provide janitorial services in accordance with the terms, conditions and specifications. The Contractor shall be responsible for taking all measurements. The list below contains the approximate square footage which pertain to the performance of the daily, weekly, monthly, bi-annually, and semi-annual cleaning of the facilities.
- i. Brookside Nature Center Complex consists of the public exhibit areas “Nature Center,” and a “Breezeway” office space contained together in one building and an “Annex” office space located in a separate building. All facilities are located at: 1400 Glenallan Avenue, Wheaton, MD 20902.
 - ii. The Brookside Nature Center Complex has a variety of flooring types. Public exhibit areas (Nature Center) and non-public office spaces (Annex and Breezeway) will have different (time frame) cleaning schedules. Brookside Nature Center Complex has the following floor types and approximate square footage per type:

<i>Nature Center (public spaces)</i>	
Carpet	710 Square Feet
Special Vinyl Tile Area	744 Square Feet
Bathroom/Kitchen Tile Area:	295 Square Feet
Wood laminate	435 Square Feet
Approximate Square Feet to be serviced	2184 Square Feet
<i>Annex and Breezeway (office spaces)</i>	
Bathroom/Kitchen Tile Area:	120 Square Feet
Carpet	864 Square Feet
14 wooden stairs w/carpet treads	(not included in sq. ft. estimate)
Approximate Square Feet to be serviced	984 Square Feet

- D. The Contractor must own or acquire, prior to the Notice to Proceed of the Contract, all necessary commercially rated equipment for the proper performance of the Contract. Said equipment must be at the facility fully operational upon the start date of the contract.

3.1 APPEARANCE REQUIREMENTS AND DEFINITION OF CLEANLINESS

- A. Regardless of the item or location, the expectation is that all areas will be kept free of the following defects or conditions:
1. **Litter** – Surface litter, paper or debris at a level which gives the impression of disorderliness and clutter.
 2. **Gum** – The presence of chewing gum on any carpet surface or other item included in this scope of work.
 3. **Dust** – Un-bonded dust build-up on any carpet surface or item included in this scope of work subject to appropriate cleaning techniques.
 4. **Detail Defects** – The incomplete, inconsistent, or superficial cleaning of any item subject to cleaning including: corners, edges, bottom, under, behind and over all surfaces.
 5. **Residue or Streaks** – Any surface marks, spills, or other undesirable bonded surface residues which can be eliminated by appropriate dry or damp cleaning techniques.
 6. **Build-up** – Any soil or other undesirable bonded build-up which can be eliminated by appropriate heavy duty, cycle, or project cleaning techniques.
 7. **Spots, Stains** – Minor spots, or other limited surface soil which can be eliminated by appropriate spot cleaning techniques.
 8. **Vacuum Defects** – Dust, lint and other surface and in-fiber accumulation in carpeted areas which can be eliminated by appropriate vacuum cleaning techniques.
- B. The following are definitions of cleanliness:
1. The absence of Litter or undesirable debris, which can be eliminated by appropriate policing techniques.
 2. The absence of un-bonded dust build-up on any surface of any items subject to appropriate dusting techniques.
 3. The complete, comprehensive and detail cleaning of any item subject to cleaning, including corners, inside, outside, top, bottom, under and over all surfaces.
 4. The absence of any surface marks, spills or other undesirable bonded surface streaks or residue, which can be eliminated by appropriate damp or wet cleaning techniques.

5. Absence of any soil, wax, or other undesirable bonded build-up, which can be eliminated by appropriate heavy, cycle or project cleaning techniques.
6. The presence of appropriate surface gloss, protection, or reflective capacity in line with “like new” or designate gloss levels.
7. The absence of minor spots, fingermarks, or other limited surface soil, which can be eliminated by appropriate spot cleaning techniques.
8. The absence of dust, lint and other in-fiber accumulation in fabric and carpeted areas, which can be eliminated by appropriate vacuum cleaning techniques.

3.2 WORK EXCLUDED

- A. Janitorial services shall not be performed in animal care room, Annex attic & basement or Breezeway wet lab.

3.3 HOURS AND FREQUENCY WHEN WORK MAY BE PERFORMED

- A. The Contractor shall provide janitorial services outside of the public hours of the facility. Services may not be performed on Mondays, Saturdays or Sundays. Public hours are Tuesday – Saturday, 9 am to 5pm and Sunday 1pm to 5pm.
- B. 2x weekly tasks are to be performed two (2) times per week; 3x weekly tasks are to be performed three (3) times per week; weekly tasks are to be performed one (1) time per week (every 5-7 days); monthly tasks are to be performed one (1) time per month (every 26-28 day); and semi-annual tasks are to be performed once every six (6) months (every 175 to 180 days).
- C. Scheduling of all monthly, quarterly, and semi-annual tasks shall be confirmed ten (10) working days in advance in writing to the Contract Manager. Confirmation of the requested work will be provided in writing to the Contractor.
- D. Workhours and days are inclusive with the exception of semi-annual tasks, Commission holidays, emergency closings or any other Commission mandated closing. When a holiday occurs on a regular workday, the work shall be completed on the next business day during the hours specified. Exact arrangements are subject to change and shall be confirmed prior to the start date of the contract.
- E. The On-site Supervisor may request additional cleanings on an as needed basis. Additional cleanings will be paid to the contractor in accordance the bid form price per cleaning.

3.4 HOLIDAY CLOSURE

The Contractor will not be required to provide services on the following M-NCPPC Holidays:

New Year's Day	Labor Day
Martin Luther King's Birthday	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving Day
Independence Day	Christmas Day

3.5 INCLEMENT WEATHER

The Contractor shall report to work under all circumstances, including inclement weather, with the exception of the closure of the facility due to extreme weather.

3.6 CONTRACTOR'S EMPLOYEE

- A. The Contractor shall require all employees to wear distinctive work clothing for ready identification and to assure that every employee is in the proper attire on the date an employee first enters on duty.
- B. The Contractor shall ensure that all personnel employed are properly trained and receive detailed instructions for the proper, efficient, and economical performance of the janitorial operations of the facility.
- C. The Contractor shall have a Staff Supervisor available for direct contact by cell phone and/or email with the Contract Manager or his designee at any time during the Contract Manager's work hours Monday – Friday from 9 a.m. to 4 p.m. and Saturday 9 a.m. to 12:00 p.m. to obtain instructions or information about deficiencies in the janitorial work, or any other reason the Contract Manager or his designee should wish to confer with the Staff Supervisor.

3.7 CONTRACTOR'S ON-SITE SUPERVISOR

- A. The Contractor shall employ an On-Site Supervisor who will manage the quantity and quality of both effective and efficient management of cleaning operations. All supervisors shall have a minimum of two (2) years' experience and have an intimate knowledge of the various cleaning tasks, equipment and materials so as to be able to both properly train and direct the cleaners in their individual tasks and to maintain and control an effective inspection and follow up program.
- B. The Maryland National Capital Parks and Planning Commission (M-NCPPC) shall confirm that the On-Site Supervisor's resume meets the requirements above before contract start date.
- C. The On-Site Supervisor will represent the Contractor in all matters concerning the contract.

- D. Prior to the start date of the contract, the Contractor shall provide the contact information for the On-Site Supervisor, to include cellular telephone number, and or email, etc.
- E. The On-Site Supervisor shall be available by email contact or phone, at any time during hours when work is being performed.
- F. The On-Site Supervisor shall be able to effectively read and communicate in English and remain on-site at all times when work is in progress.
- G. The Contractor shall provide the On-Site Supervisor with a copy of these Detailed Specifications and the appropriate schedules and standards.
- H. The On-Site Supervisor is responsible for presenting to the Contract Manger or his designee a CHECK LIST to match all the work scheduled in the contract to be performed. This CHECK LIST shall be used by the Contractor as a part of their Quality Control to help insure tasks are accomplished in accordance with their work schedule. M-NCPPC may use this same CHECK LIST to randomly check the level of success of the Contractor's work. Contractor shall provide work schedules and checklists as they relate to the contract tasks to M-NCPPC within fifteen (15) business days for review and approval.
- I. The On-Site Supervisor is accountable for the behavior of all of the Contractor's personnel assigned to this contract.
- J. The On-Site Supervisor shall immediately report all maintenance and utility problems and malfunctions found within the cleaning areas to the Contract Manager or his designee.
- K. The On-Site Supervisor shall report any persistent carpet stains to the Contract Manager or his designee after unsuccessful stain removal.

3.8 CONDUCT OF JANITORIAL PERSONNEL

Employees of the Contractor, while performing work under this Contract, shall not:

- A. Remove any M-NCPPC property or personal property, equipment, monies, forms, or any other items from the buildings;
- B. Engage in loud or boisterous behavior;
- C. Play radios, phone streaming, or tape players;
- D. Be under the influence of alcohol or drugs;
- E. Gamble;
- F. Turn on or off or use any equipment other than the Contractor's equipment;
- G. Use any telephone;
- H. Open any desk, file cabinet or storage cabinet;
- I. Consume any food or beverage in the facility;

- J. Engage in horseplay;
- K. Remove any article from desks;
- L. Sleep;
- M. Engage in long conversations with other individuals;
- N. Take photographs of the building or its contents;
- O. Remove any documents, records, forms or paper of any kind which is not either in trash cans or clearly marked as trash, or in recycle containers;
- P. Use any tobacco or tobacco substitute products in any form;
- Q. Engage in any activity which is not in the best interest of the Commission or is otherwise detrimental to the performance of this Contract; or
- R. Allow any unauthorized person into the building.

Should M-NCPPC find any Contractor staff unsuitable under this Contract, M-NCPPC shall immediately notify the Contractor's representative verbally, followed by a written notification to the Contractor. The Contractor shall be responsible for the conduct and be liable for any action of the Contractor staff while performing work under this Contract.

3.9 MATERIALS, EQUIPMENT, SUPPLIES, AND UTILITIES

A. M-NCPPC shall:

1. Provide all supplies not provided by the Contractor necessary for the performance of this contract. This includes but it not limited to: toilet tissue, paper towels, trash liners, hand soap.

NOTE: These supplies shall be stocked in the janitorial closets by M-NCPPC employees. Records of usage of these supplies will be maintained by the M-NCPPC. The Contractor will be held accountable for any excessive usage of these supplies.

2. Provide light, heat, electrical power, and hot and cold water for the cleaning of the building.
3. Provide janitorial closets for the housing of the Contractor's equipment and supplies. These closets must be maintained in a clean, neat and orderly condition by the Contractor.
4. Provide large trash receptacles (outside) for the final disposal of trash and recycling collected in the buildings. The Contractor shall deposit all trash and recycling collected in the building in the receptacle provided and ensure that all lids, doors or other openings to the receptacle are closed and latched. Care shall be taken so as not to litter the outside areas when handling trash. The Contractor shall clean up any spillage.

B. The Contractor shall:

1. The Contractor shall provide all supplies, materials and equipment not provided by M-NCPPC necessary for the performance of the work of this Contract. This includes,

but is not limited to: cleaning agents, disinfectants, floor care products, carpet cleaning and deodorizing products.

2. Fifteen (15) days prior to the starting date of the Contract, the Contractor must submit to the Contract Manager or his designee, a list giving the name of the manufacturer, the brand name, the intended use of each of the materials that the Contractor proposes to use in the performance of the work. The Contractor shall utilize cleaning materials, supplies and equipment in accordance with manufacturer's specifications. The Contractor shall not use any material which the Contract Manager or his designee determines would be unsuitable for the purpose, or harmful to the surfaces to which applied, or to any other part of the building, its contents, or equipment.
3. Not utilize flammable substances as a cleaning or polishing agent without the prior written approval from the Contract Manager or designee. The Contractor shall furnish a list of all hazardous products used and stored at M-NCPPC facilities.
4. Not utilize bowl cleaners, acids or strong alkalis without first obtaining written permission from the Contract Manager or designee.
5. Not utilize abrasives to clean fixtures, pipes, hardware or fittings.
6. Supply to M-NCPPC an OSHA Form 20 "Material Safety Data Sheet" (MSDS) for all products used in the performance of the Contract displaying a warning label. A book shall be kept in each janitorial closet with an MSDS sheet for each product utilized.
7. Furnish all necessary cleaning equipment required for the performance of the work for this Contract. This equipment must be the size and type customarily used in work of this kind and must meet the approval of the Contract Manager or designee.
8. Ensure that each piece of equipment delivered to the Contract site for use under this Contract is serially numbered and appropriately identified with a plate affixed thereon. The Contractor must furnish the Contract Manager or designee with a listing of all the equipment delivered to the facility with the corresponding serial numbers. On a schedule established by the Contract Manager or designee, an inventory is to be made of the equipment. The purpose of the inventory is to ensure that all equipment is in operating condition and that the quantity and quality agreed upon at the award of the Contract is the same. The Contractor shall accompany the Contract Manager or designee conducting the inventory. It is the responsibility of the Contractor to provide only those items approved at the beginning of the Contract. Further, all equipment shall be operative at all times. Any inoperative equipment shall be repaired and/or replaced within a twenty-four (24) hour period.
9. In conjunction with the Contract Manager or designee, an inventory of all the materials and equipment on hand during the final month of the contract period shall be performed, along with the development of a list of all materials and equipment which have been paid for by M-NCPPC. Any materials remaining at the termination

of the Contract which has been paid for by M-NCPPC will remain the property of M-NCPPC.

10. Comply with the M-NCPPC Recycling program. Recyclable items shall be collected, and cardboard boxes broken down and placed in the designated recycling containers provided by M-NCPPC.

4.0 STANDARDS AND WORKMANSHIP

- A. The building must be cleaned at the frequency and to the standard detailed in these specifications. Daily means Tuesday through Friday (except where indicated otherwise in the specific tasks), weekly means once a week, monthly means once a month, quarterly means once every three months, semi-annual means twice a year. The M-NCPPC Contract Manager/Designee shall determine whether the tasks have been performed, and, that the performance is in accordance with the standards set forth in these specifications. Failure to perform a task or to perform a task to the specified standard will result in reduction in the Contractor's monthly invoice in accordance to Part 3, Special Conditions.
- B. All work shall be performed by trained personnel using current, acceptable industry practices.
- C. All work shall be performed in a manner that maintains the original condition of the building and furnishings.
- D. Vendor shall furnish the necessary, appropriately tested and approved implements and machinery for the satisfactory performance of the contracted services. For safety and air quality reasons, propane buffers are not permitted.
- E. During janitorial operations, all areas shall be kept neat and clean. Precautions shall be taken to avoid damage to existing structures. All work shall be performed in a safe manner with particular care regarding furniture and wall covering.
- F. Upon completion of the daily work, the Vendor shall insure that all slop sinks and equipment storage areas are left in a neat and orderly condition.
- G. The Vendor shall be responsible for the conduct of all its employees and liable for any action or inaction of its employees while performing under this Contract.
- H. The Vendor shall secure all lights and doors and set building alarm after each service period.

4.1 NATURE CENTER (PUBLIC SPACE) 3X WEEKLY TASKS

A. Trash

1. All trash shall be removed from the building and taken from the building to the outside large trash and recycling containers.
2. All small loose trash is placed in large plastic bags and deposited into the outside large containers provided. Large plastic bags are closed and tied and free from holes which would allow trash or liquid to escape.
3. Large outdoor trash and recycling container lids are left firmly closed.
4. All emptied trash cans will have two (2) liners that are free of soil and stain caused by liquids, coffee grounds, food, garbage or any other substance which creates an odor.
5. Trash cans cleaned and disinfected as needed. At no time shall there be an odor emanating from the trash cans.
6. All items marked "trash" are removed.
7. All bottles, cans and boxes (broken down) are deposited in the appropriate recycle containers.

B. Restrooms

1. Basins, sinks, counter tops, and plumbing fixtures free of stains, dirt, hair, smudges, smears, and water spots. Chrome fixtures or pipes shined.
2. Toilets and urinals shall be cleaned using a disinfectant cleanser and free of stains, dirt, hair, smudges, smears, water spots, encrustation and rust. Toilet seats free of stains, dirt, hair, smudges, smears and water spots on both top and bottom surfaces. Toilet bowl brush shall be used on toilet bowls and care should be given to clean flush holes under rim of bowls and passage trap.
3. Restroom stalls shall be free of smears, smudges, fingerprints and be uniform in appearance without residue, haze, streaks or film.
4. Countertops, fixtures, hardware, plumbing and walls behind sink to be free of stains, dirt, hair, smudges, smears and water spots. Chrome fixtures or pipes shined.
5. Mirrors and shelves free of water spots, dirt, smudges, smears, film and haze and fingerprints.
6. Exterior of trash receptacles free of smears, film and haze.
7. The restrooms shall be maintained in a spotlessly clean and odor free condition.

8. All toilet dispensers have full rolls of toilet paper and rolls are properly installed in dispensers. Partial rolls may be left in the stalls.
9. All hand soap dispensers are filled.
10. All dispensers shall be polished and free of smears, film and haze.
11. Unserviceable dispensers shall be reported to the Contract Manager or designee.

C. Doors, Windows, Switches, Counters, and Walls

1. Glass doors and internal windows shall be cleaned as needed and be free of smears, smudges, fingerprints and be uniform in appearance without residue, haze, streaks or film.
2. Doors, door plates and handles, kick plates, brass metal fixtures, light switches, walls and counters shall be cleaned as needed and be free of smears, smudges, fingerprints and be uniform in appearance without residue, haze, streaks or film.

D. Floors

1. All dirt, dust and trash removed from floors. Floors dust mopped followed by wet mop.
2. Special attention shall be given to areas under desks, exhibits and furniture to prevent accumulation of dust and dirt.
3. No dirty water or cleaning solution residue or mop marks shall be visible on floors.
4. All corners and areas adjoining vertical walls shall be free of dirt, dust, trash, dirty water residue and cleaning solution residue.
5. Floors should have no buff marks or build-up in corners or areas of floor adjoining vertical walls.
6. Walls and floor molding shall be kept clean and free of wax.
7. Damage is to be reported immediately and shall be corrected at the Contractor's expense.

E. Carpets

1. All trash, gum, and debris shall be removed from floors, prior to vacuuming.
2. Vacuum easy to reach areas (hallways, corridors, and other designated areas). Care shall be taken to avoid damage to the walls and furniture.

3. All carpeted areas will be inspected for spots and stains. All spots and stains will be removed as soon as possible. Where difficult spots are encountered, a notation should be left with Nature Center Manager or Supervisor. Carpet care must be coordinated with M-NCPPC Management prior to start of work.

F. Recycling

1. Office recycling containers shall be emptied into the outside recycling containers.

4.2 ANNEX AND BREEZEWAY OFFICES, NATURE CENTER KITCHEN, ANNEX KITCHEN – WEEKLY TASKS.

A. Trash

1. All trash shall be removed from the buildings and taken from the buildings to the dumpster.
2. All small loose trash is placed in large plastic bags and deposited into the outside large trash and recycling containers provided. Large plastic bags are closed and tied and free from holes which would allow trash or liquid to escape.
3. Trash and recycling container lids are left closed firmly.
4. All emptied trash cans will have two (2) liners that are free of soil and stain caused by liquids, coffee grounds, food, garbage or any other substance which creates an odor.
5. Trash cans cleaned and disinfected as needed. At no time shall there be an odor emanating from the trash cans.
6. All items marked “trash” are removed.
7. All bottles, cans and boxes (broken down) are deposited in the appropriate recycle containers.

B. Nature Center & Annex Kitchens

1. Sinks and countertops shall be cleaned, disinfected and free of smears, smudges, fingerprints, food, and trash provided sink is free of dishes. Chrome fixtures shined. Scour kitchen sink as needed.
2. (Annex Kitchen area only): Kitchen tables and chairs shall be clean, disinfected and free of smears, smudges, fingerprints, food, and trash.
3. The outside of the refrigerators and microwaves shall be cleaned, disinfected and free of smears, smudges, fingerprints, food, and trash.

4. The inside of the microwaves shall be clean and free of food splatters.
5. Doorknobs and or handles shall be cleaned with an anti-bacterial cleaner.
6. (Annex Kitchen area only): Return all chairs and waste baskets to proper positions.

C. Restroom

1. Basin and plumbing fixtures free of stains, dirt, hair, smudges, smears, and water spots.
2. Toilet shall be cleaned using a disinfectant cleanser and free of stains, dirt, hair, smudges, smears, water spots, encrustation and rust. Toilet seat free of stains, dirt, hair, smudges, smears and water spots on both top and bottom surfaces. Toilet bowl brush shall be used on toilet bowl and care should be given to clean flush hole under rim of bowls and passage trap.
3. Countertop, fixtures, hardware, plumbing and wall behind sink to be free of stains, dirt, hair, smudges, smears and water spots.
4. Mirror free of water spots, dirt, smudges, smears, film and haze and fingerprints.
5. Exterior of trash receptacle free of smears, film and haze.

D. Floors

1. All dirt, dust and trash removed from floors. Floors dust mopped followed by wet mop.
2. Special attention shall be given to areas under desks and furniture to prevent accumulation of dust and dirt.
3. No dirty water or cleaning solution residue or mop marks shall be visible on floors.
4. All corners and areas adjoining vertical walls shall be free of dirt, dust, trash, dirty water residue and cleaning solution residue.
5. Floors should have no buff marks or build-up in corners or arears of floor adjoining vertical walls.
6. Walls and floor molding shall be kept clean and free of wax.
7. Damage is to be reported immediately and shall be corrected at the Contractor's expense.

E. Carpets

1. All trash, gum, and debris shall be removed from floors, prior to vacuuming.
2. Vacuum easy to reach areas (hallways, corridors, and other designated areas). Care shall be taken to avoid damage to the walls and furniture.
3. All carpeted areas will be inspected daily for spots and stains. All spots and stains will be removed as soon as possible.

F. Recycling

1. All office recycling containers shall be emptied into the outside recycling containers.

G. Vacuuming

1. Vacuum areas under desks, counters, chairs and other hard to reach areas. Care should be taken to avoid damage to the walls and furniture.

H. Dusting

1. Furniture, office equipment, interior windowpanes and windowsills, with an open space shall be dusted weekly with a treated cloth or static duster. This shall include all horizontal surfaces up to 84 inches high.
2. Desks, tables, and other office equipment/furniture not cleared of paper, work materials, and personal items; such as photos and trinkets will only be dusted where it is exposed. Vendor is not responsible for moving these items due to the sensitivity, security, and/or fragility of the paper, work materials, and the personal items.
3. Areas are to be free of dust, trash, beverage and finger marks.

I. Floors

1. All non-carpeted vinyl floors will be washed and kept in a scuff / spot /streak free condition.
2. Extreme care shall be exercised in all mopping so as to avoid splashing walls or furniture.
3. Transporting of water and other liquids over carpeted areas will be done in such a manner to avoid spillage.
4. For safety reasons, propane buffers are not permitted within the building.

J. Walls

1. All interior walls are to be inspected weekly for spots and stains.

2. All spots and stains will be removed as soon as possible. Where difficult stains are encountered, a notation shall be left with FACILITY MANAGER.

K. Mop Heads and Rags

1. All mop heads and rags shall be cleaned and bleached once per week.

4.3 FACILITY WIDE – MONTHLY TASKS

A. Air Conditioning Grills

1. Damp wipe all heating and cooling grills, louvers and registers with degreaser cleaning agent.

B. Light Fixtures

1. Internal light fixture will be dusted monthly.

C. Wastebaskets

1. All wastepaper baskets and receptacles shall be scrubbed clean and deodorized monthly with a new liner installed.

D. Base Boards

1. Baseboards and corners shall be free of dust, dirt, smears, smudges, fingerprints and be uniform in appearance.

4.4 FACILITY WIDE – ANNEX, BREEZEWAY & NATURE CENTER- QUARTERLY TASKS

A. High Dusting and Cleaning

1. Clean all window blinds, pipes, ledges, ceilings, moldings, picture frames, etc. to remove smudges, fingerprints and ink/pencil markings.
2. Dust all window blinds, walls and ceiling corners, window sills, light fixtures, ledges, top of refrigerator, cupboards, file cabinets, shelving and bookcases for cobwebs, dust and dirt.
3. Vacuum and clean all heating and cooling grills, louvers and registers, wipe with a damp cloth using a degreaser cleaning agent.

B. Upholstery

1. Vacuum all upholstered furniture, cubicle partitions, window and door shades and/or drapes.
2. Special Care must be given to all floor moldings, considering their appearance after floor cleaning is done (i.e.: molding, must be neat and clean, not splattered or spotted after floor care is given).

Note: Start and completion dates and floor plans may be provided for areas of coverage. This shall not interfere with regular assignments. During floor cleaning and waxing, the Contractors' employees are responsible for moving lobby chairs, benches, and small items such as stanchions and wastebaskets.

4.5 FACILITY WIDE – ANNEX, BREEZEWAY & NATURE CENTER- SEMI-ANNUAL TASKS

A. Carpets

1. Safely and thoroughly clean rugs and carpet using a commercial rated vacuum machine with extractions capabilities whereby all foreign matter is removed.
2. All traces of dirt, grime and soil shall be removed from carpets/rugs and there shall be no excessive shrinkage, which affects appearance and durability.
3. Rugs and carpets shall be vacuumed after cleaning and shampooing with a wet/dry machine and there shall be no lingering or objectionable odor.
4. Carpet under furniture as well as exposed carpet shall be cleaned. Contractor(s) is responsible for moving furniture and brushing carpet to restore flattened pile.
5. All stains and spots are to be removed.
6. Special Care must be given to all floor moldings, considering their appearance after carpet cleaning is done (i.e.: molding, must be neat and clean, not splattered or spotted after shampooing).
7. The first carpet shampooing and deodorizing shall be scheduled and completed within the first eight (8) weeks from the start date of the contract, and the second shampooing and deodorizing shall be scheduled and completed in six (6) months.
8. Note: This task must be coordinated with M-NCPPC Management and must be done during M-NCPPC non-working hours, which may include holiday weekends. During carpet shampooing, the Vendor's employees are responsible for moving chairs, and small items such as wastebaskets.

B. Light Fixtures

1. Exterior of fixtures will be damp wiped.
2. The first wiping shall be scheduled and completed within the first twelve (12) weeks of the start of the contract, and the second wiping shall be scheduled and completed in six (6) months.

C. Office Windows

1. Office windows are to be cleaned once outside during the spring and once inside during the fall.
2. Windows shall be free of smears, smudges, fingerprints and be uniform in appearance without residue, haze, streaks or film.

D. Vinyl Floors

1. Stripping and Finishing
Quarter 1 (January 1 – March 31) and Quarter 3 (July 1 – September 31)
 - i. All vinyl floors shall be machine stripped of wax and dirt.
 - ii. All wax stripping solution removed from floor and surrounding wall areas.
 - iii. The vinyl floors shall be waxed, buffed and sealed in accordance with the manufacturer's instructions
 - iv. Special Care must be given to all floor moldings, considering their appearance after floor cleaning is done (i.e.: molding, must be neat and clean, not splattered or spotted after floor care is given).
2. Scrub and Recoat
Quarter 2 (April 1 – June 30) and Quarter 4 (October 1 – December 31)
 - i. Vinyl floors shall be thoroughly cleaned by means of broom sweeping or dust mopping, followed by a wet mop.
 - ii. Vinyl floors shall receive one (1) coat of wax and buffed to a high gloss shine.
 - iii. Special Care must be given to all floor moldings, considering their appearance after floor cleaning is done (i.e.: molding, must be neat and clean, not splattered or spotted after floor care is given).

4.6 SPECIAL RUBBER FLOOR CLEANING – MONTHLY ON REQUEST ONLY

A. Nature Center Special Vinyl Floor (Specification for cleaning attached separately)

B. Stripping and Finishing

1. Vinyl floors shall be machine stripped of wax and dirt.
2. All wax stripping solution removed from floor and surrounding wall areas.
3. The vinyl floors shall be waxed, buffed and sealed in accordance with the manufacturer's instructions.
4. Special Care must be given to all floor moldings, considering their appearance after floor cleaning is done (i.e.: molding, must be neat and clean, not splattered or spotted after floor care is given).

PART V
FORMS

ALL BIDDERS MUST SUBMIT THE FOLLOWING REQUIRED FORMS WITH YOUR BID SUBMITTAL:

1. **BID FORM – FORM A – A2.** The Bidder shall submit the bid form for the total cost of the entire custodial services and signed by an authorized company representative. All Bid prices entered on the bid form are to be fully loaded prices that include all costs/expenses associated with the scope of services outlined in this solicitation. No reimbursable amounts will be paid to the Contractor.

All unit cost and extend costs must be clearly entered in dollars and cents. Make decimal Points clear and distinct. Any line items offered at no cost to the Commission must be clearly identified as such in the space for unit cost if appropriate, with \$0.00 entered of the extended cost.

NOTE: All quantities noted on the Bid Form are estimated quantities only for the purpose of obtaining a bid price. The quantities for those items may be increased or decreased without any adjustment to the contract unit price. The Contractor must not submit a claim against the Commission for any adjustment to the contract unit price should item(s) be increased or decreased or eliminated.

2. **REFERENCE FORM- FORM B –** The Bidder shall submit three (3) references where it has provided janitorial services on a year-round basis.
3. **SUBCONTRACTOR UTILIZATION REPORT – FORM C.** This report documents Subcontractors to be utilized for this RFP, and includes the subcontractor's firm name, type of contract (services provided or discipline), total sub-contract amount, percentage of total contract amount, and MFD status.
4. **INSURANCE CHECKLIST – FORM D.** The Insurance Checklist must be signed by the authorized member of the firm and the firm's insurance agent. ***Failure to complete and submit this form may result in your firm being deemed non-responsive.*** The Offeror shall be required, prior to the execution of the Contract, to furnish a Certificate of Insurance with satisfactory proof of all insurance required by the Insurance Checklist.
5. **SAMPLE CONTRACT - FORM E.** This is a sample contract for informational purposes. Any exceptions requested shall be submitted at time of bid submission. If no exceptions the successful Offeror shall submit original signature contract to the Commission for final execution within ten business days of issuing a Letter of Intent to award.

**FORM A- BROOKSIDE NATURE CENTER JANITORIAL
BID FORM**

COMPANY NAME: _____

Item	Description	Price per Cleaning		Estimated Number of Cleanings per year		Total Annual Cost
1	Public Space cleaning (Refer to Section 4.1)		X	157	=	
2	Office Space Cleaning once a week (Refer to Section 4.2)		X	52	=	
3	Facility-Wide Cleaning Once a Month (Refer to Section 4.3)		X	12	=	
4	Facility-Wide Cleaning quarterly (Refer to Section 4.4)		X	4	=	
5	Facility-Wide Semi-Annually Cleaning (Refer to Section 4.5)		X	2	=	
6	Special rubber floor cleaning- Maximum of 12 cleaning per year, all cleanings done upon request of BNC Staff. (Refer to Section 4.6A)		X	12	=	
7	TOTAL BID PRICE FOR YEAR 1 (ADD ITEM LINES 1 THROUGH 6)				=	

TOTAL PRICE WRITTEN IN WORDS:

AUTHORIZED SIGNATURE:

DATE:

PRINT NAME:

TITLE:

FORM A1- BROOKSIDE NATURE CENTER JANITORIAL

COMPANY NAME: _____

Year	On-Site Supervisor Rate Per Hour	Day Crew Janitorial Staff Rate Per Hour
1	\$ / HR	\$ /HR

NOTE: Hourly Rates shall be all inclusive and will not be evaluated as part of the Bidder's Bid. These rates are being obtained exclusively to assist in determining the imposition of reductions outlined in the Special Conditions.

FORM A2 OPTION RENEWAL(S)- BROOKSIDE NATURE CENTER JANITORIAL

COMPANY NAME: _____

Bidders must complete the option renewals for Year 2 through Year 4. Failure to submit may deem your company non-responsive. The Commission reserves the right to renew at its Sole Discretion.

Item	Description	Price Per Cleaning		Estimated Number of Cleanings per year		Total Annual Cost
1	Public Space (Refer to Section 4.1)		X	156	=	
2	Office Space Cleaning once a week (Refer to Section 4.2)		X	52	=	
3	Facility-Wide Cleaning Once a Month (Refer to Section 4.3)		X	12	=	
4	Facility-Wide Cleaning quarterly (Refer to Section 4.4)		X	4	=	
5	Facility-Wide Semi-Annually Cleaning (Refer to Section 4.5)		X	2	=	
6	Special rubber floor cleaning- Maximum of 12 cleaning per year, all cleanings done upon request of BNC Staff. (Refer to Section 4.6A)		X	12	=	
7	TOTAL BID PRICE FOR YEAR 2 (RENEWAL OPTION) (ADD ITEM LINES 1 THROUGH 6)				=	

TOTAL PRICE WRITTEN IN WORDS:

Item	Description	Price Per Cleaning		Estimated Number of Cleanings per year		Total Annual Cost
1	Public Space (Refer to Section 4.1)		X	156	=	
2	Office Space Cleaning once a week (Refer to Section 4.2)		X	52	=	
3	Facility-Wide Cleaning Once a Month (Refer to Section 4.3)		X	12	=	
4	Facility-Wide Cleaning quarterly (Refer to Section 4.4)		X	4	=	
5	Facility-Wide Semi-Annually Cleaning (Refer to Section 4.5)		X	2	=	
6	Special rubber floor cleaning- Maximum of 12 cleaning per year, all cleanings done upon request of BNC Staff. (Refer to Section 4.6A)		X	12	=	
7	TOTAL BID PRICE FOR YEAR 3 (RENEWAL OPTION) (ADD ITEM LINES 1 THROUGH 6)				=	

TOTAL PRICE WRITTEN IN WORDS:

Item	Description	Price Per Cleaning		Estimated Number of Cleanings per year		Total Annual Cost
1	Public Space (Refer to Section 4.1)		X	156	=	
2	Office Space Cleaning once a week (Refer to Section 4.2)		X	52	=	
3	Facility-Wide Cleaning Once a Month (Refer to Section 4.3)		X	12	=	
4	Facility-Wide Cleaning quarterly (Refer to Section 4.4)		X	4	=	
5	Facility-Wide Semi-Annually Cleaning (Refer to Section 4.5)		X	2	=	
6	Special rubber floor cleaning- Maximum of 12 cleaning per year, all cleanings done upon request of BNC Staff. (Refer to Section 4.6A)		X	12	=	
7	TOTAL BID PRICE FOR YEAR 4 (RENEWAL OPTION) (ADD ITEM LINES 1 THROUGH 6)				=	
TOTAL PRICE WRITTEN IN WORDS: _____						

FORM B- REFERENCE FORM

1. COMPANY NAME: _____

NAME OF CONTACT PERSON: _____

ADDRESS: _____

TELEPHONE NUMBER: _____ EMAIL: _____

SCOPE OF WORK PERFORMED: _____

CONTRACT PERIOD: FROM _____ TO: _____

2. COMPANY NAME: _____

NAME OF CONTACT PERSON: _____

ADDRESS: _____

TELEPHONE NUMBER: _____ EMAIL: _____

SCOPE OF WORK PERFORMED: _____

CONTRACT PERIOD: FROM _____ TO: _____

3. COMPANY NAME: _____

NAME OF CONTACT PERSON: _____

ADDRESS: _____

TELEPHONE NUMBER: _____ EMAIL: _____

SCOPE OF WORK PERFORMED: _____

CONTRACT PERIOD: FROM _____ TO: _____

FORM C: SUBCONTRACTOR UTILIZATION REPORT

THE MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION

TYPE OF CONTRACT	NAME OF SUBCONTRACTOR	DOLLAR AMOUNT OF SUBCONTRACT	PERCENTAGE	MFD	NON-MFD
TOTAL		\$			

FORM D: INSURANCE CHECKLIST

COVERAGE REQUIRED	LIMITS (Minimums)
1. Worker's Compensation <ul style="list-style-type: none"> • Accident (Each) • Disease (policy limits) • Disease (each employee) 	Statutory Employer's Liability \$100,000 per person \$500,000 aggregate \$100,000 per disease
2. General Liability <ul style="list-style-type: none"> • Products Liability & Completed Operations • Contractual Liability • Premises & Operations • XCU for explosion and/or cave in • Independent Contractors • Personal Injury and Advertising • Medical Payment any one person 	All items in No. 2: \$2,000,000 Combined Single Limit of Bodily & Property Damage per Occurrence \$5,000 per occurrence
3. Contractual Indemnity/Hold Harmless Exactly as Specified	
4. Automobile Liability Owned Hired, Non-owned & Leased <ul style="list-style-type: none"> • Bodily Injury <ul style="list-style-type: none"> ○ Each person ○ Each occurrence • Property Damage <ul style="list-style-type: none"> ○ Each occurrence Or ○ Combined Single Limit 	\$ 500,000 \$1,000,000 \$ 300,000 \$1,000,000
5. Excess Liability Combined Single Limit	\$1,000,000
6. The Maryland-National Capital Park and Planning Commission named as additional insured on all policies. The coverage is primary to all coverage the Commission may possess.	
7. Other Insurance <ul style="list-style-type: none"> • Janitorial Surety Bond 	\$ 10,000 up to \$100,000 depending on potential exposure.
8. 45 days Cancellation Notice Required	
9. Best's Guide A rating or better/S&P Rating of BBB	
10. The Certificate Must State Bid Number and Bid Name	IFB NO. 40-116

OFFEROR AND INSURANCE AGENT STATEMENT	
<i>We understand the insurance requirements of these specifications and will comply in full if awarded this contract.</i>	
Bidder Signature	Insurance Agency Signature

SAMPLE CONTRACT- FORM E

THIS CONTRACT (“**Contract**”), made this ___ day of _____, 2019, between the MARYLAND-NATIONAL CAPITAL PARK AND PLANNING COMMISSION, a public body corporate and agency of the State of Maryland (“**Commission**”), and [NAME], a [STATE] [corporation / limited liability company], with an address at [ADDRESS] (“**Contractor**”).

WHEREAS, the Commission issued a Request for Bid (“**IFB**”) No. B40-xxx, dated _____, Addendum No. One, dated _____, 2018, Addendum No. Two, dated _____, and Addendum No. Three, dated _____ (collectively, “**Addenda**”) (the IFB and all Addenda shall collectively be defined as the “**Solicitation**”), requesting bids for the _____; and

WHEREAS, the Contractor submitted a Bid (“**BID**”) on [DATE], offering to perform the work; and

WHEREAS, the Commission has determined that the Contractor is the lowest responsive and responsible Bidder.

NOW, THEREFORE, in consideration of the mutual promises, covenants, and agreements herein contained and other good and valuable consideration, the Commission and the Contractor agree as follows:

1. **Scope of Work.** The Contractor shall perform the work described in the Solicitation and the Bid. The documents incorporated into this Contract are the: (1) Solicitation; and (2) the Bid and all other forms and documents submitted by the Contractor in response to the IFB.

In case of any conflict, the documents shall have precedence in the following order: (1) the Contract; (2) Addendum No. One, dated _____, Addendum No. Two, dated _____, and Addendum No. Three, dated _____; (3) IFB; and (4) the Bid and all forms and documents submitted by the Contractor.

2. **Compensation.** The Commission shall pay the Contractor a fee not to exceed _____ Dollars (\$_____) upon satisfactory completion of the work under this Contract in accordance with the Solicitation. The Commission’s policy is to pay the Contractor within thirty (30) calendar days after receipt by the Commission of a proper invoice and acceptance of the invoice by the Commission.

3. **Term.** The term of this Contract is from the date of last signature of this Contract until final acceptance and issuance of final payment by the Commission.

4. **Commencement.** The Contractor shall commence work on the start date specified in the Notice to Proceed from the Commission.

5. **Completion of Work.** The Contractor shall perform and complete the work in three hundred sixty-five (365) calendar days in accordance with Part ___ of the IFB. The days for completion of the work are consecutive calendar days from the date specified in the Commission’s written Notice to Proceed.

6. **Time is of the Essence.** Time is of the essence in this Contract. The failure of the Contractor to complete the work within the specified time provided herein shall constitute a material breach of the Contract by the Contractor and may result the termination of the Contract for default.

7. **Nondiscrimination.** The Contractor shall comply with the Federal, State and local nondiscrimination in employment laws and regulations. The Contractor shall post in a conspicuous place, available to employees and applicants for employment, notice setting forth the provisions of this nondiscrimination in employment clause. The Contractor shall not discriminate against any person because of race, creed, sex, age, color, national origin or disability. If the Contractor is determined to be in violation of Federal, state, or local nondiscrimination laws by an order, opinion or a decision of a court or an administrative body or agency, the Commission may terminate or suspend this Contract in whole or in part, and the Commission may declare the Contractor ineligible for any future contracts with the Commission.

8. **Insurance.** The Contractor shall maintain, at its own expense, during the term of the Contract, such insurance as shall protect it and any subcontractor(s) performing work under this Contract, from claims, damages, liability, legal actions, costs and expenses, including but not limited to those from bodily injury, including death, or property damage, which may arise from operations under this Contract. The Contractor shall also provide the Commission with a certificate of insurance for the types of coverage and limits required by the Commission's Risk Management Office. The Contractor shall furnish a certificate of insurance verifying the existence of any insurance coverage required by the Commission's Risk Management Office. The Certificate will name the Commission as an additional insured and will provide for forty-five (45) days advance notice in the event of termination or cancellation of coverage.

9. **Indemnification.** The Contractor shall indemnify, defend, and hold harmless the Commission, its officers, employees, agents and representatives, and shall require that each subcontractor indemnify, defend, and hold harmless, the Commission, its officers, employees, agents and representatives from and against all actions, liability, claims, legal actions, damages, cost or expenses of any kind which are made against or incurred by the Commission arising from the Contractor's or any subcontractor's negligence, negligent performance of or failure to perform any of their obligations under the terms of this Contract.

10. **Termination.** The Commission may terminate this Contract pursuant to Section 18-100, *et seq.* of the Commission's Purchasing Manual.

11. **Compliance.** The Contractor agrees that it shall comply with all applicable provisions under the Commission Purchasing Manual, Practices, Rules and all other Commission regulations and with all applicable Federal, State, and local laws pertaining to the payment and withholding of wages, worker's compensation, equal opportunity employment, and the subject matter and performance of this Contract. Further, the Contractor hereby represents, warrants, and covenants that:

- a. It is qualified to do business in the State of Maryland and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified.
- b. It is not in arrears with the respect to the payment of any monies due and owing the State of Maryland, or any department or unit thereof, including but not limited to the payment of taxes and employee benefits, and that it shall not become so in arrears during the terms of this Contract.
- c. It shall comply with all federal, state, and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and
- d. It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.
- e. It has the necessary special expertise and experience to complete the work under this Contract.

f. It shall provide the Commission any requested certification on the release of the Commission for claims and demands for delays and disruptions in the event of any mutually agreed change orders arising under this Contract.

12. **Assignment; No Delegation.** The Contractor may not assign or transfer any rights or delegate any duties and responsibilities under this Contract without prior written consent of the Commission.

13. **Entire Agreement.** This document contains the entire agreement between the parties and shall not be modified except by written agreement signed by both parties hereto.

14. **Severability.** If any provision of this Contract is determined to be invalid or illegal by a court or an administrative body or agency, that provision shall be severed from this Contract and shall not affect the remainder, or any other provision contained herein.

15. **Applicable Law.** This Contract shall be interpreted in accordance with the laws of the State of Maryland and enforced in any court of competent jurisdiction in Montgomery County, Maryland.

16. **Waiver.** The failure of the Commission to enforce any part of this Contract shall not be deemed as a waiver thereof.

17. **Independent Contractor.** The Contractor is an independent Contractor. The Contractor and the Contractor's employees and agents are not agents or employees of the Commission.

18. **Warranty and Guarantee.** All warranties and guarantees on goods, services and construction shall survive the completion of performance, expiration or termination of the Contract and shall continue through the warranty or guarantee period.

19. **Disputes.** This Contract shall be subject to the provisions of the Commission's Practice 4-10 and the Purchasing Manual. These documents can be obtained by contacting the Commission's Purchasing Division. If there is a dispute concerning this Contract, Contractor shall comply with Chapter 14 of the Commission's Purchasing Manual, which is the procedure for resolving contract disputes and claims between the parties. Pending resolution of a claim, the Contractor shall proceed diligently with the performance of the contract in accordance with the Purchasing Manual.

20. **Cross Default.** Upon the occurrence of a material breach of Contractor's obligations, due performance, representations, warranties, or other agreements under this Contract, then the Commission shall be entitled to exercise, in its sole and absolute discretion, any and all rights and remedies available under this Contract and any other contract the Contractor has with the Commission, including, but not limited to the right to terminate this Contract and/or any other contract the Contractor has with the Commission, whether now existing or arising in the future. Contractor expressly understands and acknowledges the Commission's rights and remedies created by this provision.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the Contractor and the Commission have executed this Contract on the dates written below.

[COMPANY NAME]

Date: _____

By: _____
(Signature)

Typed Name: _____

Title: _____

ATTEST:

(Signature)

**MARYLAND-NATIONAL CAPITAL
PARK AND PLANNING COMMISSION**

Date: _____

By: _____
Anju A. Bennett
Acting Executive Director

ATTEST:

Joseph C. Zimmerman
Secretary-Treasurer

PART VI
ATTACHMENT

JOHNSONITE RUBBER TILE

Roundel[®], Circulinity[™], CityScope[™], CorkTones, Eco-Shell[™] with Cork, Folio[™] Collections, Metallurgy[™], Mesto[™], Mesto Configurations[™], MicroTone, Prima Marbleized, Prima[®] Olio[®]

Maintenance Instructions

INTRODUCTION

These instructions are written as a guide to be used by professionals for the proper care and maintenance of the floor. Utilizing these guidelines, with the cleaning products listed below, will ease the maintenance process and provide the customer with a product that will perform to its intended purpose. Always visit www.tarkettna.com for the most current installation and maintenance instructions. Technical videos and tip sheets are also available. Contact Tarkett Technical Services at (800)-899-8916 ext. 9297 with any questions.

POST INSTALLATION / INITIAL CLEANING

Job site conditions will cause grit and dirt to accumulate. Initial cleaning must not be performed until 72 hours after installation. However, it is necessary the floor be swept and protected until maintenance begins.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. The dilution ratio depends on light to heavy soil conditions. Follow the manufacturer's label instructions.
4. Apply the cleaning solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
5. Let the cleaning solution dwell for 5 to 15 minutes (dwell time is based on soil conditions of the floor). **DO NOT ALLOW THE SOLUTION TO DRY.**
6. Scrub the flooring using a single disc rotary machine (175 – 350 RPM) equipped with a 16 to 24 gauge nylon bristle brush. In small areas, use a deck brush attached to a handle.
7. Remove the cleaning solution using a wet vacuum or a mop.
8. Rinse the floor thoroughly with clean water.
9. Allow the flooring to dry completely.
NOTE: The cleaning process may need to be repeated on heavily soiled floors.

PREVENTIVE CARE

1. An effective barrier matting system should be installed at all entrances to reduce cleaning costs and extend the life of the floor.
2. Protect the flooring from damage by using good quality protective glides and casters for chairs, tables, and other furniture using products designed for resilient floors. Caster or wheel damage, in work stations or similar environments, can be avoided with the use of chair pads.
3. Do NOT use steel wool, strong solvents (gasoline, turpentine, and acetone), or all-purpose cleaners (Lestoil, Top Job, etc. and similar products).
4. Do NOT use sweeping compounds or mops treated with petroleum solvents, silicone compounds or loose abrasives that damage the flooring.
5. Do NOT use disinfectant cleaners and insecticide sprays containing oil or solvents that may settle on the floor in sufficient quantity to discolor, cause slipperiness, and harm the flooring.

ROUTINE / DAILY CLEANING

It is very important to clean the flooring at a frequency consistent with the amount and type of traffic and soil conditions. Daily cleaning is recommended.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. The dilution ratio depends on light to heavy soil conditions. Follow the manufacturer's label instructions.
4. Damp mop the cleaning solution onto the floor with a nylon or rayon mop, or use an auto scrubber (175 – 350 RPM) equipped with a 16 to 24 gauge nylon bristle brush. Check the manufacturer's label instructions for proper use.
5. Allow the flooring to dry completely.
6. Remove minor stains and scuffs in conjunction with the damp mopping. Use a white or red pad if required.

PERIODIC / DEEP CLEANING

When Routine / Daily Cleaning no longer provides adequate results, a more aggressive deep cleaning is required to thoroughly clean the floor.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a cleaning solution using one of the recommended pH neutral cleaners identified on the reference chart below.
3. The dilution ratio depends on light to heavy soil conditions. Follow the manufacturer's label instructions.
4. Apply the cleaning solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
5. Let the cleaning solution dwell for 5 to 15 minutes (dwell time is based on soil conditions of the floor). **DO NOT ALLOW THE SOLUTION TO DRY.**
6. Scrub the flooring using a single disc rotary machine (175 – 350 RPM) equipped with a 16 to 24 gauge nylon bristle brush. In small areas, use a deck brush attached to a handle.
7. Remove the cleaning solution using a wet vacuum or a mop.
8. Rinse the floor thoroughly with clean water.
9. Allow the flooring to dry completely.
NOTE: The cleaning process may need to be repeated on heavily soiled floors.



THE ULTIMATE
FLOORING EXPERIENCE

OPTIONAL MAINTENANCE PROCEDURES

Application of floor finish: For customers who desire a higher sheen.

1. Perform a deep cleaning procedure as outlined above.
2. Select a floor finish suitable for use on resilient flooring. Refer to the maintenance product reference chart below.
3. Apply the floor finish to the floor according to the manufacturer's label instructions.
4. Apply a minimum of two coats of finish. Apply additional coats as recommended or required.
5. The floor finish must dry completely between coats.
6. Restrict all traffic until the floor finish has dried completely.

Floor Finish Removal: When the floors gloss level appears worn or uneven due to traffic the floor finish can be removed and reapplied to restore the floors appearance.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a stripping solution using one of the recommended strippers identified on the reference chart below. Follow the manufacturer's label instructions for proper mixing ratios and use.
3. Apply the stripping solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
4. Let the stripping solution dwell for 5 to 15 minutes. **DO NOT ALLOW THE SOLUTION TO DRY.**
5. Scrub the floor using a single-disc rotary machine (175-350 RPM) equipped with a 16 to 24 gauge nylon bristle brush. In small areas, use a deck brush attached to a handle.
6. Remove the stripping solution with a wet vacuum or a mop.
7. Thoroughly rinse the floor and allow it to dry completely.
8. Repeat the stripping process if necessary.
9. Apply the new floor finish as outlined below.

Application of Cleaner Maintainer: Used in lieu of a floor finish, provides additional protection to the flooring while easing the daily maintenance procedure.

1. Perform a Deep Cleaning as outlined above.
2. Select a recommended cleaner/maintainer from the maintenance product reference chart below.
3. In a clean mop bucket, prepare the solution by following the manufacturer's label instructions. In highly trafficked areas the ratio may be increased up to 1:1.
4. Damp mop the solution onto the floor with a nylon or rayon mop.
5. Allow the floor to dry completely.
6. Restrict all traffic until the floor has dried completely.
7. Following the label instructions, the cleaner/maintainer may now be used in an auto-scrubber for daily cleaning in rotation with a pH neutral cleaner.

Removal of Cleaner Maintainer: When the floors gloss level appears worn or uneven, or when daily cleaning no longer provides satisfactory results, the cleaner/maintainer may be removed by following the removal instructions below.

1. Thoroughly sweep or vacuum the flooring to remove all loose dirt and grit.
2. Prepare a stripping solution using one of the recommended strippers identified in the reference chart below. Follow the manufacturer's label instructions for proper mixing ratios and use.
3. Apply the cleaning solution with a nylon or rayon mop, or pump type sprayer. **DO NOT FLOOD THE FLOOR.**
4. Let the stripping solution dwell for 5 to 15 minutes. **DO NOT ALLOW THE SOLUTION TO DRY.**
5. Scrub the floor using a single-disc rotary machine (175-350 RPM) equipped with a 16 to 24 gauge nylon bristle brush. In small areas, use a deck brush attached to a handle.
6. Remove the stripping solution with a wet vacuum or a mop.
7. Thoroughly rinse the floor and allow it to dry completely.
8. Repeat the stripping process if necessary.
9. Apply the new cleaner maintainer as outlined above.

MAINTENANCE PRODUCT REFERENCE CHART

NOTE: Always follow the manufactures label for proper mixing ratios and use.

	Initial Cleaning / Deep Cleaning	pH Neutral Cleaner	Cleaner Maintainer	Floor Finish	Stripper
Diversey www.diversey.com 1-800-558-2332	Profi	Profi	WiWax	Carefree	LinoSAFE
		Prominence		Carefree Matte	
Certified Green Products		Stride		Aquaria	Freedom SC
Spartan Chemical www.spartanchemical.com 1-800-537-8990	TriBase	TriBase	Sun Swept	White Sun	Step Down
		Damp Mop		iShine	
Certified Green Products	Green Solutions Industrial Cleaner	Green Solutions All Purpose Cleaner		FloorFront	Green Solutions Floor Finish Remover
XL North www.xlnorth.com 1-888-530-2259	XL Rubber Floor Cleaner	XL Rubber Floor Cleaner	XL Rubber Floor Finish	XL Rubber Floor Finish	XL Rubber Floor Stripper
				XL Matte	



Technical Services Department
 30000 Aurora Road, Solon, Ohio 44139
 (800) 899-8916 ext 9297
 Fax (440) 632-5643
 email: info@johnsonite.com
 www.tarkettna.com



THE ULTIMATE
FLOORING EXPERIENCE