

STATEMENT OF WORK
Westwood Janitorial Services
COA, Pool & Recreation

The Town of Westwood requires janitorial services for its municipal buildings. The buildings include: Recreation & Pool Area and the Council on Aging.

The Town of Westwood is committed to offering a safe and clean environment, for staff, residents and visitors the following specifications have been designed to meet that goal. In addition, the Town of Westwood reserves the right to ask for the immediate removal of a service company staff member without reason. It remains the Town's responsibility to monitor both the activities and placement of such staff and, most of all, to protect our staff, residents, visitors and asset's in conjunction with this commitment, each service company employee must complete the following requirements prior to being assigned to work in the Town of Westwood.

To be submitted to the Town of Westwood:

- Documents certifying that the Contractor has conducted a personal interview, one copy of a completed application form, and one copy of the Employment Eligibility Verification Form (Form I-9), including support documents.
- A criminal history background check (CORI) will be conducted on each employee prior to their placement in the Town of Westwood. This task will be completed by:

Massachusetts Criminal History Systems Board
1010 Commonwealth Avenue
Boston, MA 02215

Vendor employees will not be allowed to work in the Town of Westwood without a completed CORI on file. The successful bidder must have a back-up staff available to work in the town of Westwood that satisfactorily meets this mandate. The vendor will be required to send such support staff information to the Town of Westwood prior to the time of need (hours outside of regular schedule, extra hours during regular hours, sick leave replacement, staff turnover, etc.)

The work performed under this contract shall be in accordance with the terms and conditions of MA State Contract FAC81. The following cleaning specifications will be the minimum acceptable standards sanctioned by the Town of Westwood for the duration of the contract.

Article 1.

Vendor will provide their own labor and equipment in order to satisfy all cleaning requirements as part of this IFB.

Article 2.

The Contractor shall provide janitorial and cleaning services for the Town of Westwood, in accordance with the schedules set forth in the Statement of Work.

1. The Town of Westwood reserves the right to interview all supervisors/custodians/cleaners prior to their placement in any of the Town of Westwood buildings.
2. A personal introduction to the Facilities Manager or his/her designee prior to placement is required. The successful bidder should schedule introductions at a convenient time for available positions with the Facilities Manager. It is the responsibility of the vendor to schedule these meetings during normal business hours.
3. Each person assigned to work for the Town of Westwood must be able to read and understand the English language, as well as have the ability to effectively communicate with others.
4. The successful bidder will provide instruction and certification (if applicable) for all employees working in the Town of Westwood in the following areas. Instruction must be provided and documented prior to person being assigned to work. Training must be performed in accordance with statute requirement regarding frequency and duration:
 - a. infection control
 - b. handling body fluid
 - c. HIV awareness
 - d. hepatitis B precautions
 - e. Right to Know
 - f. Proper cleaning and custodial service maintenance techniques associated with maintaining a Municipal facility.
5. The Contractor is retained solely for the purpose and to the extent set forth herein. During the period of this Agreement, its status shall be that of independent contractor, and it shall not be considered under the provisions of this Agreement as an employee of the Town of Westwood.
6. The Town of Westwood shall not be liable for any personal injury to or death of any person or persons the Contractor may employ in carrying out this Agreement. The Contractor shall have no power to incur any liability on the part of the Town of Westwood.
7. The Contractor agrees to pay all debts for labor and materials contracted for/by it. The Contractor agrees to pay for the rental of any appliance or equipment hired by it, if any, for or because of the services to be performed under this Agreement. The Contractor agrees to assume the defense of and to indemnify and save harmless the Town of Westwood, its members, agents, and employees from and against any and all suits, claims, demands, expenses, and liabilities arising out of or in any way connected with the performance by it

of this Agreement, save only such claims, demands, and liabilities as are expressly stated in this Agreement.

8. The Contractor shall perform all the labor and supervision necessary to perform the services required by this Agreement. The Contractor shall furnish all necessary cleaning equipment, including but not limited to industrial wet/dry vacuums, high-speed burnishing machines, floor washers, etc.
9. The Contractor agrees that the services required by this Agreement shall be performed at hours convenient to the town and in a manner satisfactory and acceptable to the Facilities Department, which shall be the sole judge of quality of performance.
10. In order to ensure compliance of this Agreement, the Contractor shall work closely with the Facilities Department. The Contractor shall submit, at a minimum, written monthly progress reports to the Facilities Manager relative to the building care and specifications. As part of the submission process, the Contractor will provide samples of progress reports routinely used by his/her company. Failure to submit monthly reports will lead to successive written documentation and may lead to termination of the Agreement.
11. The Contractor agrees that it will not discriminate on the basis of race, color or national origin, in accordance with Title VI of the Civil Rights Act of 1964 (Title VI); on the basis of sex, in accordance with the Title IX of the Education Amendments of 1972; on the basis of disability, in accordance with Section 504 of the Rehabilitation Act of 1973(section 504) and Title II of the Americans with Disabilities Act of 1990 (ADA); or on the basis of age, in accordance with the Age Discrimination Act of 1974 (Age Discrimination Act).
12. All personnel hired by the Contractor to provide service under this agreement shall have successfully completed a CORI (Criminal Offender Record Information) review. This must be accomplished before any work commences.
13. The Contractor and the Town of Westwood agree that the schedules set forth in the Specifications to this Agreement shall be reviewed by each of the parties during the term of this Agreement. Schedules may be altered as required with the concurrence of both parties. The Contractor and the town agree that there shall be no increase in the amount of the contract during the term of this Agreement.
14. Should the Town decide to remove any of the buildings from coverage under this Agreement, the Contractor will be paid an amount equal to the value of the Agreement for that particular building up to the last day that service is provided.
15. Primary and special event coverage for after hours and weekend events will be handled in house by Town of Westwood staff. If for some reason it becomes necessary to utilize the outsourced service provider for these events, the Contractor will work out an arrangement with the Facilities Manager to cover scheduled use of a particular building or buildings for various functions. When it involves times staff would not normally be on duty, the Town of

Westwood agrees to pay an hourly amount to cover the Contractor's costs. This amount is to be agreed upon by both parties to the Contract.

16. When an outside agency uses a building and such use requires extra cleaning and custodial services, such use shall be provided through scheduled arrangements with the Facilities Manager, the outside agency, and the Contractor. The Contractor will invoice the Town of Westwood for such services.
17. The Contractor will work cooperatively with the Town of Westwood in any energy management or other conservation programs requiring custodial attention. This will include such things as checking thermostats for night time setbacks, making sure all lights are out when not in use, or other practices expected of all staff.
18. The Contractor will have a daily sign in sheet for employees working at the facilities that will be kept in a mutual agreed upon location. Arrival and departure times will be tracked on sign in sheet.
19. The Contractor will provide a monthly updated list of approved employees to the Facilities Manager, including name, shift, scheduled hours and the number of hours worked.
20. The Contractor will be expected to provide immediate cleaning services for issues interfering with building operation and to attend to emergency needs.
21. The Contractor will be expected to notify the Town Facilities Manager of any minor repairs of an emergency nature in order to ensure the health and safety of building inhabitants (e.g. glass repairs, minor plumbing adjustments, ceiling tile replacements, light bulb replacements, roof leaks, equipment failure, no heat situations, etc.).
22. The Contractor is required to have an assigned manager/supervisor for all employees assigned to the Town of Westwood. This person must have custodial management experience and is required to meet with the Facilities Manager monthly to coordinate any possible issues that may arise. The supervisor/manager must have an active cell phone number and email address so the Town may reach them in case of emergency.
23. Quality Control/Inspections The Contractor's Project Manager/Supervisor, the Town's Designee and other personnel as deemed appropriate by the Town's Designee will perform periodic inspections of each building,
 - (1) to ensure tasks are completed according to the Cleaning Standards and Cleaning Frequency Requirements,
 - (2) to ensure that the quality of work is satisfactory, and
 - (3) to ensure the Contractor's compliance with other terms of the contract.
25. It is the responsibility of the Contractor to safely move all furniture from all areas covered by the contract in order to completely restore all the flooring surfaces in accordance with the

specifications. Any damages will be evaluated and an agreed upon value by the Town and the Contractor and will be deducted from that months billing.

A Contractor inspection of all buildings will be conducted prior to the start of each contract year. This inspection shall be conducted with the Contractor and the Town Facilities Manager. This requirement is not intended to limit the Contractor's responsibility to inspect or control his own work, nor does it limit the Town's right to inspect any building at any time. Inspections are to be conducted with the Town's designee and other personnel as deemed appropriate by the Town's designee. The contract supervisor(s) will use the required inspection forms or pre-printed forms mutually agreed upon between the Town and the Contractor.

Upon completion of each inspection, the Contractor will provide a copy of the inspection form to the Town Facilities Manager during the inspection before leaving the building. The Town Facilities Manager designee or staff may also periodically inspect the buildings and may report any deficiencies and all unsatisfactory performance to the Contractor. The Contractor will be granted a reasonable time to correct the deficiencies. The Town Facilities Manager will determine where it is necessary to correct unsatisfactory performance to conduct business in a clean and safe environment. All costs incurred by the Town to correct the deficiencies will be deducted from the monthly payment to the Contractor.

Article 3: Cleaning Procedures

Paper towels, toilet paper, hand soap and trash Liners, will be supplied by the Town of Westwood. The contractor is responsible for replacing products as needed in all areas and must manage inventory to notify the Facilities Department when an order is needed to restore the inventory. Contractor is required to use a disinfectant that is approved by the EPA for effectiveness against COVID-19.

This section discusses cleaning procedures by function. It provides information on daily, weekly and other cleaning procedures in these areas. It is the responsibility of the contractor to provide all necessary hand, battery operated, and plug in electrical custodial equipment required to complete all cleaning procedures. Equipment is to be maintained in proper working order and contractor must have adequate replacement alternatives if equipment should fail. Equipment shall not be out of service for more than 48 hours without a suitable replacement. All vacuum cleaners must have a HEPA rating. All equipment shall be properly labeled with the cleaning company name affixed to the equipment.

1. Entrances, Lobbies, and Corridors.
2. Offices and conference/meeting rooms.
3. Restrooms, Locker rooms, Showers and Dressing Areas.
4. Lunch/kitchen/break areas.

Entrances, Lobbies and Corridors

These areas are generally the first areas seen by residents, staff and visitors. Their condition and cleanliness leaves a lasting impression on all that enter the building. It is of the utmost importance that these areas are maintained to a standard of excellence.

Considerable dirt is carried in and deposited in entryways and corridors. The cleaner's schedule should include adequate time to clean these areas of travel. Regular sweeping entryway doors will prevent some dirt and sand from entering the building. Some entryways have floor mats to serve as a dirt and sand trap. These must be cleaned periodically, or daily during the "snow/mud" season.

Each Visit:

- Empty waste/recycling receptacles, remove debris.
- If floor is resilient tile, dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with dustpan. (Battery powered hallway sweepers are an alternate/preferred method for removal of dust and debris from hall areas) with a lightly dampened mop, spot-mop floors as necessary to remove soil.
- Vacuum carpet areas and mats; remove gum and soil spots.
- Disinfect drinking fountains.
- Clean entrance door glass.

Weekly:

- Dust the tops of lockers, fire closets, extinguishers and window casings. (Low dusting, below 5')
- Clean glass partitions, display cases, and interior door glass.
- Spot-clean finger marks and smudges on walls, door facings, and doors. Use detergent solution in spray bottle and a cloth.
- Dust Furniture.
- Use autoscrubber in corridor and large vestibule areas as needed

Monthly:

- Hi-speed burnish (burnisher will have on-board dust recovery to reduce false fire alarms)
- High dust vents, lights, pipes, venetian blinds, over doorways, hanging light fixtures and connecting and horizontal wall surfaces. (High dusting, above 5')

Note: When cleaning stairways, on a routine schedule clean out the corners and the edges of each step. Remove gum, etc. with a putty knife. Damp mop or spot clean as necessary.

Offices Conference/Meeting Rooms/ Craft Rooms

Each Visit:

- Empty waste/recycling receptacles and damp clean.
- Clean chalkboards and chalk trays and dry erase marker boards.

- Vacuum traffic patterns on carpeted floors and remove gum and soil spots.
- Dust mop and wet mop tiled floors.
- Clean glass in doors and partitions.

Weekly:

- Dust furniture surfaces and damp clean tabletops. (low dust below 5 feet)
- Vacuum carpeted areas thoroughly.
- Clean door surfaces.

Monthly:

- Hi-speed burnish (burnisher will have on-board dust recovery to reduce false fire alarms)
- High dust vents, lights, pipes, venetian blinds, and connecting vertical and horizontal wall surfaces. (High dust above 5 feet)

Restrooms

Each Visit:

- Empty waste/recycling receptacles and change liners.
- Thoroughly clean and disinfect toilets and urinals.
- Thoroughly clean and disinfect shower rooms and dressing rooms.
- Restock dispensers: soap, paper towel, and toilet tissue.
- Clean mirrors; clean basins; polish stainless steel and chrome surfaces.
- Spot wash walls, lockers, and partitions.
- Dust mop and wet mop floors with disinfectant solution.

Weekly:

- Damp clean and polish partition thoroughly.
- Pour at least one gallon of water down floor drains.
- Dust and clean wall and ceiling vents so that no dust or dirt remains on the vent.
- Clean doors and wall tile.

Monthly

- Hi-speed burnish (burnisher will have on-board dust recovery to reduce false fire alarms)

Twice Monthly

- Scrub floors with high pressure touch free or low speed orbital machine with grout attachment. There should be no built-up dirt on tile or floor.
- De-scale fixtures.

Pool Lobby, Entryway, Hallway

Each Visit:

- Empty waste/recycling receptacles and change liners.
- Wash table tops in Pool Lobby
- Clean and disinfect stainless water fountains
- Vacuum all carpets, including under tables
- Remove all spots from carpeted areas, as identified
- Dust mop and wet mop floors with disinfectant solution.

Weekly:

- Damp mop all uncarpeted floor areas
- Pour Clean and disinfect all door handles, door knobs, light switches and switch plates
- Dust and clean wall and ceiling vents so that no dust or dirt remains on the vent.
- Dust all window ledges
- Clean doors and wall tile.

Monthly

- Wash all entrance and internal glass and trophy cases
- Vacuum corners, edges and all hard-to-reach places

Annually

- Annual window cleaning
- Annual carpet extraction / cleaning

Locker Rooms, Showers and Dressing Areas

Each Visit:

- Clean and wash with disinfectant all locker room floors and shower stall floors with deck brush
- Clean out drains of hair/debris
- Clean and wash with disinfectant all restroom fixtures thoroughly.
- Remove all trash and recycling, replace plastic liners, clean receptacles
- Thoroughly clean and disinfect shower rooms and dressing rooms.
- Restock dispensers: soap, paper towel, and toilet tissue.
- Clean mirrors; clean basins; polish stainless steel and chrome surfaces.
- Spot wash walls, lockers, and partitions.
- Dust mop and wet mop floors with disinfectant solution.

Weekly:

- Clean all locker room floors with auto scrub machine

- Clean all mold off shower curtains
- Damp clean and polish partition thoroughly.
- Pour at least one gallon of water down floor drains.
- Dust and clean wall and ceiling vents so that no dust or dirt remains on the vent.
- Clean doors and wall tile.

Monthly

- Clean / wash with disinfectant and remove all soap scum from all locker room walls, benches, shower stalls, shelves and partitions
- Clean / wash lockers with disinfectant
- Vacuum all ceiling and wall air vents to remove airborne contaminants and improve indoor air quality

Pool and Spectator areas

Each Visit:

- Empty waste/recycling receptacles, change liners and clean receptacles.
- Clean stainless water fountains and receptacles
- Spot clean and clean spills

Weekly

- Pressure wash benches and floors, clean out pool deck drains of debris

Monthly

- Remove and clean no-slip mats
- Vacuum wall air vents (2)

Annually

- Annual pool deck tile deep cleaning (to be scheduled by March of each year)

Lunch and Kitchen Areas

Each Visit:

- Clean table tops/counter tops with disinfectant.
- Empty waste receptacles and replace liners.
- Dust mop and wet mop tiled areas.
- Vacuum carpeted areas and mats, remove gum and soil spots.
- Wipe down coffee maker
- Wipe microwave
- Disinfect drinking fountains
- Clean exterior of refrigerator

Weekly:

- Clean glass partitions, display cases, and interior door glass.
- Spot clean walls.
- Dust furniture, fire closets and extinguishers. (low dusting, below 5 feet)

Monthly:

- Hi-speed burnish (burnisher will have on-board dust recovery system to reduce false fire alarms)
- High dust vents, lights, pipes, venetian blinds, and connecting vertical and horizontal wall surfaces. (High dusting, above 5 feet)

ANNUAL CLEANING AT ALL LOCATIONS PRICED SEPARATELY FOR EACH LOCATION

- Floor Finish for all hard surface floor areas (IE: VCT):
Strip and apply 3 coats of floor finish
- Glass interior/exterior will be washed and dried

Article 4: Frequency/Hours and location of Services

Cleaning as prescribed in this RFP shall be in accordance with the agreed-upon schedule. The successful bidder will supply cleaning services at each building outside of regular business hours.

- The Recreation Department / Pool Area will be serviced 7 days per week
- All other locations will be serviced 5 days per week, Monday- Friday.

Cleaning for all locations will be during off-duty hours.

- The Recreation Department / Pool Area will be scheduled between the hours of 10pm-5am during weekdays. On Saturdays and Sundays, cleaning will be scheduled between the hours of 5:30am – 6:30pm.
- All other buildings will be scheduled between the hours of 9pm-6am.

Certain areas may not be accessible due to scheduling conflicts. Flexibility and a strong grasp of cleaning scheduling concepts are needed to cooperate with the needs of our staff and community.

The square footage of each building is as follows:

- Town Hall, 580 High Street (9,600 sqft)
- DPW, Carby Street Municipal building, 50 Carby Street (8,400 sqft)
- Council on Aging/Senior Center, 60 Nahatan Street (4,600 sqft)
- Police Station, 590 High Street (18,000 sqft)
- Recreation and Pool Area, 240 Nahatan Street (8400 sqft)

Article 5: Payment

Payment will be made on a monthly basis within receipt of proper invoicing from vendor.

Article 6: Length of Contract

Length of contract shall be 12 months. Contract may be extended up to 2 additional years.

Article 7: Annual cleaning items

Annual cleaning items are to be completed during the months of July and August and scheduled at least 90 days in advance.

Article 8: Janitorial Schedule

QUICK REFERENCE

MASTER JANITORIAL SCHEDULE

Services	Each visit	Once Weekly	Monthly	Annually	As Needed
Trash pick-up	X				
Recycle pick-up	X				
Sweep, wet mop, disinfect restroom floors	X				
Clean, disinfect restroom fixtures	X				
Restock restroom supplies	X				
Dust mop all hard surface floors	X				
Vacuum entry mats and carpet in traffic areas	X				
Clean tables, counters, floors, sinks in break rooms	X				
Clean, disinfect drinking fountains	X				
Sweep, vacuum stairwells		X			
Vacuum traffic areas	X				
Vacuum non-traffic areas		X			
Detail vacuum			X		
Low dusting (Below 5 feet)		X			
High dusting (Above 5 feet)			X		
Wet mop stairs		X			
Change trash liners	x				X

Clean entry glass	X				
Sweep and clean building entry	X				
Hi-Speed Burnish			X		
Respond to emergencies					X
Unplug drains					X
Clean spills					X
Vandalism clean-up					X

Article 9: Weekend and night coverage for rental of facilities:

Note: Town of Westwood employees will have first option of working facility rentals before cleaning service employees. It is highly unlikely that the contractor will ever be asked to cover building rentals. If circumstances should ever arise, the Director of Maintenance will call the awarded contractor to coordinate emergency coverage based on the hourly rate submitted as part of the price proposal. Overtime rates may apply.