

EXHIBIT "A"
HIDALGO COUNTY
"CUSTODIAL SERVICES FOR ADMINISTRATION BUILDING"
RFB NO.: 2020-350-XX-XX-ABV

BACKGROUND:

Hidalgo County is soliciting sealed bids for an annual contract for Custodial Services for the Administration Building located at: 2802 S. Business Hwy 281 Edinburg, Texas 78539.

The ultimate responsibility of the Contractor is to maintain the facility in a uniformly clean, hygienic, orderly and attractive manner, which will reflect favorably upon the building, staff and the general public. It is the sole responsibility of the Contractor to familiarize themselves with the size of the building.

SCOPE OF WORK:

Vendors must specialize in the cleaning of large commercial office buildings with the accountability and objective of always maintaining a clean and sanitized environment. The Building is approximately 49,852 square feet of VCT (Vinyl Composite Tile) flooring and contains the customary and common areas of buildings, such as, entrance ways, 3 large lobby areas, 19 restrooms, 138-office spaces, 33 work areas/conference rooms & 26 technology/copy/storage rooms halls, corridors, break areas, storage areas, and closets etc. (see attached for floor plan, Exhibit A-2) The services requested herein will be performed after 5:00 pm - (Monday through Friday). Excluding County observed Holidays (see attached Exhibit A-7).

I. POINT OF CONTACT

Once contract has been awarded, the Point of Contact will be Mr. Robert Castaneda, Hidalgo County Facilities Maintenance Manager and/or designee Mr. Daniel Flores.

II. REQUIREMENTS

The bidder must have five (5) years experience in cleaning large commercial office buildings.

The Contractor must provide three (3) references from current clients/contracts of equal or similar size, to include the following information: (attached Exhibit A-1)

1. Name, address, phone number and contact person.
2. Length of service provided.
3. Term of contract.
4. Name of facility and service provided.
5. Size and type of facility (square footage).

The Contractor shall furnish all adequate staff, to accommodate the size of the building, labor, materials, supplies, supervision, and equipment necessary to perform the set duties as stated herein; but not limited too. The Contractor shall provide an On-site Lead crew member to oversee all work performed to the County's standards and who will represent the Contractor in all matters concerning this contract.

The Contractor will provide the On-site Crew leader with a Task checklist (see Hidalgo County Task Checklist- Exhibit "A-3"), of all tasks to be performed. The janitorial employees and Crew leader shall verify the tasks have been completed and will sign and date the check list.

The Contractor shall include background checks for all employees in consideration that this facility conducts business operations dealing with money handling at Tax Office, personnel records and other contract and confidentiality documents in other areas of Admin Buildings. Results shall be made available to the County upon request and retained on file by the Contractor in accordance with privacy laws.

Failure to verify the building size shall not relieve the Contractor of the responsibility to provide all services required to the standards included in these specifications.

"Restricted" areas and/or offices will be off limits, unless authorized Hidalgo County personnel allow entry.

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The Contractor shall meet all applicable Local, State and Federal Safety rules and regulations.

No cleaning supplies will be stored in the facility that is deemed to be hazardous to the health of the staff, general public and/or cause damage to the facility.

III. CONTRACTOR'S DOOR ACCESS AND RESPONSIBILITY

- a) Building access control is a critical component to the security at the Administrative Building. The Contractor is required to take any and all steps to safeguard the building access components.
- b) Once the contract is awarded, ten (10) days prior to commencing services, the successful bidder will provide the Facilities Manager and/or the designee, a list with the names of the individuals that will be performing custodial services in the building and require door access. The Facilities Manager or his designee will coordinate the initial issuance and/or replacement of all required door/badge access points.
- c) The Custodial personnel list will be kept updated and reflect any changes to contractual personnel. Any personnel changes should be immediately reported to the Facilities Manager or his designee.
- d) The Contractor shall establish and implement methods of ensuring that all keys/badges issued to the contractor by the County are not lost, misplaced or used by unauthorized personnel.
- e) All Contractors' personnel may not hold doors open or unlock doors for unauthorized persons.
- f) Access cards may not be duplicated. Unauthorized duplications shall be cause to consider the Contractor in default, subject to termination.
- g) Building access cards are not to be shared between crew members.
- h) Any lost or stolen cards/keys must be reported to the Facilities Manager or designated representative immediately. Hidalgo County reserves the right to request and recoup the fee from the Contractor for the replacement of lost or stolen access keys/cards.
- i) The Contractor shall reimburse the County for the total cost, as determined by the County of re-keying the door, facility or duplicating additional keys or badges.
- j) The Contractor's personnel will report any/all issues of maintenance that require immediate repair such as the following: Examples include: ***requires immediate reporting**
 - Light bulbs out
 - Frayed/snagged carpets
 - Floor stains that are not removable
 - Wall surfaces beyond practical cleaning attempts
 - Leaking faucets; overflowing sinks*
 - Clogged drains/toilets; overflowing toilets*
 - Other water leaks – report immediately*
 - Broken interior door hardware; exterior door hardware preventing the building from being secured*
 - Possible security related incidents*
 - Potential safety hazards*
 - Broken window hardware or glass*
 - Damage to walls, floors or furniture etc.
- k) Prior to assuming ownership of contract responsibilities the Contractor will furnish the Facilities Manager, with current emergency number(s) where the Contractor can be reached during normal business hours.
- l) The Contractor shall provide the On-site Lead crew member & employees with the task checklist of all services to be done. They shall verify all tasks have been completed, sign and date the form, and place it in the designated area at the end of the each work day. (Exhibit A-3)

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- m) The Contractor shall make themselves available at the request of the Facilities Manager, or his designee, via email, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday for the purpose of obtaining instructions or becoming informed about deficiencies in the janitorial work, or any other reason they should wish to confer with the Contractor. Additionally, if necessary, the Contractor shall schedule to meet quarterly with the Facilities Manager and/or his designee to review performance to-date on the contract.

IV. CONTRACTOR'S PERSONNEL

Contractor personnel shall be fully trained and skilled in safe and proper custodial or housekeeping techniques. The Contractor, ten (10) days prior to the start of the contract, shall furnish to the Facilities Manager a roster of all employees assigned for duty under the contract. This roster must be kept current throughout the term of the contract and updated within three (3) days of any change in this listing. The roster must include the employee's full name, current address and date of birth.

- A. Identification badges (ID) shall be furnished by the Contractor with company's name and logo, employee's picture, and personnel name and shall be worn at all times while at facility.
- B. The Contractor shall be responsible for the conduct of all of its employees and be liable for any action or inaction of its employees while performing under this contract. Any Contractor employee that is reported by Hidalgo County to have or is observed distracting or harassing employees, staff members or the general public in the building; the Contractor will take immediate disciplinary action with the permanent removal of that employee from County premises.

V. CONDUCT OF CONTRACTOR'S EMPLOYEES

- A. Employees of the Contractor, while performing work under this contract must conduct themselves in a professional matter at all times and not utilize any County owned property i.e. equipment, telephones, copiers etc.
 - 1. Remove any county or personal property, equipment, money, forms or any other items from the building.
 - 2. Be under the influence of alcohol or drugs.
 - 3. Turn on or off, or use any equipment other than the Contractor's equipment.
 - 4. Use of county telephones other than business related. The Contractor shall reimburse county for any costs for misuse of telephones.
 - 5. Open any desk, file cabinet or storage cabinet.
 - 6. Remove any articles from desks.
 - 7. Sleep on the job.
 - 8. Have visitors, bring children to work or bring any unauthorized individuals into the facility at any time.
 - 9. Take photographs inside the building or of its contents.
 - 10. Remove any documents, records, form or paper of any kind which is not either in trash cans or clearly marked as trash.
 - 11. Remove items from trash for personal use
 - 12. Engage in any activity that is not in the best interest of the county or is otherwise detrimental to the performance of this contract.
- Employees of the Contractor, while performing work under this contract, will notify and turn in any article(s) found in the facility to the Facilities Manager and/or designee and place item(s) in designated area for safe keeping in the supply room.

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VI. OPTIONS TO AWARD

A. OPTION 1: Turnkey Solution

i. SUPPLIES FURNISHED BY THE CONTRACTOR

1. Supplies will be stored in a locked janitorial closet(s) by contractor's personnel. Records of usage will be maintained by the Contractor and they shall report supply needs to the Contractor
2. The Contractor will be held accountable for the inventory control of all supplies.
3. Contractor will provide the following supplies which the contractor will replenish in each area, as needed.
 - a. Hand soap
 - b. Toilet paper
 - c. Paper towels
4. A complete and descriptive list of materials and supplies to be used for these services shall be submitted to Contractor upon award of the contract. This list shall be kept updated should any materials or products be changed. Hidalgo County reserves the right to prohibit the use of any product should it be deemed to be in the best interest of the County. The Contractor shall maintain an adequate inventory to ensure that there are sufficient supplies at all times. Materials Safety Data Sheets (MSDS) shall be posted conspicuously wherever cleaning supplies are stored on property. Two copies of all MSDS shall be submitted to Hidalgo County upon award of contract.
5. The Contractor **must** own or acquire, prior to the start date of the Contract, all necessary commercially rated equipment for the proper performance of the Contract. Said equipment **must** be at the facility and be fully operational upon the start of the Contract.
6. A list of all Contractor's equipment and supplies shall be given to the Facilities Manager or his designee. List to be updated as necessary.
7. **Secured Storage spaces will be provided** throughout the building to secure vendor equipment and supplies. Hidalgo County will not be responsible for lost, damaged, missing supplies and/or equipment. All materials, products and equipment must be properly labeled with the Contractor's Company name etc.
 - a.

B. OPTION 2: Incorporated Solution

i. SUPPLIES FURNISHED BY HIDALGO COUNTY

1. Supplies will be stored in a locked janitorial closet(s) by Hidalgo County personnel. Records of usage will be maintained by the Contractor and they shall report supply needs to the Facilities Manager or his designee on the Cleaning Supply Log listed as Exhibit 4.
2. The Contractor will be held accountable for the inventory control of all supplies provided by Hidalgo County.
3. Hidalgo County will provide the following supplies which the contractor will replenish in each area, as needed.
 - a. Hand soap
 - b. Toilet paper
 - c. Paper towels

ii. SUPPLIES FURNISHED BY THE CONTRACTOR

1. A complete and descriptive list of materials and supplies to be used for these services shall be submitted to Hidalgo County upon award of the

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contract. This list shall be kept updated should any materials or products be changed. Hidalgo County reserves the right to prohibit the use of any product should it be deemed to be in the best interest of the County. The Contractor shall maintain an adequate inventory to ensure that there are sufficient supplies at all times. Materials Safety Data Sheets (MSDS) shall be posted conspicuously wherever cleaning supplies are stored on property. Two copies of all MSDS shall be submitted to Hidalgo County upon award of contract.

2. The Contractor **must** own or acquire, prior to the start date of the Contract, all necessary commercially rated equipment for the proper performance of the Contract. Said equipment **must** be at the facility and be fully operational upon the start of the Contract.
3. A list of all Contractor's equipment and supplies shall be given to the Facilities Manager or his designee. List to be updated as necessary.
4. **Secured Storage spaces will be provided** throughout the building to secure vendor equipment and supplies. Hidalgo County will not be responsible for lost, damaged, missing supplies and/or equipment. All materials, products and equipment must be properly labeled with the Contractor's Company name etc.

VII. CLEANING ACTIVITY SPECIFICATIONS

The facility must be cleaned as detailed in these specifications. The Facility Manager or his designee, shall determine with written deficiencies, whether the tasks have been performed in accordance with the standards set forth in these specifications. The Contractor will be provided with a written notice as intent to correct the matter within a 24 hour period.

A. DAILY TASKS

1. Restrooms

The restrooms shall be maintained spotlessly clean and odor free condition at the beginning of each workday. *Once weekly, water will be poured into drain openings.

Wash all mirrors, sinks and bright work with a non-abrasive cleanser and leave with a streak free finish. Wash urinals, toilet seats and commodes using disinfectant. Commodes and urinals should be thoroughly cleaned inside, outside, behind and underneath (care should be given to flush hole, under rim of bowls and passage trap). Bowl cleaner shall be used at least once a day. Replenish hand soap, paper towels, toilet tissue or any other items that are requested by Hidalgo County. Clean and sanitize all counter tops. Walls and partitions are to be free of handprints and dust. Wet mop floor, using disinfectant cleaner and water. Special emphasis will be on stains. All waste bins shall be emptied, damp wiped and sanitized as necessary. Waste Basket liners shall be replaced.

2. Flooring-Common Areas and Entrances

All VCT flooring in common areas shall be swept; dust mopped and damp mopped daily. Thorough sweeping and dust mopping will be done prior to damp mopping. Dust mopping will be done with a chemically treated mop to remove all dirt, litter, dust and debris (including along walls, in corners and behind doors). All flooring areas under chairs and other furnishings, which are easily movable, will be cleaned as well. All items moved in common areas shall be returned to their original and proper position. The floors including the corners and edges shall be free of spots, streaks and smears. Where difficult spots are encountered, a notation should be left with the Facilities Manager or designee. Clean all mop splatters from all vertical surfaces. Remove all mats and clean underneath. All waste bins shall be emptied, damp wiped and sanitized as necessary. Waste basket liners shall be replaced. Turn off all lights after cleaning this area.

3. Flooring – Non- Common Areas and Offices

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All VCT flooring in non-common areas shall be swept and dust mopped daily. Thorough sweeping and dust mopping will be done with a chemically treated mop to remove all dirt, litter, dust and debris (including along walls, in corners and behind doors). Flooring areas under chairs and other furnishings, which are easily movable, will be cleaned as well. All items moved in non-common areas shall be returned to their original and proper position. The floors including the corners and edges shall be free of spots, streaks and smears. Spot damp mopping on non common areas will be done daily to remove stains and spots. In addition, damp mopping will be done twice weekly (i.e. Tuesdays & Fridays). Emphasis will be on flooring areas under desk, tables and chairs. Where difficult spots are encountered, a notation should be left with the Facilities Manager or designee. Clean all mop splatters from all vertical surfaces. Remove all mats and clean underneath. All waste bins shall be emptied, damp wiped and sanitized as necessary. Waste basket liners shall be replaced. Turn off all lights after cleaning this area.

4. Tax Office Area

Trash located in work-station areas will be collected on a daily basis, tagged and dated with a 24 hour holding period. After the 24 hour period, trash will be disposed of. The Facilities Manager or designee will provide further instructions and indicate the designated holding area.

5. Doors, Switches, Counters and Walls

Handprints and spots will be removed from doors, door plates, handles, kick plates, metal fixtures, light switches and counters daily. Wipe down all door hardware components shall be completely cleaned and wiped off daily with germicidal disinfectant and shall be left free of fingerprints, and left in a streak-free condition. This includes, but not limited to counters and door hardware in break rooms, conference rooms, offices, break rooms, hallways, lobby entrances and common areas. Walls and woodwork will also be spot cleaned as needed. Special emphasis will be placed on all walk up counters.

6. Building Entrance / Lobby Doors

All building entrance doors will be cleaned with appropriate disinfectant cleaner and left in a streak free condition at all times. Building entrance and lobby walls will be wiped down and cleaned and kept free from finger marks, smudges, spots and stains. Where difficult spots are encountered, notation should be left with the Facilities Manager or designee.

7. Drinking Fountain

All drinking fountains and stainless steel components shall be completely cleaned and wiped off daily with germicidal disinfectant and shall be left free of fingerprints, watermarks, and left in a streak-free condition.

8. Lobby and Common Area Furniture

Disinfectant wipe down and polish furniture in conference rooms, Waiting areas and/or lobbies to include but not limited to tables, chairs, bookshelves and/or countertops. Special emphasis will be placed on all walk up counters.

B. WEEKLY TASKS

1. Full Dusting

All horizontal and vertical areas under 72 inches high must be dusted, such as furniture, office equipment, interior windowpanes, window sills, blinds, bookshelves, partition tops etc. with an open space shall be dusted weekly with a treated cloth or static duster. This shall include all horizontal and vertical surfaces within easy reach and visibly require dusting. 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 exposed. Contractor is not responsible for moving these items due to the sensitivity, security, and/or fragility of the personal items, materials or organization of documentation. Emphasis will be the exposed flat surface.

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2. Walls

All interior walls are to be inspected weekly for spots, stains, smudges and cobwebs. All spots, stains, smudges and cobwebs should be removed. Where difficult spots, stains or smudges are encountered, a notation should be left with the Facilities Manager or designee. All stains will be removed as soon as possible.

3. Glass Cleaning

Offices and rooms with glass on doors, walls or partitions up to 72 inches and exterior doors and entrances up to 72 inches are to be cleaned weekly and left in a streak free condition and be free of dirt, Fingerprints, smudges and smears. Emphasis will be placed on exterior glass door entrances, common lobby's and high traffic areas.

4. Furniture and Counters

Wipe down and polish furniture in lobbies, waiting areas, conference rooms and offices to include but not limited to, tables, chairs, bookshelves and/or countertops. Emphasis will be on exposed flat surfaces.

C. MONTHLY TASKS

Monthly Safety trainings shall be given to all contract workers regarding safety in the workplace. Documentation shall be maintained for each employee.

1. Wastebaskets/Trash bins

All waste baskets and receptacles shall be scrubbed clean and sanitized monthly. Damp wiped and sanitized as necessary.

2. Exterior Glass Windows

All exterior glass windows up to 84 inches are to be cleaned monthly and left in a streak free condition and are free of dirt, fingerprints, smudges and smears. Emphasis will be placed on North side exterior glass.

3. High Dusting and Cleaning

Air conditioning grills, window blinds, pipes, ledges, ceilings, moldings, etc., will be dusted monthly or cleaned if necessary, to remove smudges, fingerprints and ink/pencil markings.

D. AS NEEDED SERVICES/TASKS-Hidalgo County has the option to have four offices thoroughly cleaned per night.

1. The Facilities Manager or designee will coordinate with Contractor the need to schedule as needed cleaning services in cases where individual offices are vacated, rearranged or department heads request a thorough cleaning. Such requests should be submitted with at least 3 days advance notice to the Contractor so as to properly plan and allocate resources. For such events, desks, tables, and other office furniture will be cleared of paper, work materials, and personal items such as photos and trinkets. Spots, stains, smudges, cobwebs, ink and pencil markings should be removed from flooring, walls and all exposed surfaces. Furniture should be wiped down and polished.

2. Should an emergency condition requiring immediate attention exist (such as flooding of a particular section of the building), the Contractor shall divert his/her force or whatever part thereof as necessary from their normal assigned duties to meet the condition. When these employees are no longer required for the special work, they shall be directed to return to their normal duties and the Contractor shall not be penalized because the normal daily work, which otherwise would have been performed during the interval, has been neglected.

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DAMAGE/LOSS OF PROPERTY

Contractor shall be responsible for loss or damage caused by his or her employees. The Contractor shall be responsible to guarantee repairs when his/her employees were obviously negligent in the performance of their work as outlined herein. Contractor shall make reasonable and prompt restitution, by cash, replacement or repairs, subject to Hidalgo County's approval, for any damage for which the Contractor is liable.

VIII. QUARTERLY MEETINGS

If necessary, the Contractor shall meet quarterly with the Facilities Manager and/or his designee to plan, schedule and coordinate future work and review performance to-date.

IX. COMPLETION OF WORK

A. The Facilities Manager and/or his designee shall visually inspect all areas covered by the Contract to ensure satisfactory completion of the work. If the job performance of the Contractor does not satisfactorily meet the stated cleaning specifications, the Contractor shall be required to correct the problem at no additional cost to Hidalgo County. The Contractor must respond on the next work day to all requests for work, questions about performance, or other communication relevant to the services being provided by the Contractor.

B. Work completed shall be considered not to have been performed when anyone of the following conditions exists:

1. The prescribed work tasks in an area were not performed within the period of time ordinarily and normally required to do the work
2. The specified equipment, tools, and materials were not used, or were not in good operating condition at the time of the performance of the work.
3. The work is of such quality, in the opinion of the Facilities Manager or Designee, as to require it to be re-done.

C. For tasks that have been found to be unsatisfactory. A Custodial Discrepancy Notification shall be completed by the Facilities Manager/Designee and placed in the Lead **crew member's drop box.** Contractor or Lead crew member shall respond in one (1) – five (5) days, to the Custodial Discrepancy Notification. When work has been corrected and completed. Discrepancy must be left in the **drop box of the Facility Manager/ Designee** at the end of the work day. (see attached as Exhibit A-5)

TERMS AND CONDITIONS:

A. The term of the contract will be for a two (2) year initial period. At its sole discretion, the County has the option to extend the contract for two (2) additional one (1) year terms, under the same rates, terms and conditions.

B. Hidalgo County has the option to award additional facilities to the successful bidder based on cost per square foot for other facilities as deemed applicable to expand on this agreement.

C. Contractor shall provide the project supervisor to be within reach by phone 24 hours a day, 7 days a week, and 365 days a year. Contractor shall provide an organizational chart with staff name.

D. All prices for goods and/or services shall be on **fixed rate** for the duration of this contract. Any bid that does not meet the minimum requirements and/or specifications may be rejected.

E. Hidalgo County reserves the right to continue this bid for an additional sixty (60) day grace period at the end of the contract term for unforeseen delay in award of new bid for the next contract term.

F. Hidalgo County reserves the right to hold bids for a period of ninety (90) days without taking any

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action.

G. Insurance requirements for this project to be maintained throughout the contract term (refer to Exhibit "C" for limits).

H. After Bid is awarded and successful awarded contractor defaults in meeting the general instructions to bidder(s) and/or in complying with contractors responsibilities and cleaning specifications stated on the contract agreement, Hidalgo County reserves the right to seek the services of the next lowest bidder(s). In such event, Hidalgo County shall charge the defaulted vendor the difference for any additional costs for custodial services at the New Administration Building.

I. Any contract awarded to a successful bidder will be in effect until:

- The contract expires.
- Delivery acceptance of products and/or performance of services ordered, or
- Terminated by County with thirty (30) days written notice prior to the cancellation

There will be three (3) formal written notices of non-compliance with the fourth being the final-thirty (30) days notification prior to the cancellation of agreement.

J. Hidalgo County reserves the right to reject any/all bids, to waive any/all formalities or technicalities and or to accept the bid considered the best and most advantageous to the County.

The bidder awarded the contract shall not engage the services of a subcontractor without prior written consent of Hidalgo County. When requesting written consent from Hidalgo County to retain a Subcontractor to perform services hereunder the successful bidder must present evidence and submit to the County that the successful bidder and the proposed subcontractor possess all necessary licenses and permits to perform the services described herein and that the successful bidder and the proposed subcontractor have obtained and submitted the required insurance coverage and policies as required by Hidalgo County.

K. The successful bidder shall not deliver products or provide services without a Hidalgo County Purchase Order, signed by an authorized agent of the Hidalgo County Purchasing Department. The successful bidder agrees to abide by all applicable state laws, regulations and be in compliance with all OSHA regulations and requirements throughout the term of the Contract.

L. Hidalgo County may seek purchases from State awarded vendors or any cooperative purchasing programs, whenever it is in the best interest to do so.

M. All cost and expenses associated with the preparation and submission of all (Bid, Proposals, Requests for Qualifications (RFQ) and Quotes shall be responsibility of the bidder and no reimbursements for such charges or expenses shall be passed on to Hidalgo County.

X. PRE-BID CONFERENCE AND SITE VISIT:

A ZOOM meeting has been scheduled for **MONTH XX, @ 9:00 am**– At the bid zoom meeting contractors will be able to obtain answers to questions about the project and/or clarification of the Specifications.

SITE VISIT will be by appointment only, each bidder will be permitted to examine the building, familiarize themselves with the full nature and extent of the work.

All attendees must confirm via-email to: alexandra.vela@co.hidalgo.tx.us to set up site visit appointments.

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A meeting shall be scheduled with the representatives (Budget, Purchasing & Facilities Mgmt) within ten (10) days of the Contractor's notification of contract award.

The purpose of this meeting is to go over expectations of the performance of the contract and ensure that the contract terms and condition are understood.

ADDITIONAL INFORMATION:

Hidalgo County is requesting that any and all questions, inquiries and clarifications regarding quotes, bids, proposals or statements of qualifications be addressed to, Martha L. Salazar, CPPB, Purchasing Agent, 2802 S. Bus. Hwy. 281, Edinburg, Tx 78539. **TELEPHONE INQUIRIES WILL NOT BE ACCEPTED ALL WRITTEN INQUIRIES WILL BE ACCEPTED VIA EMAIL to alexandra.vela@co.hidalgo.tx.us OR - FACSIMILE at 956-292-7612 NO LATER THAN, Wednesday, MONTH, XX, 2020. Responses to said inquiries will be sent to all applicants via facsimile by no later than Friday, MONTH, XX 2020 by 5:00 pm.**

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BASIC CLEANING-RELATED TERMS AND DEFINITIONS:

The following definitions apply to all cleaning categories.

1. Clean: Free from dirt, debris, foreign matter, stains and impurities.

2. Cleaning Office and Common Area Furniture:

Furniture including tables shall be free of dust, dirt and surface film. File tops shall be free of dust, spots, stains and streaks. Desktops shall not be disturbed. Papers shall not be removed from desks in offices or conference rooms. Personal computers, phones, terminals, printers and keyboards are not to be touched by the awarded contractor.

Only exposed surfaces are to be dusted.

3. Common Areas:

Areas of the building that are accessible to the general public such as lobbies, hallways, corridors, waiting areas, entrances etc.

4. Damp Mop:

The removal of all dust, spots and spills from entire hard floor surface areas using a squeezed damp mop.

5. Disinfected: Free from micro-organisms.

6. Disinfectant: An agent that destroys or neutralizes the growth of micro-organisms.

7. Dusting:

The removal of laden airborne dirt, soil, lint or other foreign material from furniture, fixtures, ledges, shelves, walls counters and other exposed surfaces with accumulated airborne particles.

8. Dust Mopping:

Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dusting mopping.

9. Fixtures:

Defined as toilets, urinals, toilet paper holders, hand towel dispensers, soap dispensers, sinks, floor drains and any other items attached to the walls and/or floor.

10. Non-Common Areas:

Areas of the building that are not accessible to the general public such as offices and conference rooms.

11. Sanitary:

Hygienically clean. Free from bacteria and germs.

12. Spot Mop:

The removal of specific spots or spills from hard floor surfaces using a squeezed damp mop.

13. Sweep:

The removal of loose dirt and debris from hard floor or outside hard surfaces by means of a broom or dust mop.

14. Vacuum:

The removal of dust, dirt, debris, and foreign matter from any surface using a vacuum cleaner and appropriate attachments.