



## **JANITORIAL SERVICES FOR WILLIAMSON COUNTY**

### **SPECIFICATIONS AND SCOPE OF SERVICES**

1. Vendor agrees that the services to be provided, under this contract, are vital to County and must be continued without interruption and that upon expiration of this contract another vendor may be selected. Vendor agrees to exercise its best efforts and cooperation to effectively have an orderly and efficient transition to a successor.
2. County and Vendor both agree that the Williamson County Commissioners Court shall be the sole and final authority on issues relating to this contract. Should any matter not be resolved to the Vendor's satisfaction, Vendor shall have the right to be heard in open court by Commissioners Court and the decision of Commissioners Court shall be final and conclusive, and shall be binding on all parties concerned.
3. Additional County buildings may be added in addition to those described in Building Specifications. Those buildings currently under construction and those in pre-construction phase are listed. Only occupied buildings will be serviced and billed.
4. An Emergency Contact must be available twenty-four (24) hours a day, seven (7) days per week. In the event of an emergency, such as a sudden flood, the awarded contractor must be able to mobilize with all appropriate equipment within two (2) hours of receiving notice from County and begin work at the location of the emergency.
5. All equipment should be commercial grade and properly maintained. It is required that respondent be able to perform janitorial services as specified. Respondent to provide all equipment to janitorial staff so that they may adequately perform duties per specifications
6. In order to ensure the awarded contractor's compliance with the specifications and requirements set out herein, a check list indicating all tasks completed must be presented by the awarded contractor to designated County employees at each building for approval at the end of each month. Invoices will not be approved for payment without documentation. Only services rendered may be compensated.
7. An email address shall be established by the awarded contractor to receive work orders, complaints and request for service from the County's contract administrator. All responses to emails must occur within two (2) hours. The contractor shall provide additional telephone and mobile numbers where manager can be reached at any time deemed necessary.
8. The awarded Contractor must have an enclosed vehicle sufficient in size to transport paper goods to all buildings.
9. A Color Coded Micro Fiber Mopping System equivalent to Unger must be used for all Health Departments, Juvenile Justice and all other areas where health services are provided.
10. The awarded Contractor shall conduct CJIS background checks (See Appendix E Security Requirement Document) on all the Contractor's permanent and temporary personnel and subcontractors scheduled to work on services under this contract prior to services beginning. All Janitors staff entering into all Williamson County Buildings under the Janitorial Services awarded contract must be fingerprinted through Texas DPS IdentoGO Fast Fingerprint Pass System. Background checks are paid for by Vendor.

If a contracted person's cleared fingerprint is currently on file from prior contracts a new print is not necessary; however, names of individuals must be submitted in order to contact TxDPS to confirm an individual's cleared fingerprint existence. In the event there is no IdentoGO location in their area there is an Option B which allows the contractor to be printed on a "hard card" and the card is mailed to the designated recipient (additional info available on website for this option – See Fast pass form).

Williamson County will provide CJIS training program to the awarded vendor and the awarded vendor must provide this training to their employees. Williamson County requires the CJIS Security Awareness Certification Statement to be completed, signed and delivered to the Contract Administrator for each and all janitors before beginning work under this awarded contract. This form will be provided to the awarded vendor.

The required employee criminal background checks, employee history, and all documentation of each individual's right to work in the United States must be provided to the following individual prior to beginning work.

Christi Stromberg, Facilities Contract Coordinator  
Williamson County  
3101 SE Inner Loop  
Georgetown, Texas 78626

In addition, the awarded contractor shall continue to submit background checks for any new employees prior to such new employee entering any Williamson County facilities. Replacement personnel shall have completed background checks conducted and approved by contract administrator before access to the facility is authorized.

11. Janitorial services are to be performed Monday through Friday between the hours of 6:00 p.m. and 6:00 a.m. unless otherwise noted in the specifications of the RFP or instructed, in writing, by the County's contract administrator or his/her designated representative. There are exceptions for some buildings and such exceptions are listed on the cover sheets of each building in the specifications. Janitor is responsible for not interfering with normal flow of business. A schedule of routine work will be provided to the Contract Administrator noting days and times janitorial staff will be at each facility. **(Buildings Janitorial Schedule)** Any deviations from the schedule will also be reported to the Contract Administrator.
12. The awarded Contractor must maintain and empty Williamson County paper recycle bins, located in various centralized areas throughout the County, into storage locations/dumpsters located at various buildings, as needed (see locations below). 42+ gal containers are located at the following properties including Round Rock A&B. Recycling bins at Round Rock A&B will be transferred by awarded contractor to the Round Rock Jester Annex. Recycling bins at Taylor Health Dept. will be transferred by awarded contractor to the Taylor Annex. The awarded contractor is not responsible for individual office blue recycling cans only the large collection bin per site. Shredded paper must be placed into plastic bags and should be delivered to the recycling dumpster.

Recycle Bin locations:

Facility	Address
Cedar Park Annex	350 Discovery Blvd., Cedar Park
Inner Loop Annex	301 SE Inner Loop, Georgetown
Justice Center	405 MLK, Georgetown
Juvenile Justice Center	1821 SE Inner Loop, Georgetown
Round Rock Jester Annex	1801 Old Settler's Blvd, Round Rock
Taylor Annex	412 Vance St. Taylor
Central Maintenance Facility	3151 SE Inner Loop, Georgetown
Emergency Service Operation Center	911 Tracy Chambers, Georgetown

13. Company uniforms and ID badges must be provided by the awarded contractor for all its employees that will be working on County premises. The uniforms and ID badges must be worn at ALL times.
14. The awarded contractor will be responsible for securing all buildings and ensure that all persons are out of the buildings prior to locking up. This includes buildings with community and meeting rooms, county will pay \$20 per hour if time has to be spent in addition to service hours of the awarded contractor. Community and meeting rooms are located in the following County Facilities:
  - Hutto – Sheriff's Office (Community Room)
  - Georgetown – Central Maintenance Facility – URS Building – Training Room
  - Georgetown – Regional Animal Shelter – Community Room
  - Georgetown – Williamson County Courthouse - Several Options available
  - Round Rock – J.B. & Hallie Jester Annex – Community RoomAdditional Community Rooms may be added as new buildings are added.
15. The contractor shall at all times provide adequate supervision of his/her employees to ensure complete and satisfactory performance of all work in accordance with the terms of the contract.
16. Labor, Equipment, Materials, and Storage: The awarded contractor shall furnish all labor, equipment, and materials necessary to the performance of its janitorial services. County will provide reasonable storage areas for such equipment that will be kept at Williamson County locations. County will not be liable for any damage done to or loss of any party or person. In the event the contractor has a personnel shortage, permission must be authorized to work beyond the agreed upon hours or weekends to achieve the minimum daily hours required by this contract. Respondent is required to submit a report of supplies distributed each month by building.
17. All employees of the contractor shall be a minimum of 18 years of age (unless noted in specifications for particular buildings) and experienced in the type of work to be performed.
18. No visitors, spouses, children or other relatives of the contractor's employees will be allowed on County property during working hours unless they are bona fide employees of the contractor and have had a background check.
19. The respondent must maintain all their janitorial supplies and equipment in a clean, safe and orderly condition within the dedicated room. Williamson County shall have access to supplies and equipment as necessary in order to clean/pick up spills. No water will be left in mop buckets or sinks. No storage near electrical equipment.
20. Chemicals (all chemical products must be commercial grade) – Respondent to provide all cleaners to janitorial staff so that they may adequately perform duties per specifications.
  - All-purpose cleaner – may be used on any hard surface which will not be damaged by water. Cleaner must remove common soils found on hard surfaces (wall, woodwork, countertops, etc. Cleaner must be USDA approved.
  - Glass cleaner – non-ammoniated and must remove grease, oil and lipstick from glass and mirrors without causing buildup.
  - Floor Cleaner – non-ammoniated; must remove soil without damage to floor finish; must not leave any residue.
  - Floor Stripper – non-ammoniated, must remove wax, polymers and metal interlock floor finish; must be low odor, nonabrasive, and non-flammable.
  - Furniture Cleaner – self-cleaning, non-oily and leave shine without causing buildup.
  - Disinfectant Cleaner – must use hospital grade; must be effective against broad spectrum of germs.
  - Restroom Cleaner – must be safe on ceramic, stainless steel chrome and porcelain. Must remove hard water deposits, soap scum, rust, oil deposits from surface; non-ammoniated, non-abrasive.
21. The contractor and contractor employees shall not use county equipment including but not limited to

(computers, telephones, facsimiles, copiers, printers, calculators, typewriters) except for phone used in cases of emergency, to utilize clock-in/clock-out procedures, and or to respond to work requests from Williamson County. Misuse of this equipment may result in termination of the contract.

22. No smoking. All Williamson County facilities, property and grounds are NON-SMOKING. Contractor's employees are prohibited from smoking in all areas.
23. Holidays: Commissioners Court typically approves the holiday schedule for the upcoming fiscal year in August. The Jail, ESOC and Juvenile Services buildings are open 24 hours a day and 7 days a week regardless of Holidays and janitorial tasks are still to be completed per the building specifications. All daytime cleaned buildings must be scheduled around holidays so that the required scope of service is completed per the specifications. Christmas and Thanksgiving will be the only holidays where nighttime cleaned buildings will not be scheduled. An updated holiday schedule will be provided to the successful vendor by the Contract Administrator for janitorial scheduling purposes as soon as it is available.
24. Keys: The respondent is responsible for all keys received. Loss of keys to the facility will result in the respondent paying all cost to re-key exterior locks or replace exterior locks as deemed appropriate by Williamson County. Additionally, the respondent will provide the appropriate number of keys to replace the normal key distribution for the facility (per Wilco key logs).
25. End of Shift (lights, lock up, etc.): At the end of the shift the respondent will turn off all lights (except security lights), lock and secure the building after last janitorial employee exits the building unless performing janitorial tasks during business hours.
26. Security System: If there is a security system in the building, the respondent is responsible for disarming the alarm when arriving (if system is armed) and resetting the alarm to arm the system once all employees are out of the building. Security alarm codes should not be disclosed nor shared.
27. Scheduling: Respondent must provide schedule and coordinate with Contract Administrator for all tasks not performed routinely such as window cleaning, power washing, semi-annual floor care, etc. Calendar must be carefully considered and occupants must be notified well in advance.
28. At an additional cost to the County, requests for additional floor care and upholstery cleaning will be arranged by the Facilities Maintenance Department.
29. Vendor will receive from the Contract Administrator:
  - Building Descriptions, Specifications & Floorplans
  - Security Requirement Documents (CJIS Level I Training and forms)
  - Building Janitorial Schedule for Reference (Excel File)