

CITY OF CHICAGO
 DEPARTMENT OF PROCUREMENT SERVICES
 ROOM 403, CITY HALL, 121 N. LASALLE STREET

S. S.
 DATE 02/02/10
 (NCP Form Rev 4-0)
 APPROVED.....
 CONDITIONALLY APPROVED.....
 RETURN TO DEPT.....
 DISAPPROVED.....

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT

For contract(s) in this request, answer applicable questions in each of the 4 major subject areas below in accordance with the instructions for Preparation of Non-Competitive Procurement Form on the reverse side.

Request that negotiations be conducted only with _____ for the product and/or services described herein.

(Name of Person or Firm)
 This is a request for Requisition # _____, copy attached) or (One-Time Contractor Term Agreement or _____)

Delegate Agency (Check one). If Delegate Agency, this request is for "blanket approval" for all contracts within the (Attach List) _____

(Program Name) _____ Pre-Assigned Specification No. _____
 Pre-Assigned Contract No. _____

COMPLETE THIS SECTION IF AMENDMENT OR MODIFICATION TO CONTRACT

Describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change, as applicable. Attach copy of all supporting documents. Request approval for a contract amendment or modification to the following:

Contract #: 14785	Company or Agency Name: AGUIRRE BUILDING MAINTENANCE, INC
Specification # 28596A	Contract or Program Description: JANITORIAL SERVICES - ZONE 5
Modification #: _____	(Attach List, if multiple) _____
William Kelly 312/744-6043	
Originator Name _____ Telephone _____	Signature _____ Department _____ Date _____

Indicate SEE ATTACHED in each box below if additional space needed:

PROCUREMENT HISTORY SEE ATTACHED

ESTIMATED COST SEE ATTACHED

SCHEDULE REQUIREMENTS SEE ATTACHED

EXCLUSIVE OR UNIQUE CAPABILITY SEE ATTACHED

OTHER

APPROVED BY: [Signature] 1/15/10
 DEPARTMENT HEAD OR DESIGNEE DATE
[Signature]
 CHIEF PROCUREMENT OFFICER

[Signature] 02/05/10
 BOARD CHAIRPERSON DATE
3516
 DATE OF APPROVAL

DPS PROJECT CHECKLIST

For DPS Use Only

Date Received _____
 Date Returned _____
 Date Accepted _____
 CA/CN's Name _____

IMPORTANT: PLEASE READ AND FOLLOW THE INSTRUCTIONS FOR COMPLETING THE PROJECT CHECKLIST AND CONTACT THE APPROPRIATE UNIT MANAGER IF YOU HAVE ANY FURTHER QUESTIONS. ALL INFORMATION SHOULD BE COMPLETED, ATTACH ALL REQUIRED MATERIALS AND SUBMIT FOR HANDLING TO THE DEPARTMENT OF PROCUREMENT SERVICES, ROOM 403, CITY HALL, 121 N. LASALLE STREET, CHICAGO, ILLINOIS 60602.

GENERAL INFORMATION:

Date: 01/15/2010
 REQ No.:

Contact Person: BILL KELLY
 Tel: 744-6043 Fax: 744-2773 E-mail: wkelly@cityofchicago.org

PO No.: (if known): 14785

Project Manager: JULE BEDORE
 Tel: 4-7594 Fax: 2-3861 E-mail: JBEDORE@cityofchicago.org

Modification No.: (if known):

Previous PO No.: (if known):

Project Description: PO 14785 - AGUIRRE BLDG MAINT - JANITORIAL SERVICES - \$4 MIL VENDOR LIMIT INCREASE THRU 7/31/2010

FUNDING:

- City: Corporate Bond Enterprise Grant* Other
 State: IDOT/Transit IDOT/Highway FAA Grant* Other
 Federal: FHWA FTA Grant* Other

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	OBJT	PROJECT	RPTG	\$ DOLLAR AMOUNT
1	009	0100	038	2105	0125					

Estimated Value \$4,000,000

*IF GRANT FUNDED, A COPY OF THE APPROVED GRANT AND APPLICATION ARE REQUIRED and any other Terms and Conditions that may apply.

SCOPE STATEMENT:

Attached is a Detailed Scope of Services and/or Specification

IMPORTANT: THIS IS A CRITICAL PORTION OF YOUR SUBMITTAL. IN ORDER FOR DPS TO ACCEPT YOUR SUBMITTAL YOU MUST COMPLETE THE SPECIFIC SCOPE REQUIREMENTS AS SET FORTH IN THE SUPPLEMENTAL CHECKLIST FOR THAT UNIT.

The following is a general description of what should be included in a Scope of Services or Specification:
 A clear description of all anticipated services and products, including: time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable City ordinance or state/federal regulation or statute.

TYPE OF PROCUREMENT REQUESTED (check all that apply):

NEW REQUEST

- Blanket Agreement
 Standard Agreement
 Small Orders

MOD/AMENDMENT

- Time Extension
 Vendor Limit Increase
 Scope Change/Price Increase/Additional Line Item(s)
 Other (specify):

FORMS: Requisition Special Approvals Non-Competitive Review Board (NCRB)

CONTRACT TERM: Requested Term (number of months):

DPS PROJECT CHECKLIST

PRE BID/SUBMITTAL REQUIREMENTS:

Requesting Pre Bid/Submittal Conference? Yes No Requesting Site Visit? Yes No

ARCHITECTURAL/ENGINEERING SUPPLEMENTAL CHECKLIST

Required Attachments: Scope of Services, including location, description of project, services required, deliverables, and other information as required

Risk Management

Will services be performed within 50 feet of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

If applicable, Pre-Qualification Category No. Category Description:

For Pre-Qualification Program, attach list of suggested firms to be solicited

Other Agency Concurrence Required: None State Federal Other (fill in)

AVIATION CONSTRUCTION SUPPLEMENTAL CHECKLIST

DOA sign-off for final design documents: Yes No

Required Attachments:

Copy of Draft Contract Documents and Detailed Specifications.

Risk Management:

Current Insurance Requirements prepared/approved by Risk Management: Yes No

Will work be performed within 50 feet of CTA or ATS structure or property? Yes No

Will work be performed airside? Yes No

***NOTE:** Any non-construction Aviation request, complete the applicable section.

COMMODITIES SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Specifications (Scope of Services) including detailed description of the product, delivery location, user department contact, price escalation considerations, Bidder's qualification, contract term and extension options, Contractor's qualifications, citation of any applicable City/State/Federal statutes or regulations, citation of any applicable technical standards and Price Lists/Catalogs, technical drawings and other exhibits and attachments as appropriate.

If Modification request, please verify and provide the following:

Contractor's Name:

Contractor's Address:

Contractor's e-mail Address:

Contractor's Phone Number:

Contractor's Contact Person:

CONSTRUCTION SUPPLEMENTAL CHECKLIST

Required attachments:

Copy of Draft (80% Completion), Contract Documents and Detailed Specifications

Risk Management

Will services be performed within 50 feet of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

DPS PROJECT CHECKLIST

VEHICLES/HEAVY EQUIPMENT SUPPLEMENTAL CHECKLIST

Required Attachments:

- Detailed Specifications including detailed description of the vehicle(s) or equipment, mounted equipment, if any, and options/accessories.
- Special Provisions (Delivery, Warranty, Manuals, Training, Additional Unit Purchase Options, Bid Submittal Information, etc.)
- Delivery Location(s)
- Technical Literature
- Drawings, if any
- Part Number List (Manufacturer; or Dealer; or Other Source:)
- Current Price List(s)/Catalog(s)
- Special Approval Form
- Exhibits and Attachments

If Modification request, please verify and provide the following:

Contractor's Name:

Contractor's Address:

Contractor's e-mail Address:

Contractor's Phone Number:

Contractor's Contact Person:

PROFESSIONAL SERVICES SUPPLEMENTAL CHECKLIST

- Detailed description of project listing obligations of each party.
- The Schedule of Compensation
- Deliverables
- Request for individual contract services (if applicable)
- The appropriate EPS form
- ITSC (approved by BIS)
- OBM (approved by Budget form/memo)
- Grant document attached

Attach any documentation indicating any previous purchase activity to assist in the procurement process

TELECOMMUNICATIONS AND UTILITIES SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Scope of Services/Specification which sets forth all of the anticipated services and products the user department wants provided, including time frame for completion, special qualifications of prospective vendors, special requirements or needs of the project, locations, anticipated participating user departments, citation of any applicable City ordinance or state/federal regulation or statute.

Has the project been reviewed by DGS? Yes No

Attach copy of DGS Recommendation; Reservation(s); or participate under current contract.

Does the project include software? Yes No

If yes, is signed ITSC form attached? Yes No

Does the location involve:
A public way? Yes No

Any concession in the City's facilities? Yes No

Is it anticipated City Council approval of the project or contract will be required? Yes No

DPS PROJECT CHECKLIST

WORK SERVICES/FACILITY MAINTENANCE SUPPLEMENTAL CHECKLIST

Required Attachments: Detailed Specifications (Scope of Services) including detailed description of the work, locations (with supporting detail), user department contacts, work hours/days, laborer/supervisor mix, compensation and price escalation considerations, Bidder's qualification, contract term and extension options, Contractor's qualifications, citation of any applicable City/State/Federal statutes or regulations, citation of any applicable technical standards and Price Lists/Catalogs, technical drawings and other exhibits and attachments as appropriate.

Risk Management:

Will services be performed within 50 feet (50') of CTA train or other railroad property? Yes No

Will services be performed on or near a waterway? Yes No

Will services require the handling of hazardous/bio-waste material? Yes No

Will services require the blocking of streets or sidewalks which may affect public safety? Yes No

If Modification or Amendment request, please verify and provide the following:

Contractor's Name: AGUIRRE BUILDING MAINTENANCE

Contractor's Address: 2801 W. CERMAK
CHICAGO, IL 60623

Contractor's e-mail Address: L.SALDIVAR@AGUIRREMAINTENANCE.COM

Contractor's Phone Number: 773-254-9330

Contractor's Contact Person: 773-854-9332



City of Chicago
 Richard M. Daley, Mayor
 Department of General Services

Judy D. Martinez
 Commissioner

Suite 300
 30 North LaSalle Street
 Chicago, Illinois 60602-2586
 (312) 742-3124
 (312) 744-9883 (FAX)

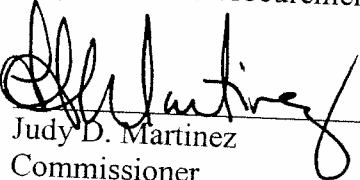
<http://www.cityofchicago.org>

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 Rich to*

Memorandum

Date: January 12, 2010

To: Jamie Rhee
 Chief Procurement Officer
 Department of Procurement Services

From: 
 Judy D. Martinez
 Commissioner
 Department of General Services

Re: Request for Vendor Limit Increase
 PO 14785 / Specification No. 28596
 Aguirre Building Maintenance
 for Janitorial Services in DGS Zone 5

The Department of General Services (DGS) has an active Non-Competitive Procurement Agreement with Aguirre Building Maintenance for janitorial services at facilities located within DGS Zone 5 on the city's west side. PO 14785 was awarded April 21, 2007 with an initial two-year term that expired on April 30, 2009 and three (3) one-year optional extension periods. On May 4, 2009, DPS approved the first one-year contract extension to the current expiration date of April 30, 2010.

Specification 28596 consists of 6 groups divided into geographic zones. On January 1, 2007, four groups (Zones 1,2,3 & 6) were to be awarded to Nationwide Janitorial Corp. and Triad Consulting Services, Inc., the lowest responsive and responsible bidders. Nationwide agreed to initiate service prior to contract award in Zones 4 and 5. However, on April 6, 2007, Nationwide Janitorial Corp. notified the City that it intended to cease service effective April 20, 2007 at all facilities within Zones 4 & 5, for which it did not have an executed contract. A decision was made by the Department of Procurement Services that the most expedient and cost effective method to ensure continuity of service was through a Non-Competitive Procurement Agreement with a vendor that had a ready inventory of cleaning equipment and supplies, a proven record of satisfactory performance and a willingness to begin service without delay. Aguirre Building Maintenance, Inc. met all of the above requirements and the vendor was awarded a contract on April 21, 2007

RECEIVED
 JAN 19 2010
 By *Judy D.*



Aguirre Building Maintenance is a certified MBE vendor performing all work under this contract. The vendor is meeting indirect WBE compliance at 4.69% of the contract value through AREM Container and Supply Co.

On December 9, 2008, DGS entered a requisition (No. 41150) to extend the Aguirre contract for one year to April 30, 2010. This modification was approved on May 4, 2009 without review by the Sole Source board.

On April 27, 2009, the vendor submitted a request, in accordance with Unit Price Adjustment provision of its contract, for a price escalation due to increased labor costs. DGS and DPS determined that the vendor was entitled to a 35-cent increase in the hourly rate of the contract. On June 2, 2009, DGS first entered Requisition No. 43597 for a price escalation to the contract. After discussions between DGS, DPS, the Illinois Department of Labor, and the vendor, it was determined that the original increase amount was five cents more than the vendor was entitled to. On November 4, 2009, DPS approved a new requisition (No. 46317) for a vendor limit increase in the amount of \$2,000,000 for projected spending through the December 31, 2009.

The existing contract limit on PO 14785 is \$18,191,611.11. The amount spent against the contract, to date, is \$16,222,849.97. The remaining balance of the contract should cover future and outstanding invoices through February 28, 2009. DGS is requesting a vendor limit increase in the amount of \$4,000,000.00 to pay for ongoing services through July 31, 2010.

DGS has submitted detailed specifications and line items to DPS for a new janitorial services contract with a twenty-nine month term for Zone 5 facilities. DGS intends to advertise a new specification for all janitorial services citywide and award a new contract prior to December 31, 2012.

Thank you for your cooperation.

Please contact Deputy Commissioner Mary Capecci at 312/744-6748 if you have any questions or concerns.

cc: First Deputy Commissioner Mark Maloney – DGS
Deputy Commissioner Mary Capecci - DGS
file

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT FOR MODIFICATION TO PO 14785 – AGUIRRE BUILDING MAINTENANCE FOR JANITORIAL SERVICES

PROCUREMENT HISTORY

The Department of General Services (DGS) has an active Non-Competitive Procurement Agreement with Aguirre Building Maintenance (PO 14785) for janitorial services at facilities located within DGS Zone 5 on the city's west side. Aguirre Building Maintenance is a certified MBE vendor performing all work under this contract.

DGS is requesting a vendor limit increase in the amount of \$4,000,000.00 to PO 14785 to pay for projected spending through July 31, 2010.

On April 21, 2007, Aguirre Building Maintenance was awarded a Non-competitive Procurement Contract for Zones 4 & 5 with a term of twenty-four (24) months from April 21, 2007 through April 30, 2009, with up to a three (3) year extension options. The contract value at the time of award was calculated at \$15,941,611.18 for projected spending through the initial contract term only.

On November 6, 2008, the scope of the contract was reduced by eliminating Zone 4.

On April 27, 2009, Aguirre submitted a request, in accordance with Section 3.12 of its contract, for a price escalation due to increased labor costs. (DPS approved this request in December 2009).

On May 4, 2009, DPS approved a one-year contract extension to the current expiration date of April 30, 2010 and the contract limit was increased to \$16,191,611.11 for additional facilities serviced through the contract.

DGS was also notified on December 29th that DPS would extend PO 14785 for one-year with the intention of awarding a new contract for janitorial services in Zone 5 no later than August 1, 2010.

DGS will give DPS its full cooperation to award a new contract by no later than August 1, 2010. DGS has submitted the attached detailed specifications and line items for the new contract. Attached is a spreadsheet outlining the current financial status of the contract and projected spending estimates through July 31, 2010.

ESTIMATED COST

Aguirre Building Maintenance has been providing custodial services through P.O. 14785 at a fully loaded hourly rate of \$23.80 since the contract award on April 21, 2007 through the end of the initial term of the contract ending April 30, 2009. The original contract award amount of \$15,941,611.18 was based upon estimated spending through the initial contract term ending April 30, 2009.

On April 27, 2009, the vendor submitted a request, in accordance with Unit Price Adjustment provision of its contract, for a price escalation due to increased labor costs, as referenced in the Illinois Department of Labor (IDOL) listing for prevailing wage rates for janitorial service workers. The IDOL provides for a twenty-five cent increase in the maximum hourly rate from \$14.55 to \$14.80. The IDOL also indicates an increase in the employer contribution to the health and welfare benefits for full-time employees in the amount of five-cents per hour. On December 31, 2009, DPS approved Aguirre's request for a 30-cent increase in the billable rate to the city from \$23.80 to \$24.10 per hour effective May 1, 2009. The contractor provides approximately 194,000 hours of routine services at 38 municipal facilities on the city's west side. The total projected budget for the period February 1 through July 31, 2010, inclusive of additional charges for snow removal, non-routine services and consumable janitorial supplies, is approximately \$4,000,000.

SCHEDULE REQUIREMENTS

DPS notified DGS that a letter would be forwarded to Aguirre Building Maintenance notifying the vendor that its contract would be extended for one-year to April 30, 2011. PO 14785 has an existing end date of April 30, 2011. The contract limit is expected to be reached once monthly invoices are processed for services rendered through the month of February, 2010. DGS is requesting approval of a vendor limit increase to the contract in the amount of \$4,000,000 to pay for projected spending through July 31, 2010.

EXCLUSIVE OR UNIQUE CAPABILITY

Aguirre Building Maintenance does not have any exclusive or unique capabilities that stand out against other reputable janitorial services vendors. DGS is requesting a vendor limit increase pursuant to the processes set forth for non-competitive review contracts.

However, it should be noted that the vendor is currently providing all equipment and supplies necessary to maintain cleaning operations at the 38 facilities serviced through its contract and a short term contract with a new vendor would require purchase and replacement of all equipment at existing facilities serviced by Aguirre. It is expected that this cost would be passed onto the city in the form of higher rates for the same services by the same custodial staff, per the existing collective bargaining agreement. A time extension to the Aguirre contract has already been approved by DPS. Without a vendor limit increase, DGS will not be able to pay the Contractor for services through July 31, 2010.

MBE/WBE COMPLIANCE PLAN

Aguirre Building Maintenance is a certified MBE vendor performing all services under this contract. The vendor is meeting indirect WBE compliance at 4.69% of the contract value through AREM Container and Supply Co.

MBE / WBE COMPLIANCE FOR PO 14785 – AGUIRRE BUILDING
MAINTENANCE

Aguirre Building Maintenance is a certified MBE vendor performing all work under this contract. The vendor is meeting indirect WBE compliance at 4.69% of the contract value through AREM Container and Supply Co.

1. DETAILED SPECIFICATIONS

SCOPE OF SERVICES

The Contractor must provide professional Custodial Janitorial Services at various City of Chicago buildings ("**facilities**") under management of the Department of General Services (DGS), in accordance with the terms and conditions of this specification. The Contractor must provide all labor, power equipment, cleaning supplies, consumable supplies, supervisors, and management necessary to perform the required work under this Contract.

The Contractor will be compensated for services performed in accordance with the Fully Loaded Hourly Rate in the proposal pages for the facility multiplied by the sum total of documented hours for which services were performed during the billing period. The Contractor will not be compensated for hours paid to personnel who were off on leave (vacation, sick, bereavement, jury duty, etc.) and relieved with replacement personnel. The Contractor will be paid only in accordance with actual hours worked and documented.

The Contractor will be compensated for Project Work based upon the total square footage of space, or the total number of labor hours, for which services were performed by the Contractor. The Contractor will submit a proposed square footage of the area, or a proposed quantity of required labor hours, subject to the approval of the Commissioner, prior to work being performed.

The Contractor is subject to and must comply with the terms and conditions of the specifications during the entire Contract period and any extension periods, if any.

The Contractor must attain an overall acceptable level of cleanliness, as determined by the Commissioner, for each facility within the first month of the Contract period. That accepted-level of cleanliness must be maintained throughout the entire Contract period and any Contract extension periods.

CONTRACTOR'S QUALIFICATIONS

Contractor must provide satisfactory evidence to the Chief Procurement Officer of its experience in providing the management and personnel necessary to execute the Scope of Work described in the Detailed Specifications.

Contractor must submit evidence of its experience and qualifications.

At the Contractor's expense, Contractor and the Contractor's proposed employees and personnel performing work under this contract are subject to employment investigations, including, but not limited to, criminal history record checks, as the City may deem necessary. Further, the Contractor bidder must, if requested by the City and at the Contractor's expense, conduct such investigations with respect to Contractor's proposed subcontractors and their respective employees.

The City reserves the right to conduct additional fingerprinting and background checks for employees assigned to sensitive facilities requiring elevated security precautions.

FINANCIAL STABILITY

At the discretion of the Chief Procurement Officer, the City may require Contractor to submit financial records to determine the financial soundness and responsibility of the Contractor.

The types of financial disclosures which may be requested are: the Contractor's most recent audited financial statements (prepared by a certified public accountant registered by and who holds a valid and unrevoked registration card from the Department of Registration and Education of the State of Illinois; or an out-of-state certified public accountant who has been issued a certificate and holds a valid and unrevoked registration card where reciprocity is recognized by that State and the State of Illinois); record of past experience; schedule of bidder's equipment; accounts receivable and payable; stocks, bonds, and other investments; material or stock records; real estate; capital and surplus; capital accounts; subordination; pledged assets; etc.

Respondent, its subcontractor, and each firm of the joint venture, if applicable, must provide an audited 2001 financial statement. If a Respondent submits the audited statements of its parent organization, such audited statements should be accompanied by pro forma statements for the Respondent. The City reserves the right to accept or reject any other financial documentation in lieu of that requested.

If, in the opinion of the Chief Procurement Officer, the Contractor is deemed to be limited in its ability to financially sustain the burden of this Contract by maintaining services as required under this specification throughout the term of the Contract, then the Chief Procurement Officer reserves the right to limit the number of Contracts awarded to the Contractor, if such decision is determined to be in the best interest of the City.

QUALIFICATIONS

Because of the nature of the work involved and the duration of this Contract, Contractor will be required to provide proof of its capabilities and competency to perform the work under this Contract.

Contractor must be familiar and experienced in the janitorial services field and have experience in maintaining the quantity, sizes and variety of facilities they are bidding on. The Contractor must have demonstrated experience in cleaning and servicing multiple, high traffic facilities containing numerous restrooms and facilities in small and large scale public and/or commercial facilities.

Contractor must have the ability to supervise and perform work with the degree of skill, care and diligence normally exercised by experienced contractors performing the work of projects similar in scope and size.

Contractor must submit the following information:

1. Provide a listing of previous and/or current contracts. The list must include the following information:

Company name

Company address

Contact person

Contact person phone number

Date(s) of services provided

Brief description of work included

Dollar value of work

2. Provide the address where the equipment and material(s) will be warehoused if different from the Contractor's facility identified on the Proposal pages.

3. Provide a list of person(s) who will be directly involved with this Contract.

Name of Supervisor(s)

The office phone number

Phone number (s) of Supervisor(s)

Pager number(s) of Supervisor(s)

Cellular phone number(s) of Supervisor(s), if applicable

4. Provide a work plan which will include, but not be limited to: references, resumes, and past contract performance information. The work plan must, at minimum, outline the milestones of actions to be taken to achieve a fully staffed working schedule and plan for sustaining a resource pool of active back-up workers. The work plan must show the allocation of workers by Zone, and indicate who the principal manager responsible for administration of the Contract will be.

REPORTING REQUIREMENTS

Contractor must, at a minimum, submit monthly reports to the Department of General Services, Bureau of Facilities Management.

All reporting formats (how the form is set-up on a sheet of paper or electronically) must be approved by the Department of General Services. Any changes to the reporting format, or any changes to the reporting fields, or any changes to the number of hard copies of reports requested by the City of Chicago must be made by the Contractor at no extra charge to the City.

Monthly reports must be submitted in triplicate, or e-mailed as an attachment to the designated recipient by the fifth business day of the subsequent month, and must cover the period from the first to the last day of the month.

“Contractor must submit the following reports on a monthly basis or at the request of the Commissioner:

Summary Report of Consumable Supplies Usage

A list of consumable supplies provided by the Contractor for all facilities or by specific facility(ies). The report will include a list of consumable supplies delivered by facility, supply type and delivery date.

Roving Supervisors Report

A schedule of all facilities inspected by Contractor's Operations manager(s) and Roving Supervisors during the previous calendar month. The report must include the facility name and address, the date and time of the facility inspection, and a status summary of the inspection.

Summary Report of Equipment

A list of all janitorial equipment being used at all facilities within the Contractor's zone(s). The report should list by facility:

A list of equipment being used at the facility;

A list of equipment in for repairs or preventive maintenance;

A brief description of the repair need.

CRIMINAL AND DRUG BACKGROUND CHECKS

Criminal and drug background checks must be performed on ALL workers who are assigned (routinely or temporarily) to any facility or New, Relocated or Temporary facility within this specification. The Contractor will pay for all costs incurred to conduct criminal background and/or drug background checks on its employees. Nationwide Criminal Records Searches are required. The Contractor will be responsible for all arrangements and scheduling of background checks for its employees. The Contractor must utilize an information provider acceptable to the Commissioner. The Contractor will provide documentation on Criminal Background Checks at the request of the Commissioner. In addition to the Background Checks above, the city reserves the right to perform additional background checks on any employee assigned to work in any city facility.

At the Commissioner's request, the Contractor will provide information on its employees, (including names, birth dates, home addresses, social security numbers) to facilitate these background checks.

Failure of Contractor to achieve an acceptable level of qualified employees from the initial CHRC will be grounds for declaring the Contractor non-responsive. Contractor must achieve a minimum level of eligible employees for the Zone after the initial CHRC, but not a complete staffing with eligible

employees, will be responsible for achieving a complete staffing of eligible employees no later than two (2) weeks after the initial CHRC. Failure of a Contractor to achieve complete staffing with eligible employees by such time will be grounds for declaring the Contractor non-responsive.

STANDARD OPERATING PROCEDURES MANUAL

The Contractor must provide and update a Manual in order to provide a coherent, comprehensive, and standardized set of information to be kept in a secure area at every City facility served. The Manual must be a bound compilation of: the Category of the facility; a facility plan specific for that facility, the names of supervisors and shift schedules for the facility; policies and procedures prepared by the Contractor for each facility; policies of the site's Department of General Services, special operational requirements, and other pertinent City of Chicago Department of General Services documentation, if any; samples of all reporting forms and procedures; if applicable; a written statement of the entire internal and external procedures for each facility; details of all system components including, but not limited to, equipment maintenance schedules and life safety policies and procedures.

HIGHLIGHTS

The following list highlights the general provisions of this specification, which will be discussed in further detail later on in the Detailed Specification section.

- a. DGS establishes the total number of service hours to be provided by the Contractor at each facility. The Contractor must provide janitorial services in accordance with the schedule and quantity of weekly service hours determined by DGS.
- b. The Fully-Loaded Hourly Rate multiplied by the total number of documented service hours provided by the Contractor during the billing period establishes the amount of compensation during the respective billing period. The compensation amount will fluctuate from month to month depending upon the number of work days and documented work service hours performed during the billing period.
- c. Consumable Supplies are priced separately and are charged based on the actual quantities delivered and consumed per facility, at prices per Consumable Supply type (toilet tissue, paper towels, soap, liners, etc.).
- d. The Contractor's workers must be constant and dynamic. In other words, except for scheduled breaks, janitorial services will be provided continuously without downtime throughout the scheduled number of service hours determined for each facility. Unless the task is specified to be periodic – such as carpet cleaning or stripping and waxing floors – it must be performed repeatedly throughout the service hours assigned at each facility, as determined by the authorized representative of DGS within reason.
- e. DGS determines the time slots designated for lunch and breaks at each facility (The intent is to know in advance exactly when NOT to expect the availability of workers during specified times per shift.)
- f. The Contractor is required to provide and maintain an electronic time-clock or some other DGS-approved mechanism (at no charge to the City) which can record individually identifiable workers' time-in, time-out and hours worked per employee at each facility. A manual log, alone, will NOT be acceptable. But, the Contractor may be required to provide both a manual log and an electronic time clock mechanism, at the discretion of DGS. The purpose of the time clock is to generate valid, legible, easily understood backup documentation to be included with Contractor invoices. If the system utilized by the Contractor is not producing the results above to the satisfaction of the City, the Contractor will be required to replace the system with one acceptable to the City.

- g. Shorted-hours, i.e. service hours which were scheduled to be worked but were not, will be deducted ("set-off") from any monies due to the Contractor. The set-off amount will be equal to the Contractor's Fully Loaded Hourly Rate multiplied by the number of hours the Contractor employee(s) were scheduled to work, but did not work. Additionally, holidays, operational shut down days and any other days when the facility is closed, and services are not performed by Contractor employees, will not be chargeable to the City. The City will make the sole determination as to when a facility will remain open or temporarily or permanently closed.
- h. Note: Scheduled Work hours are hours when Contractor employees are actually performing services. Scheduled work does not include holiday time, vacation time, jury duty time, bereavement leave, sick time, etc. when Contractor employees are not performing services. The city will only compensate the Contractor for hours when services were performed and documented through time sheets or some other method approved by the Commissioner. The City will not pay the Contractor for vacation time, holiday time, sick time or any other labor related costs the Contractor may incur, but do not directly correspond with the quantity of actual janitorial service hours performed for the city.
- i. Extra service hours which may occasionally be required at a facility must be provided by the Contractor at the Non-Routine Services Rate for all **scheduled and authorized extra service hours of coverage**, providing DGS authorizes the scheduled extra service hours to the Contractor in writing. Extra service hours may be required more frequently at City Hall, Police Headquarters, and the Cultural Center due to periodic special occasions which would more likely occur at these particular facilities. For example: special Mayoral or official events; press conferences; private weddings at the Cultural Center; public forum gatherings outside of a site's regular business hours; the filming of a movie; etc.; or for unusual circumstances which may occur at any site: e.g. flooding; fire; storm damage; etc.; and for unpredictable circumstances requiring extra man-power at any facility. The Non-Routine Services Rate will apply under these circumstances since additional equipment and supplies, included in the Fully-Loaded Hourly Rate, will not be needed to complete these tasks.
- j. New facilities may be added into the Contract at any time during the Contract period. Facilities may also be relocated to a new address or to a different location within the same facility at any time during the Contract period. Facilities may also open on a short term, temporary basis at any time during the Contract period. The Contractor must accept and provide service at the new, relocated or temporary facility(ies) at the Fully-Loaded Hourly Rate for New, Relocated or Temporary Facilities in accordance with the square footage area to be serviced by Contractor employees, as determined by DGS. DGS determines the total number of Fully Loaded Hourly Rate hours required for service at the new, relocated or temporary facility(ies). The Zone into which the building is added is priced based on the Fully-Loaded Hourly Rate and consumable supply unit prices relevant to the Contract awarded for that Zone. DGS determines the Zone designation for all New, Relocated or Temporary Facilities. The Contractor will invoice the City through the "Fully Loaded Hourly Rate for New, Relocated or Temporary Facilities" Line on a temporary basis until a new contract line and corresponding new commodity code is created for the new facility through a fully executed contract modification. The Commissioner will make the sole determination on the appropriate **New, Relocated or Temporary** facility size and line item description applicable to the new facility, based upon the square footage area to be serviced by Contractor personnel. The Contractor will provide consumable supplies, if required, in accordance with the prices listed in the proposal pages section of this contract and the Basis of Payment requirements specified below in this specification.
- k. If a new facility replaces an existing facility (e.g. a police station closes and moves into a new police station building) and the authorized representative of DGS permits the Contractor to transfer the used Equipment from the former facility into the new facility, then the former Fully-Loaded Hourly Rate applies at the new facility.

- l. If a new facility opens that is equivalent in size, personnel occupancy and function to an existing facility currently serviced under the terms of this contract, the Fully Loaded Hourly Rate for the new facility shall not exceed the Fully Loaded Hourly Rate set for the equivalent existing facility.
- m. The Contractor will invoice the City in accordance with the pricing specified in the designated "New, Relocated or Temporary Facilities" line item on a temporary basis pending execution of a contract modification to add a new line item for the New, Relocated or Temporary facility into the contract. The "Fully Loaded Hourly Rate for New, Relocated or Temporary Facilities" will also apply to the new line item, unless circumstances described in section k or l above apply to the facility.
- n. The City may require the Contractor to reduce the number of scheduled Fully Loaded Hourly Rate service hours at any time during the contract period. Service reductions will not require a fully executed contract modification.
- o. The Contractor will invoice the City for services at New, Relocated or Temporary facilities in accordance with the line item pricing specified in the proposal pages section of this specification. The City will execute a contract modification if it becomes apparent that the New, Relocated or Temporary facility will require permanent, ongoing janitorial services by the Contractor. A new facility line item number and commodity code will be created through the contract modification, using the same pricing listed in the designated New, Relocated or Temporary line item
- p. Price adjustments to the Fully-Loaded Hourly Rate may be considered by the City, if payroll changes are incurred by the Contractor due to Illinois Prevailing Wage Rate changes and in accordance with the unit price adjustment clause. Such adjustments are conditioned upon the provisions in the Contract. DGS must first approve any requests to adjust the Fully-Loaded Hourly Rate and the Department of Procurement Services will process the modification to the Contract. Only certain specific costs incurred by the Contractor will be considered in a price adjustment.
- q. No overtime or holiday rates are chargeable to the City. Nor is the City responsible for compensating the Contractor for the cost to schedule replacement workers to take the place of Contractor employees who are not performing services due to holiday time, vacation time, sick time, bereavement leave, jury duty or for any other reason. The Contractor will be paid for the service hours scheduled, worked and documented though time sheets. Additionally, the Contractor will be paid at the Fully Loaded Hourly Rate for extra service hours worked beyond the employee normally scheduled hours, if pre-approved by the Commissioner.
- r. Criminal and drug background checks must be performed on ALL workers who are assigned (routinely or temporarily) to any facility or New, Relocated or Temporary facility within this specification. The Contractor will pay for all costs incurred to conduct criminal background and/or drug background checks on its employees. Nationwide Criminal Records Searches are required. The Contractor will be responsible for all arrangements and scheduling of background checks for its employees. The Contractor must utilize an information provider acceptable to the Commissioner. The Contractor will provide documentation on Criminal Background Checks at the request of the Commissioner. In addition to the Background Checks above, the city reserves the right to perform additional background checks on any employee assigned to work in any city facility. At the Commissioner's request, the Contractor will provide information on its employees, (including names, birth dates, home addresses, social security numbers) to facilitate these background checks.
- s. The Contractor must attain an overall acceptable level of cleanliness as determined by the Department of General Service's authorized representative, for each facility within the first month of the Contract period.
- t. The Contractor must provide janitorial services that are consistent with the cleaning requirements of the U.S. Green Building Council through its Leadership in Energy and Environmental Design (LEED)

national standard for commercial and institutional buildings, as required by the Department of General Services. See below for details.

- u. Consumable Supply cabinets and dispensers for paper products and soap must be provided, maintained and installed by the Contractor at no extra charge to the City, in a progressive program to standardize each zone with common consumable supplies and dispensers. Dispensers should be tamper resistant to minimize theft and pilferage.

CONTRACTOR'S GENERAL RESPONSIBILITIES

The Contractor and its workers must perform in accordance with the following general requirements relevant to all facilities under Contract.

Obey all instructions issued by the Commissioner of DGS or his authorized representative within the facility.

Take all necessary safety precautions during the prosecution of work and exercise sanitary practices, while on City property.

Wear clean suitable uniforms during the time they are in the facility. Also, require each employee to wear a photo identification badge at all times while working in the facility. Supervisors shall wear a uniform which will readily distinguish themselves from the regular working employees.

Provide the authorized representative of DGS with a list of its supervisors' pager or cell phone numbers.

Provide the authorized representative of DGS with a continuously updated list (provided on an *Excel* spreadsheet) indicating: the names of each individual worker; the facility where each worker is regularly assigned; the shift that each worker is regularly assigned to work; the name of each worker's supervisor; the substitute for that worker when that worker is absent or on vacation.

Ensure appropriate assignment of custodial personnel to duties and areas within a facility, including locker rooms, restrooms, etc. that will not inconvenience City personnel or patrons.

Keep all custodian closets and all other designated areas locked during appropriate hours.

Report any hazardous conditions or any unsecured areas which should have been locked but were found unlocked immediately to the authorized representative of DGS.

Report items in need of repair (e.g. burned-out lights, leaky faucets, toilet leaks, etc.) by submitting an email to the authorized representative of DGS.

Must NOT touch papers on desks.

Must NOT use City of Chicago telephones for personal use.

Workers must eat meals only in areas designated for that purpose!

Must NOT enter mechanical rooms or telephone and electrical closets – unless explicitly required in this specification.

Must prohibit the return to any City of Chicago facility, any worker discovered opening City of Chicago employee desk drawers or cabinets, or using office equipment provided for official use by employees of the City of Chicago.

Must insure that workers change their clothes in the locker room provided for them, if available, and maintain the area in a neat and clean condition.

Must insure that its workers do NOT smoke in any City of Chicago facility.

Require filled trash, waste bags and recycled materials collected by the Contractor to be closed and tied-shut and placed into appropriate containers provided at each facility.

Require the proper disposal of health clinic examination room waste and any other biohazardous or otherwise hazardous waste, in accordance with all state and local statutes, current during the Contract period.

Require that the spot-cleaning of spills or human bodily fluid discharges or accidents must be provided during the day using appropriate germicidal cleaners.

Require equipment (such as gas-powered snow blowers) or supplies which have flammable or combustible chemicals (such as aerosols, gas containers, oils, etc.) to be stored in a locked metal cabinet or secured storage area (like a garage or shed) labeled and stored in accordance with OSHA standards.

Require paper products to be stored off the floor appropriately.

Keep supply, storage, and equipment rooms clean and orderly and in compliance with OSHA standards.

REMOTE (VEHICULAR) SUPERVISORS

The Contractor must ensure that ALL facilities are supported by remote supervision in addition to those facilities which have on-site supervision. The Remote Supervisors must perform periodic random checks at all facilities in his Zone at least three (3) times per week per shift, as a routine part of the Remote Supervisor's responsibility to monitor the performance and affirm that custodial staff are properly performing their job responsibilities.

Remote Supervisors will be the first point of contact for DGS field personnel when any operational emergencies arise at facilities within their zone. Remote Supervisors must be available 24 hours a day, seven days a week via Nextel radio, cellular phone or any other communication device acceptable to the Commissioner.

The Remote Supervisors act as back-up support in emergency situations and must therefore be able to be on site at any facility in his zone within 15-20 minutes.

The Remote Supervisor must be a highly trained, experienced, management-level staff member able to drive a vehicle to the various facilities.

The Remote Supervisor will be provided as part of the Contractor's management overhead, and not be a direct chargeable cost to the City of Chicago.

Copies of reports of each random check finding by the Remote Supervisor must be issued to the authorized representative for the Department of General Services each month.

OPERATIONS MANAGERS

The Contractor's key executive administrative contact person will be responsible for overseeing the custodial operations at all facilities within the Contractor's Zone(s).

The Operations Manager must be familiar with all contractual requirements at all contracted City facilities; with City of Chicago Department of General Services policies at each facility; and with the process of updating all of the Contractor's standard operating procedures.

The Operations Manager must personally perform periodic random checks to all facilities (in addition to any Remote Supervisor's random checks). The Operations Manager's random checks must be made at every facility in his Zone(s) at least once per month.

The Operations Manager will be provided as part of the Contractor's management overhead, and not be a direct chargeable cost to the City of Chicago.

WORKING SUPERVISORS

The Contractor must provide on-site working supervisors at facilities indicated in the Detailed Site List pages for the respective Zone. The Contractor will bear the cost of working supervisors as part of the Fully Loaded Hourly Rate for facilities within this Zone.

Working Supervisors must have a minimum of three (3) years of custodial work experience and some background in supervision. Working Supervisors must be able to effectively communicate with DGS and Department of General Services personnel, as well as with subordinate custodial workers.

Working Supervisors will perform the same duties as other custodians, but will also carry the following additional responsibilities:

- Serve as the on-site point of contact for DGS personnel and Department of General Services personnel for any custodial related issue at the facility;
- Supervise and perform custodial duties;
- Coordinated daily work schedules of subordinate custodial workers;
- Instruct subordinate custodial works in the proper use of supplies, equipment, and building maintenance practices;
- Allocate supplies and restock remote storage areas;
- Ensure subordinate custodial workers are following all safety rules and techniques.

PROJECT WORK CREW

The Contractor must provide a group of workers responsible for project work. Project work, as defined in this specification, will include, but will not be limited to, the following services:

Shampooing and Extracting Carpet

Stripping and Waxing / Refinishing Floors

Refurbishing Fabric Furniture

Machine Scrub, Seal Dock or Receiving Areas

Machine Scrub or Pressure Wash Lock up or other designated areas

The Project Work Crew will be comprised of a group of at least three workers who are specially trained to execute the tasks specified above in a professional manner. The Contractor will provide all labor, equipment, supplies, transportation, supervision and any other anticipated and unanticipated costs necessary to perform the required services.

Project work will be scheduled by the Commissioner on an as-needed basis. Project work must be completed within 48 hours after the Contractor was notified or at a later date to be scheduled by the Commissioner.

The Contractor will invoice the city for Project Work based upon the square footage of area for which the work was scheduled and successfully completed by the Contractor.

Scheduling Project Work

The Commissioner will notify the Contractor to schedule project work. The Contractor will measure the area to be serviced and submit a cost proposal to the Commissioner. The Cost Proposal must contain the following information:

Name and Address of Facility;

Specific Area within the Facility where service will be performed;

Description of the Work to be Performed;

Square Footage Measurements of Area to be Serviced;

Per Unit Cost for Work to be performed, with Line Item Number from Contract;

Extended Total of Proposed Cost

The Contractor will forward the cost proposal to an authorized representative of DGS for approval prior to initiating the service. The Contractor must not initiate service prior to receiving authorization from the Commissioner. The City will not be responsible for any services performed without authorization from the Commissioner or his/her authorized representative.

LEED STANDARDS

The LEED (Leadership in Energy and Environmental Design) Green Building Rating System® is a voluntary, consensus-based national standard for developing high-performance, sustainable buildings. Members of the U.S. Green Building Council representing all segments of the building industry developed LEED and continue to contribute to its evolution. The City of Chicago through the Department of General Services promotes LEED standards in all facets of building maintenance, including janitorial services and supplies.

The LEED national standard for Existing Buildings Operations and Maintenance includes requirements for using recycled disposable janitorial paper products and non-hazardous cleaning chemicals & procedures. These requirements follow:

Cleaning products must meet one or more of the following standards for the appropriate category:

Green Seal GS-37, for general purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes.

Environmental Choice CCD-110, for cleaning and degreasing compounds.

Environmental Choice CCD-146, for hard surface cleaners.

Environmental Choice CCD-148, for carpet and upholstery care.

Disinfectants, metal polish, floor finishes, strippers or other products not addressed by the above standards must meet 1 or more of the following standards for the appropriate category:

Green Seal GS-40, for industrial and institutional floor care products.

Environmental Choice CCD-112, for digestion additives for cleaning and odor control.

Environmental Choice CCD-113, for drain or grease traps additives.

Environmental Choice CCD-115, for odor control additives.

Environmental Choice CCD- 147, for hard floor care.

California Code of Regulations maximum allowable VOC levels for the specific category.

Disposable janitorial paper products and trash bags meet the minimum requirements of 1 or more of the following programs for the applicable product category:

Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners

Green Seal GS-09, for paper towels and napkins.

Green Seal GS-01, for tissue paper.

Environmental Choice CCD-082, for toilet tissue.

Environmental Choice CCD-086, for hand towels.

Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

Hand soaps meet 1 or more of the following standards:

No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements).

Environmental Choice CCD-104, for hand cleaners and hand soaps.

The LEED national standard for Existing Buildings Operations and Maintenance also includes requirements for the use of sustainable cleaning equipment. These program requirements follow:

Vacuum cleaners should be certified by the Carpet and Rug Institute "Green Label" Testing Program for vacuum cleaners and operate with a sound level of less than 70dba.

Carpet extraction equipment used for restorative deep cleaning should be certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.

Powered floor maintenance equipment, including electric and battery-powered floor buffers and burnishers, should be equipped with vacuums, guards and/or other devices for capturing fine particulates and operate with a sound level of less than 70dba.

Propane-powered floor equipment should have high-efficiency, low-emissions engines with catalytic converts and mufflers that meet the California Air Resources Board or Environmental Protection Agency standards for the specific engine size and operate with a sound level of less than 90dBA

Automated scrubbing machines should be equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines should use only tap water with no cleaning products.

Battery-powered equipment should be equipped with environmentally preferable gel batteries.

Powered equipment should be ergonomically designed to minimize vibration, noise and user fatigue.

Equipment should be designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Source: LEED EB for Existing Buildings Operations and Maintenance 2009.

Provide either produce documentation indicating Green Seal certification for GS-37 and GS-40, or actual labels from product containers with the demonstrating that the cleaning products in use are certified, or independent third-party validation that the products meet the Green Seal criteria.

PROTECTION OF WORK, DAMAGES, AND REPAIRS

The Contractor is responsible for and must repair or replace new and existing public and private properties structures, equipment, signage, during the course of the work, where damage to those properties is directly due to work under this Contract, and where such damage is the result of negligence, accident, or carelessness on the part of the Contractor or of its employees, or on the part of the Contractor's subcontractor or its employees. Furthermore, the Contractor must immediately notify the Commissioner whenever such damages occur to City property prior to performing the required repair. All such repairs or replacements costs are borne by the Contractor.

If a repair or replacement of such damaged property needs to be done because, in the opinion of the Commissioner, time is of the essence, then the Contractor must execute the repair or provide the replacement within the time frame required by the Department of General Services. All such repairs or replacements costs are borne by the Contractor.

RECYCLED CONTENT DISPOSABLE JANITORIAL PAPER PRODUCTS

Use disposable janitorial paper products and trash bags or can liners that meet the minimum requirements of most current U.S. EPA's *Comprehensive Procurement Guidelines* for the appropriate category. Recycled content materials will be defined in accordance with the Federal Trade Commission document, *Guides for the Use of Environmental Marketing Claims*, 16 CFR 260.7 (e).

The paper products must also be manufactured without the additional use of elemental chlorine or chlorine compounds. Therefore, the disposable paper products should exhibit one of the following characteristics:
Unbleached Recycled Papers that have NOT been re-bleached;

Processed Chlorine-free Recycled papers bleached with oxygen, ozone or hydrogen peroxide instead of chlorine chemicals;

Totally Chlorine-free Non-recycled papers bleached with oxygen, ozone or hydrogen peroxide instead of chlorine chemicals.

EPA's *Comprehensive Procurement Guidelines*, 2004 Commercial Sanitary Tissue Products

Disposable Paper Products	Notes	Post-Consumer Recovered Fiber Content By Weight	Total Recovered Fiber
Bathroom Tissue	Used in rolls or sheets	20-60%	20-100%
Paper Towels	Used rolls or sheets	40-60%	40-100%

The products used to clean hard surfaces in a bathroom include, but not limited to: counters, walls, floors, fixtures, basins, toilets and urinals, tubs, and tile. This specification exceeds Green Seal GS-37 by also including toilet bowls and urinals. Toilet bowl cleaners and sanitizers should still comply with the GS-37 Standard, but do not have to be certified by Green Seal. These cleaners must be equal to or greater than the

referenced standard in emission performance, and not contain the chemicals and compounds prohibited in the GS-37 Standard.

The cleaning agents prescribed under this standard include products used for routine cleaning of hard surfaces including impervious flooring such as concrete or tile. The GS-37 standard does not address products intended primarily to strip, polish, or wax floors, and it does not include cleaners intended primarily for cleaning dishes, laundry, glass, carpets, upholstery, wood, or polished surfaces. The website for Green Seal is www.greenseal.org.

Green Seal Environmental Standard For Floor-Care Products: Finishes And Compatible Strippers Used For Industrial And Institutional Purposes (GS-40)

The floor-care products addressed by this standard include floor finish and floor finish stripper. Floor finish is defined as any product designed to polish, protect, or enhance floor surfaces by leaving a protective wax, polymer, or resin coating that is designed to be periodically removed (stripped) and reapplied. Floor finish stripper is defined as a product designed to remove floor finish through breakdown of the finish polymers, or by dissolving or emulsifying the finish, polish, or wax. The GS-40 standard does not address general purpose cleaners that can be used to clean floors, floor sealers, spray buffing products, or products designed to remove floor wax solely through abrasion. The website for Green Seal is www.greenseal.org.

SUBMITTALS

Written statements on manufacturer's letterhead certifying that manufacturer complies with requirements in the Contract Documents.

Provide Material Safety Data Sheets (MSDS's) for all cleaning agents: Submit information necessary to show compliance with certification requirements.

Provide documentation of cleaning worker training.

Provide documentation/specifications on the chemical and cleaner dispensing and dilution equipment used.

- 1) Maintenance Plan: Include the following information in tabular form:
 - a. Inspection procedures.
 - b. Types of cleaning agents to be used and methods of cleaning.
 - c. List of cleaning agents and methods of cleaning detrimental to product.
 - d. Procedures for routine cleaning
 - e. Procedures for preventive maintenance.
 - f. Procedures for routine maintenance.
 - g. Instruction on use of special tools.

CITY RESPONSIBILITIES

All utilities (water and electricity) which may be required by the Contractor to operate equipment will be furnished by the City of Chicago.

Any storage areas and janitor closets made available to the Contractor for the storage of bulk supplies and equipment will be identified by the authorized representative of DGS at all facilities.

All waste containers for use by City personnel will be supplied by the City.

HOLIDAY SERVICE COVERAGE

Most facilities are closed for business on City Holidays and do NOT require work to be provided on those days.

However, some facilities, such as the Chicago Police Department, Chicago Fire Department and the Office of Emergency Management and Communications (O.E.M.C.) facilities are normally open twenty-four (24) hours a day seven (7) days a week and DO require workers to be on site at the regularly scheduled service hours during a City Holiday. Facilities requiring holiday service are listed on the attached facility list. The Contractor will be compensated for services performed and documented at facilities requiring holiday coverage in accordance with the Fully Loaded Hourly Rate bid for that facility.

The City will NOT pay for any extra costs which the Contractor may incur due to Holiday hours worked at the City facilities specified as being twenty-four (24) hours seven (7) days a week facilities. For example, the City will NOT pay the Contractor for costs incurred to assign a replacement worker to fill in for a worker who is on holiday, vacation, sick, jury duty time or for any other reason.

SCHEDULE OF ROUTINE TASKS

The following specifications provide a brief description of industry-standard tasks to be routinely performed by the Contractor. All tasks identified in this section must be included in the Fully-Loaded Hourly Rate, unless otherwise specified.

The tasks are generally categorized by the type of physical area (office area, stairway, garage, etc.) being cleaned.

The frequencies each task must be performed are as follows:

- “Daily”** Task is performed throughout the entire shift, as is reasonably required.
- “Weekly”** Task is performed at least once per week, and is scheduled with the DGS zone manager.
- “Monthly”** Task is performed at least once per month, and is scheduled with the DGS zone manager.

Other frequencies may also apply, where specified. Tasks and frequencies for offices, administrative areas, exam rooms, information, courts, conference and meeting rooms, library areas, and auditoria

A. Tasks and frequencies for Offices, Administrative, Areas, Cubicles, Clinical Health Examination Rooms, Conference and Meeting Rooms, Press Offices, Library Areas, Courtrooms, and Auditoriums.

Daily and as required:

Police for and dispose of all litter

Empty trash and recycling baskets and carry to collection areas; replace liners as needed

Vacuum, dry mop, or damp mop entryways, entry mats, and all hard surface floors, including baseboards and corners

Vacuum all carpet, including corners, edges and hidden areas

Clean sinks

Damp mop all stains and spills on hard surface floors

Spot clean carpets to remove stains

Spot clean all low-reach glass partitions to remove fingerprints, stains and smudges

Weekly and as required:

Burnish all hard surface floors

Dust all HVAC louvers

Sanitize all telephone headsets

Detail baseboards

Monthly and as required:

Clean or dust all high-reach areas
Vacuum all fabric furniture
Clean office panels

B. Tasks and frequencies for Public Restrooms, Staff Restrooms, Lunchrooms, Vending Areas, Kitchenettes, Lounges, Holding Areas, and Locker Rooms.

Daily and as required:

Police for and dispose of all litter
Empty trash and recycling baskets, clean and sanitize waste containers, and replace liners
Clean and sanitize fixtures
Clean mirrors and sanitize counters
Polish chrome
Mop floors with a germicidal cleaner
Refill and sanitize dispensers (paper products and soap)
Clean and disinfect showers and receiving areas
Spot clean walls, doors, glass, and switches
Remove graffiti
Clean baseboards and corners
Clean, scrub and sanitize all toilets and urinals
Check and replace urinal disks
Clean and sanitize sinks
Vacuum, dry mop, or damp mop all hard surface floors
Clean appliances, outside only
Dust all low-reach areas, including windowsills
Clean all tables and chairs with sanitizing cleaner

Weekly and as required:

Dust all vertical and horizontal surfaces
Burnish all hard surface floors

Monthly and as required:

Dust all HVAC louvers
Dust all high-reach areas

Waterfree Urinals

The Department of General Services is launching a water conservation program at City Hall and other designated facilities through installation of Waterfree urinals in selected restrooms.

The Waterfree Urinal system requires use of a special cleaning solution that will not damage the unique filter cartridge attached to the urinal. The cleaning solution is comparable in price to similar products used for this purpose. DGS will require the Contractor to purchase this cleaning solution as part of its operating expenses and at not additional cost to the City.

Recommended Products for this purpose include Morning Mist Neutral Disinfectant Cleaner by Butchers. However, the Contractor is required to utilize any cleaner or other product recommended by the manufacturer at no additional cost to the city.

Custodians at facilities containing waterfree urinals must use the following cleaning procedures daily, or as required by the Commissioner;

Remove debris from bowl;

Spray (mist) cleaner onto bowl;

Wipe clean and dry;

Never dump cleaning solutions or other chemicals into bowl.

C. Tasks and frequencies for Exterior Grounds, Garages, Dock Ramp Areas, Receiving Rooms, Compactor Areas, Storage Areas, Parking Areas, Sally Ports:

Daily and as required:

Empty trash and recycling baskets and replace liners, including trash containers
Sweep, vacuum, dry mop or damp mop all floors
Spot clean building surfaces, walls, doors, glass and switches
Remove graffiti
Dust low-reach surfaces

Weekly and as required:

Wash and sanitize garbage containers that are City-owned

Monthly and as required:

Dust all high-reach areas

D. Tasks and frequencies for Custodian Closets, Storage, and Work Areas

Daily and as required:

Police for and dispose of all litter
Clean and arrange all equipment and products
Empty vacuum cleaner bags (may be necessary multiple times per day) and inspect belts
Sweep, dust mop or damp mop
Dust and spot clean building surfaces
Clean baseboards and corners
Remove graffiti

E. Tasks and frequencies for Elevators

Daily and as required:

Police for and dispose of all litter
Clean and dust surfaces
Dry mop, sweep or damp mop hard floor surfaces
Vacuum all carpeted floors
Remove carpet stains
Remove fingerprints and smudges from horizontal and vertical surfaces
Clean elevator door tracks, doors, panels, baseboards and corners

Weekly and as required:

Clean light fixtures

Monthly and as required:

Shampoo, extract or dry clean, if necessary, following manufacturer's recommendations

F. Tasks and frequencies for Vacant Space

Daily and as required:

Police for and remove litter

Weekly and as required:

Dust horizontal and vertical surfaces

Monthly and as required:

Dry mop, vacuum and damp mop hard surface areas
Dust all low- and high-reach areas

G. Tasks and frequencies for Stairs

Daily and as required:

Police for and dispose of all litter
Dry mop, damp mop or vacuum as appropriate
Spot clean walls, rails and ledges, corners

Weekly and as required:

Dust all low- and high-reach areas

Monthly and as required:

Dust all HVAC louvers

H. Tasks and frequencies for Corridors, Lobbies and Pedways

Daily and as required:

Police for and dispose of all litter
Spot clean walls and building surfaces
Vacuum and spot clean carpet
Sweep, vacuum, dust mop or damp mop all hard surface flooring
Buff main lobby floors
Clean all baseboards and all corners
Clean and sanitize drinking fountains
Dust and spot clean all horizontal and vertical surfaces to remove fingerprints, smudges and stains.
Clean all interior and exterior entrance glass surfaces, including windows, doors, revolving doors, glass panels and directories

Three (3) times per week and as required:

Burnish all lobby floors and corridors

Weekly and as required:

Extract floor mats and carpet
Dust all low-reach areas

Monthly and as required:

Dust all high-reach ledges
Dust all HVAC louvers
Clean office panels

I. Hard Floor Care

In addition to any floor care tasks mentioned in Items A-H above, the following must also be performed by the Contractor at no separate cost to the City. Floor care tasks for all hard floor surfaces apply to all areas at a facility where hard floor surfaces exist, unless explicitly instructed by the authorized representative of DGS that a hard floor area is exempt from being serviced. Hard floor surfaces include stairs and any other hard floor surfaced areas at a facility determined by the Commissioner to be serviced with hard floor care tasking.

There are various hard floor surface types. The Contractor must exercise its professionalism in discerning the floor surface type and choosing the appropriate floor care treatments. If the Contractor and authorized representative of DGS disagree on the most appropriate floor care treatment, DGS' determination will stand.

Quarry tile and natural stone surfaces such as granite and marble:

Once every two (2) weeks and as required; Machine scrub using neutral solution and buff using a soft polishing pad. Do not apply any finishers or sealers.

Vinyl and terrazzo floor surfaces:

Monthly and as required; Machine scrub and apply two coats of finish, let it dry for 48 hours, then burnish.

Quarterly and as required; Strip surfaces and apply two coats of sealers and two coats of finish; let dry, then buff.

Ceramic surfaces (restrooms):

Monthly and as required; Machine scrub flooring. Do NOT apply any finishes or sealers.

Vinyl tile or terrazzo surfaces (restrooms):

Every two weeks and as required; Burnish with white pads.

Monthly and as required; Machine scrub and apply two coats of finish, let dry then buff.

Historic Water Tower "glass overlay" floor surface:

Daily and as required

Police for and dispose of all litter

Damp mop

Notes: Do not apply any finishes or sealers.

Do not use any chemicals or abrasives.

Do not use scrubbers or anything that would damage surface.

J. Carpet Care

In addition to any carpet care tasks described, the Contractor must provide specially-trained worker crews who are experienced in performing detailed carpet cleaning using commercial-grade carpet cleaning and extraction equipment, at no additional cost to the City. Carpet care tasks apply to all carpeted areas of a facility, Commissioner's offices, Deputies' offices, Aldermen's offices, including City personnel's individual cubicles, general office areas, public areas, stairs and any other carpeted areas at a facility.

Note: For specific carpet brands, or if explicit instructions are given to the Contractor to use a dry cleaning method or manufacturer's recommendation for carpet cleaning, the Contractor must perform this task as required. (This task does NOT apply to any carpet which may be on City property but which is the personal property of a City employee.)

The City personnel must clear off the floor all carpeted areas to be cleaned, of boxes, papers, all personal effects, floor mats, and electrical devices (like portable fans or heaters). All free-standing appliances and office furniture may be kept in place: such as PC hard-drives, lamps and coat racks, cabinets, refrigerators, microwaves, shelving units, etc. The Contractor must clean as much as is reasonably possible without disturbing such items. If any soaps or other chemicals splash onto these type items, then the Contractor must wipe those off immediately. If any accidental damage is caused by the Contractor, then such instances must be reported to the authorized representative of DGS.

The Contractor must pre-schedule the areas to be cleaned with the authorized representative of DGS. The names of the Contractor's crew performing this task must be reported to the authorized representative of DGS.

coordinating the project work The Contractor must move chairs, waste receptacles, and return the chairs back to their original positions, must disclose the cleaning chemicals to be used and any related OSHA or MSDS sheets relevant to those chemicals. The carpet cleaning/extracting equipment must be found acceptable to DGS or replaced with acceptable equipment.

K. Snow Removal

If snow fall requires additional man-power to supplement the existing scheduled number of workers at a facility, or if the authorized representative of DGS calls workers to come in (through their supervisor) to provide snow removal services, or if the supervisor permits the existing worker to work beyond his regular shift so that snow removal services can be provided, then the additional/supplemental services provided for snow removal services may be charged separately according to the Supplemental Snow Removal square footage rate bid and the accumulated inches of snow and ice as reported by the National Weather Service over the course of the respective calendar day. The number of contractor personnel utilized, the frequency of visits by contractor personnel to the facility and the methods used to maintain the required bare pavement condition of sidewalks and entrance areas will not be a factor in determining payment amount for services rendered. The determination of whether or not supplemental man-power is required, as well as how much supplemental snow removal service is required, is determined solely by the written authority given to the Contractor by the authorized representative of DGS.

Note: The Contractor must not assign workers to both snow removal services and routine janitorial services at the same facility at the same time. If the City determines that supplemental snow removal services are necessary, the Contractor must assign supplemental staff to perform the services for as long as necessary to maintain a bare pavement condition at the designated facilities.

Snow removal operations for all facilities must be available twenty-four hours a day seven days a week, including Holidays, and be separately chargeable at the Square Footage Rate, when applicable. No separate hourly rate applies for snow removal services even if overtime, or holiday, or any other premium costs are incurred by the Contractor. Snow Removal services of **parking lots and driveways are NOT PART OF THIS CONTRACT**. Snow removal services will be limited to all entranceways and sidewalks only. The Contractor must provide, maintain and utilize gas powered Snow Blowers at all facilities with sidewalk areas at least 100 feet in length or longer. The Contractor must provide workers who are physically capable of performing snow removal services. The most efficient method to effect the best snow removal results in the least amount of time through the use of power equipment (e.g. motorized snow brushes and walk-behind snow blower equipment for sidewalks), manual snow shovels, ice choppers, brooms, ice melt spreaders, etc., must be used by the Contractor when necessary. The Contractor must provide and use environmentally acceptable ice melting compounds (sodium chloride is NOT considered an environmentally acceptable option) at no extra charge to the City. Ice melting compounds must be provided by the Contractor in sufficient quantities necessary to keep all designated areas free of ice and snow until a bare pavement condition is achieved and maintained. Ice melting compounds are considered a cleaning supply to be included in the Fully Loaded Hourly Rate bid for the facility and/or as part of the supplemental snow removal services cost bid by the Contractor.

L. Recycled Waste Containers

Daily and as required:

Compress recyclable materials from recycling containers and consolidate all such collections in the appropriate areas designated at each facility by the authorized representative of DGS (for future pick-up by outside contractors).

Daily and as required:

Check any and all blue recycling containers located at various centralized locations on a site's floor, including City personnel's individual desk-side blue recycling containers (~6-gallon sized).

Weekly and as required:

Empty and clean all aluminum cans contained in blue recycling containers located at various centralized locations on a floor.

Training for Recycling and Waste Materials:

Contractor must establish an on-going educational program to educate its workers about which materials can be recycled and how they should handle materials which have been selected and isolated specifically to be recycled. This training must be provided to the Contractor's workers and supervisors by the Contractor at its own expense and at no additional cost to the City.

M. Source Separation Recycling

The Contractor will participate in the City's "source-separated" recycling program at facilities chosen by the City as part of the required routine services. Source separated recycling is a program whereby City personnel utilize separate containers at their desks and other designated areas to dispose of recyclable paper products. Contractor employees will empty trash containers into the trash disposal bins and recyclable paper products into separate recycling carts for pickup by the Recycling vendor. It will be the responsibility of the Contractor to provide all materials, equipment and training to successfully implement the program. The Contractor will provide Clear Liners as part of the consumable supplies requirement of this specification.

The following tasks and frequencies will apply to source separated recycling program:

Daily and as required:

Check any and all recycling containers (6-gallon deskside, 30-gallon or 50-gallon sized) located at all workstations, desks and various centralized locations on a site's floor.

Empty all recycling containers into the recycling liner attached to a dual-trash/recycling cart.

Transfer all collected recyclable materials to the appropriate areas designated at each facility by the authorized representative of DGS (for future pick-up by the Recycling vendor).

At facilities where a compactor is available, empty recyclable materials into the designated compactor/receptacle (for future pick-up by outside contractors).

Weekly and as required:

Empty all aluminum cans contained in blue recycling containers located at various centralized locations on a floor.

Training for Recycling and Waste Materials

Contractor must establish an on-going educational program to educate its workers about which materials can be recycled and how they should handle materials which have been selected and isolated specifically to be recycled. This training must be provided to the Contractor's workers and supervisors by the Contractor at its own expense and at no additional cost to the City.

N. Outdoor Facility Grounds, Sidewalks, Parking Areas and Perimeter Areas

Daily and as required:

Collect and dispose of all litter and debris, including cigarette butts at entrance areas

Empty trash and recycling containers

Empty ash trays at entrance and smoking areas

Vacuum water collected at entrances and high traffic areas

O. Health Clinics

Daily and as required:

Clean with an intermediary grade disinfectant all patient care surfaces and equipment likely to be soiled with body fluids or potentially contaminated with blood, such as in or on: examining room tables, exam lights, laboratory counter tops, blood pressure devices, scales (including infant scales), laboratory, and phlebotomy areas, sinks, faucet apparatus and appliances, waste containers, floors, door handles, chair seats, etc. Clean

with germicidal disinfectant spills or other human body fluid discharges or accidents. Body fluid spills that may potentially be contaminated with blood must be treated in accordance with OSHA Blood-Borne Pathogen Standard.

Use intermediary grade disinfectants that are germicidal and tuberculocidal or proven effective against Hepatitis B virus and HIV-1. Check and replace red plastic liners for contaminated waste containers as needed. (City will provide red plastic liners for contaminated waste containers). Contractor must insert red plastic trash liners in designated receptacles. Contaminate waste containers are clearly labeled by the City with the international biohazard symbol. All filled-trash and infectious waste bags (red) collected by the Contractor must be tied-shut and securely closed and placed into the appropriate container, provided at each facility and labeled for biohazardous waste, in the secured areas specifically identified as the area containing biohazardous material at the facility – usually a closeted area.

Clean all soap dispensers and re-fill with liquid anti-bacterial soap acceptable to the Commissioner of General Services and Commissioner of Health. Bar soap is unacceptable!

Training for Department of Health Facilities:

The Department of Health requires that the Contractor comply with OSHA Blood-borne Pathogens Standard, 29 CFR 1910.1030 and the Hazard Communications Standard 29 CFR 1910.1200 (Hazardous Communications Standard/MSDS), and any revisions thereof. The Contractor must meet these standards at the time work is begun and sustain the level of work in accordance with these standards throughout the term of the Contract. The Contractor must receive instructions from the health clinic director so that, for example, no lab samples are contaminated by the Contractor's cleaning chemicals, or no equipment or instruments are damaged by the Contractor's workers during the cleaning process.

Contractor must provide the workers assigned to any facility which may contain biohazardous waste, with the necessary training regarding blood-borne pathogens, offer free hepatitis-B vaccine, and have a procedure for follow-up if an exposure to blood-borne pathogens occurs. Contractor must also provide in-service training for removal of contaminated waste to reduce the risk of needle punctures or other exposures, as well as training on proper hand-washing techniques, the appropriate need for wearing gloves and the potential for allergic reactions to latex. Documentation of training of the workers assigned to the facilities where bio-hazardous exposure is a potential, must be provided to the Commissioner of Health or the Commissioner of DGS upon request. All training must be conducted at the Contractor's own expense and at no additional cost to the City.

P. Police Facilities

The Contractor must **NEVER** assign a worker at a Police or O.E.M.C. facility who has been convicted of a crime or who has had a confirmed positive drug screening result.

Lockups and Processing Areas

Daily and as required:

Police for and dispose of all litter

Clean and sanitize fixtures

Clean fingerprint areas

Clean and dust surfaces

Spot-clean walls and doors

Detail baseboards and corners

Wipe down both sides of mattresses with appropriate cleaning compound.

Per shift and as required:

Clean counters and desk areas

Sweep cells in cells and processing areas

Mop floors in cells and processing areas

Empty trash and replace liners

Clean kitchen areas

Refill dispensers (paper products and soap)

Weekly and as required:

Dust bars and cell doors

Clean stove, refrigerator, and microwave – inside and out

Dust all vertical and horizontal surfaces

Burnish all hard surface floors

Monthly and as required:

Dust all HVAC supply and exhaust vents

Clean plumbing chases

Q. Animal Care and Control

The contractor **must** use only anti-bacterial disinfectants explicitly approved by the Veterinarian and Executive Director of Animal Care and Control. The product **must** kill the bacteria and viruses contained within animal feces and urine, however, for example, they **must NOT** be harmful to humans, animals and foot pads. Approved products will be provided by the Contractor as part of the Fully-Loaded Hourly Rate and at no additional cost to the city.

Recommended products include:

Zep Natural Detergent/Disinfectant/Fungicide/Virucide/Canine Parvocidal.
Product No. 0677-1001

Trifectant Broad-Spectrum Virucidal, Bactericidal and Fungicidal Disinfectant. [Vetoquinol USA Inc]

All areas as listed below will be **CLEANED** and **DISINFECTED** on a **DAILY** basis and as required.

Exterior:

Windows, mullions

Building logos

Lots front and rear (swept and litter free)

Trash receptacles, ashtrays

Corral area, litter free

Front and rear doors

Sidewalks

Door frames, thresholds

Landscaping (free of debris)

Lobby/customer area:

Floors

Walls

Ceilings, vents

Counter tops and wall below counter

Tables and chairs

Trash receptacles

Baseboards

Windows, mullions

Plants maintained and watered

Iron work

Mats

Restrooms:

Ceilings, vents

Walls, tiles
Floors, baseboards
Toilets and urinals
Toilet paper dispensers (filled)
Partitions, doors (graffiti free)
Sinks, mirrors, counter tops
Hand dryers, towel dispensers
Soap dispensers
Odor free

Medical:

Floors, baseboards
Floors, baseboards, under all equipment
Ceilings, vents
Examination tables
Legs, wheels on equipment
Walls
Walls, behind cages and portables
Windows, mullions
Shelving
Counter tops
Sinks
Washing machine
Cabinets
Doors

Day Room:

Floors, baseboards
Floors, baseboards, under all equipment
Ceilings, vents
Legs, wheels on equipment
Walls
Window
Door
Sinks
Cabinets

Administrative, Supervisor's and Dispatch Offices:

Floors, baseboards
Floors, baseboards, under all equipment
Ceilings, vents
Legs, wheels on equipment
Walls
Windows
Doors
Cabinets
Desks
Inside windows of offices
carpet cleaning quarterly
vacuum halls and offices
conference room- table and chairs, counter tops
door handles
Bi-weekly and as required:
Buff floors throughout whole facility

Quarterly and as required:

Power wash cages, walls and floors in **ALL** pavilions and unloading area
Walk-In freezer unit

R. Special Work

The Contractor must perform special work which is work that is not a regular routine task. Special work may occur before, during, or after the regularly scheduled hours that workers are assigned at the facility where special work is required. Special work is similar to the snow removal work-force requirements. If performed, examples of special work include:

Receptions, Press Conferences, and Special Events

Set up tables and chairs

Break down tables and chairs

Move, break down, and/or remove boxes

Assist with general cleanup at direction of a special events coordinator

Construction Cleanup

Cyclical cleaning (continuous vacuuming, damp mopping, and damp wiping of all surface areas which are continuously getting dusty due to the on-going construction activities)

Post-construction and post-painting cleaning of surfaces affected by construction and painting

Detail new and/or renovated space

S. Special Cleanup

Assist building engineer or facility staff with cleanup after operational emergencies (e.g.: toilet overflows, water seepage, broken glass, minor physical damage to a building, etc.)

Special Work During Normal Working Hours

If the demands of the special work prevents the worker from performing his regularly scheduled tasks, then the authorized representative of DGS for that facility must reasonably determine if the regularly scheduled tasks to be performed by the worker can be suspended without consequence for non-performance, so that special work services can be performed during normal working hours. If such determination is made, then the authorized representative of DGS must notify the worker's supervisor.

Those service hours provided as special work under these conditions are **NOT** chargeable as extra service hours. The regularly scheduled tasks which were suspended, would then continue as soon as the special work ended.

Special Work Before, During, or After Normal Working Hours

If special work requires additional man-power / service hours to supplement the existing scheduled number of workers at a facility, or if the authorized representative of DGS calls workers to come in (through their supervisor), then the additional man-power/ service hours provided for special work may be charged separately as extra service hours at the Fully-Loaded Hourly Rate. The determination of whether or not additional or supplemental man-power is required, as well as how much man-power may be required for the special work, is determined solely by the authorized representative of DGS.

T. Project Work

The Contractor must employ a group of workers specially trained to provide detail work beyond the Routine Services requirements, as required by the City.

Detail Work will include, but will not be limited to:

Steam Cleaning and Hot Water Extraction or Encapsulation Method of Cleaning of Carpeted areas
Stripping and Waxing / Refinishing Floors
Refurbishing Fabric Furniture
Machine Scrub, Seal Dock or Receiving Areas
Machine Scrub or Pressure Wash Lock up or other designated areas
Any other project work required by the City

The Contractor will be paid for Project Work in accordance with the proposal pages section of this contract multiplied by the square footage area serviced. In the case of Refurbishing Fabric Furniture, the Contractor will be paid in accordance with the proposal page pricing multiplied by the number of hours of services performed to complete the assigned task.

The Contractor must perform project work in accordance with manufacturer's recommendations or industry best practices, as determined by the Commissioner. The City reserves the right to utilize a different contract or Contractor to provide project work at any facility within the scope of this contract, as necessary to meet the city's operational needs.

TIMEKEEPING WORKER ACCOUNTABILITY

The Contractor is required to provide, install and maintain an electronic time and attendance tool at each facility at no extra charge to the City. This tool must be commercially available and effective in providing documented and achievable evidence indicating the exact time when and at what facility a specifically identifiable worker arrives and leaves the facility. The tool must provide reports which can be emailed to the authorized representative of DGS and attached as a supplement to each monthly invoice.

The tool must be installed and maintained by the Contractor at all facilities in his Contract. The tool must be located in a safe and relatively convenient location for all workers. The installation must not require additional electrical wiring to be provided at the facilities or any construction or work requiring a building permit or inspection by the Department of Buildings.

The electronic time and attendance system is required for the purpose of generating back-up documentation to be submitted with Contractor invoices as proof that the city is being properly charged for actual hours when Contractor employees were performing work at facilities within the scope of this contract. If the Commissioner determines that the time and attendance system installed by the Contractor is not achieving the intended results, the Contractor must install a new system or make adjustments to the existing system to generate clear, understandable and legible back-up documentation and reports that are acceptable to the Commissioner.

The Contractor must have all facilities installed and operational with the tool within three months from the start date of the Contract. The first report must be emailed to the authorized representative of DGS no later than ninety (90) calendar days from the start of the Contract.

The sum total of hours for which services were performed, as documented through the referenced time sheets, multiplied by the Fully Loaded Hourly Rate for the facility will determine the total amount of payment due to the Contractor for labor for the payment period. The City reserves the right to set-off invoice amounts in accordance with the Set-off provisions, as stipulated herein.

INVOICING

The Contractor will invoice the city for all services performed and documented and for all consumable supplies delivered and consumed by City personnel during a billing period to be determined by the city.

Contractor invoices must contain the following information, at minimum, and must be submitted in a format acceptable to the Commissioner:

- Contract Number

- Contract Line Number
- Commodity Code with corresponding description of services rendered
- Facility Name
- Facility Address
- Number of hours of documented services
- Dates when documented services were performed
- Fully Loaded Hourly Rate for documented services
- Sub-total of hours and invoice amount by facility, labor type
- Total invoice amount for labor

The Contractor must attach the following as back up documentation with each submitted invoice for Labor related services:

- Legible, organized time sheets in an order that corresponds with the invoicing patterns. Time sheets must match the calendar dates specified in the invoices.

Contractor invoices must contain the following information, at minimum, and must be submitted in a format acceptable to the Commissioner:

- Contract Number
- Contract Line Number
- Commodity Code with corresponding description of consumable supply type
- Facility Name
- Facility Address
- Quantity of consumable supplies delivered for each given type
- Dates when consumable supplies were delivered to City facility
- Price per case or appropriate unit of measure of each consumable supply
- Sub-total for each consumable supply type
- Total invoice amount for consumable supplies

The Contractor must attach the following as back up documentation with each submitted invoice for Consumable Supplies:

Proof of delivery such as packing slips or delivery receipts or any other documentation required by or acceptable to the Commissioner.

BASIS OF PAYMENT

The Contractor must render the services under this specification in accordance with a schedule to be solely determined by the City. The City reserves the right to increase, decrease and/or change the scheduling of service hours at any time to meet its operational needs. The Contractor will be given at least thirty (30) days written notice prior to any revisions in scheduled services at existing facilities within the contract.

The Contractor must provide all labor and consumable supplies at each existing facility and any New, Relocated or Temporary facilities within the scope of this specification for the term of the contract and any extension periods.

EXISTING FACILITIES

Labor – Existing Facilities

The City will be billed for each existing facility each billing period in accordance with a predetermined price, hereinafter referred to as the Fully Loaded Hourly Rate, as listed in the proposal pages of this specification,

multiplied by the total number of service hours scheduled by the City and performed by the Contractor during the billing period. The Fully Loaded Hourly Rate will include all labor, equipment, cleaning supplies (rags, roll towels, spray cleaners, floor cleaners, brooms, mops, carts, vacuum cleaners, buffers, etc.), transportation, supervision, management, overhead, profit and all other anticipated and unanticipated costs necessary to provide the services listed at all facilities listed in the proposal pages section of this specification.

Invoicing: The City will be invoiced at the rate bid for the respective facility multiplied by the total number of hours for which services were provided and documented through time sheets or any other proof of work required of the Contractor by the City. The burden of proof will be on the Contractor to provide the required documentation to prove its employees were present and working during the hours for which the City is invoiced for janitorial services.

Note: The bid amount listed on the proposal pages of this specification are used for bid canvassing purposes only. The amount due to the Contractor for labor provided at a given facility is determined by multiplying the Fully Loaded Hourly Rate by the total number of service hours provided and documented by the Contractor at the facility. The Contractor will not be compensated for any costs incurred that are not tied to scheduled, actual, documented janitorial services.

Consumable Supplies – Existing Facilities

The Contractor will be responsible for providing for the delivery, installation and prompt replenishment of all consumable supplies at all facilities within its contract. The Contractor must provide the most appropriate products available for the facility, the clientele, and the dispensers utilized at the respective facility. If, in the opinion of the Commissioner, a consumable supplies product is determined to be inappropriate for a specific facility or a group of facilities, the Contractor must, upon notice from the City, immediately cease providing the product in question and replace it with a product acceptable to the Commissioner.

Consumable Supplies will include, but will not be limited to, hand soap, trash liners, toilet tissue, paper towels (c-fold, bi-fold, multi-fold, roll), urinal deodorizing discs, urinal screens, toilet seat covers and any other janitorial supply necessary for the cleanliness of the facility and the health and hygiene of facility clientele. Consumable supplies must be provided by the Contractor in sufficient quantities so as to be readily available on site for use by contractor personnel and facility clientele.

Two-ply toilet tissue must be provided at all existing and New, Relocated or Temporary facilities within this specification.

Anti-bacterial hand soap and hand towels must be provided at all Department of Health facilities.

Consumable Supplies Invoicing and Payment

Invoicing: The City will be invoiced for consumable supplies provided for by the Contractor at each facility in accordance with the quantity of supplies delivered to and consumed by personnel and clientele working at or utilizing services at the facility and in accordance with the prices listed in the proposal pages section of this contract. The Contractor must provide packing slips and/or delivery receipts, or any other documentation required by the City verifying delivery of the Consumable Supplies to the facility. The City will make the final determination on the types of consumable supplies to be used at all facilities within the scope of this contract. The Contractor must comply with any request by the City regarding the format or content of invoices submitted for Consumable Supplies.

The Contractor must provide consumable supplies in accordance with the sizes and packaging specified within the proposal pages section of this contract. If, during the term of this contract, the sizes or packaging changes or is no longer available, the Contractor will provide consumable supplies in a volume or quantity equal to the proposal pages description. If the total volume or quantity is less than the amount described in the proposal page description, the Contractor will invoice the city in accordance to the percentage of the volume described in the proposal pages description.

The Contractor must provide an efficient system to securely store, transport, and dispense all consumable supplies at facilities serviced through this contract. Failure on the part of the Contractor to provide for an adequate supply of Consumable Supplies will result in a set-off of the payment amount to the Contractor for inadequate Consumable Supplies.

The Contractor must notify the City if a situation exists that prevents the Contractor from maintaining an adequate flow of consumable supplies at any facility within the scope of this contract. The City reserves the right to take all necessary measures to ensure an uninterrupted availability of consumable supplies and to replenish and restore the dispensation of consumable supplies at all facilities within the scope of this contract. Such measures may include replenishment of consumable supplies by the City. The City will set-off and/or credit Contractor invoices to recoup all costs incurred by the City to maintain an uninterrupted availability of consumable supplies. The set-off amount will include the full cost incurred by the City (including the total cost for materials, labor, transportation and any other related costs) to replenish the consumable supplies.

Repeated failure on the part of the Contractor to meet the requirements set forth above may result in default of contract.

NEW, RELOCATED OR TEMPORARY FACILITIES

Labor – New, Relocated or Temporary Facilities

The City will be billed for each New, Relocated or Temporary facility added to the Scope of Services in accordance with the "Fully Loaded Hourly Rate for New, Relocated or Temporary Facilities" Price bid by the Contractor in the proposal pages section of this specification. Each New, Relocated or Temporary Facility will be assigned a category, based upon the interior square footage area of space to be serviced by the Contractor personnel at the New, Relocated or Temporary facility, as solely determined by DGS. DGS will notify the Contractor of the contract line number and contract price, as listed in the proposal pages section of the contract, for janitorial services to be performed at the New, Relocated or Temporary facility. The Contractor may request that square footage measurements be taken of the New, Relocated or Temporary facility with a DGS representative and a Contractor representative present.

The "Fully Loaded Hourly Rate for New, Relocated or Temporary Facilities" Price will include all labor, equipment, cleaning supplies (rags, roll towels, spray cleaners, floor cleaners, brooms, mops, carts, vacuum cleaners, buffers, etc.), transportation, supervision, management, overhead, profit and all other anticipated and unanticipated costs necessary to provide the services listed at the New, Relocated or Temporary facilities. The Contractor will be paid according to the hourly rate listed in the proposal pages section of this contract for the square footage area to be serviced by Contractor personnel.

JANITORIAL SERVICES, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT A NEW, RELOCATED OR TEMPORARY FACILITY - LESS THAN 20,000 SQ.FT.
JANITORIAL SERVICES, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT A NEW, RELOCATED OR TEMPORARY FACILITY - 20,001 SQ.FT. OR MORE

Invoicing: The City will be invoiced for each New, Relocated or Temporary facility at the Fully Loaded Hourly Rate for New, Relocated or Temporary Facilities price multiplied by the total number of hours for which services were provided during the billing period and documented through time sheets or any other proof of work required of the Contractor by the City. The burden of proof will be on the Contractor to provide the required documentation to prove its employees were present and working during the hours for which the City is invoiced for janitorial services.

The Contractor will only be paid for the hours services were performed at the facilities listed in the specification. The City will not be obligated to pay the Contractor for employee holidays, vacation days, sick days, jury duty,

bereavement leave or any other time other than the pre-scheduled and documented hours when services were performed for the city by the Contractor employees at the facilities.

Consumable Supplies – New, Relocated or Temporary Facilities

The Contractor will be responsible for providing for the delivery, installation and prompt replenishment of all consumable supplies at all New, Relocated or Temporary facilities within its contract. The Contractor must provide the most appropriate products available for the facility, the clientele, and the dispensers utilized at the respective facility. If, in the opinion of the Commissioner, a consumable supplies product is determined to be inappropriate for a specific facility or a group of facilities, the Contractor must, upon notice from the City, immediately cease providing the product in question and replace it with a product acceptable to the Commissioner.

Consumable Supplies will include, but will not be limited to, hand soap, trash liners, toilet tissue, paper towels, urinal deodorizing discs, urinal screens, toilet seat covers and any other janitorial supply necessary for the cleanliness of the facility and the health and hygiene of facility clientele.

Two-ply toilet tissue must be provided at all New, Relocated or Temporary facilities within this specification.

Anti-bacterial soap and hand towels must be provided at all Department of Health facilities and other facilities, as determined by the Commissioner at no additional cost to the City.

Invoicing: The City will be invoiced for consumable supplies provided for by the Contractor at each facility in accordance with the quantity of supplies delivered to and consumed by personnel and clientele working at or utilizing services at the facility and in accordance with the prices listed in the proposal pages section of this contract. The Contractor must provide packing slips and/or delivery receipts, or any other documentation required by the City verifying delivery of the Consumable Supplies to the facility. The City will make the final determination on the types of consumable supplies to be used at all facilities within the scope of this contract. The Contractor must comply with any request by the City regarding the format or content of invoices submitted for Consumable Supplies.

The City reserves the right to take all necessary measures to ensure an uninterrupted availability of consumable supplies and to replenish and restore the dispensation of consumable supplies at all facilities within the scope of this contract. Such measures may include replenishment of consumable supplies by the City. The City will set-off and/or credit Contractor invoices to recoup all costs incurred by the City to maintain an uninterrupted availability of consumable supplies. The set-off amount will include the full cost incurred by the City (including the total cost for materials, labor, transportation and any other related costs) to replenish the consumable supplies.

Repeated failure on the part of the Contractor to meet the requirements set forth above may result in default of contract.

The Department of General Services reserves the right to close facilities, relocate facilities and add facilities to the Scope of Services of this specification any time during the contract period and extension periods, if any, to suit its operational needs. The Contractor will invoice the Department of General Services for services performed at all facilities within this specification in accordance with pricing structure stipulated above.

QUALITY ASSURANCE

A monthly quality assurance meeting for all facilities must be scheduled with the Department of General Services authorized representative beginning forty-five (45) calendar days after the beginning of the Contract with subsequent quality assurance meetings scheduled each month thereafter, to discuss problems, solutions, etc.

Equipment or cleaning supplies deemed by the Department of General Services authorized representative to be ineffective for the purposes of this Contract, or which are deemed to be inappropriate for the area it is

being used in, must be removed from the facility upon notice given to the Contractor from the authorized representative of DGS. The Contractor must replace the "banned" equipment or supply type with equipment or supplies satisfactory to the authorized representative of DGS and all at the Contractor's expense within one month from the Contractor's receipt of notice from the authorized representative of DGS.

HEALTH/SAFETY REGULATIONS

Proper training of workers in the hazards, use, maintenance and disposal of cleaning chemicals, dispensing equipment, and packaging is also required to be provided to all workers assigned to a City of Chicago facility.

Powered equipment (and their related consumables such as gas, oil, etc;) must be provided by the Contractor, at no extra charge to the City. Powered equipment must be stored in a safe manner. Any flammable or other hazardous materials must be handled in accordance with Occupational Safety and Health Administration (OSHA) standards.

EXPERIENCE HISTORY AND REFERENCES REQUIRED

As supplementary requirements of the bid submission, the bidder must, upon request from the Chief Procurement Officer, provide a list of other commercial or public accounts which have received or are currently receiving janitorial work services which meet or exceed the level and magnitude of services required by the City as described in this specification

The list must include the account name, contact person, phone number, size of account, number of facilities, locations of facilities, and the duration the services have been provided; the experience of the management staff assigned to oversee the supervisors of the bidder's labor force; the names of the supervisors who are intended to be assigned to the facilities being bid.

STAFFING PLAN

As a supplementary part of the bid submission, the bidder must, upon request, submit the staffing and operations strategy proposed for each zone it is bidding on, regarding:

Start-up/Transition Work Plan: explaining how your company plans to recruit its work force; the plan for performing the background check and drug screenings; and their assignment into each facility within the zone(s) being bid; how the initial cleaning of each facility requiring such work is to be scheduled, and with how many workers; the total number of workers (part-time and full-time) to be allocated for each zone after the initial cleaning; etc.

Manpower/Organization Chart: geographically illustrate the structure of your service Supervisors and management staffing plan specific for this Contract's operational requirements.

The Consumable supply distribution plan.

The inventory controls which may be implemented at each facility in order to minimize pilferage and loss.

All consumable supplies provided by the Contractor must adhere to the Low Environmental Impact Cleaning Policy adopted by the City, attached herein and also accessible on the Department of General Services website at <http://egov.cityofchicago.org>.

The Contractor must provide an efficient system to securely store, transport, and dispense all consumable supplies. The Contractor must calculate into its bid all expenses that may be incurred as a result of pilferage, vandalism, or any other criminal act.

The following outlines the minimum requirements for consumable supplies:

Hand soaps must NOT contain additional sanitizing agents, except as a preservative for the product or where it is required by pertinent health codes and other requirements (i.e. food service and health care). Paper and plastic waste receptacle liner products must meet or exceed the minimum requirements of the current EPA's Comprehensive Procurement Guidelines for post-consumer recycled content. Information on EPA's Comprehensive Procurement Guidelines can be found at www.epa.gov/cpg/products.htm. The City prefers the use of large toilet tissue rolls and those that are manufactured without using chlorine.

The Contractor must supply all paper towel, toilet tissue, and soap dispensers and remove old dispensers at the time the new ones are installed, at its own expense and at no additional cost to the city. The replacement project must be completed within the first six months of the award of Contract. There should be one uniform paper towel dispensed, one uniform paper towel dispenser; and one uniform soap dispenser at all facilities within a given zone. The City prefers the use of hands-free dispensers to minimize cross contamination from hand contact and dispensers capable of holding large toilet tissue rolls or multiple standard toilet tissue rolls to reduce the frequency of replacing rolls. The City recommends installation of vandal proof dispensers wherever possible. The Contractor must immediately notify the authorized representative of DGS of its intent to replace any dispenser, which is damaged or destroyed, with compatible units having the same or similar design features, prior to the actual replacement. All such replacements are at the Contractor's own expense and is provided at no additional cost to the City, and must be installed in a timely manner.

Recycling Report

The Contractor is required to furnish the Department of Procurement Services with an annual recycled content report. The report must indicate the total number of cases of paper towels, toilet tissue, and plastic waste liners consumed in an annual period, usually from September 1st to August 30th of a given fiscal year. The report is to indicate the percentage of recycled content used by the product manufacturer to produce the product (both post-consumer waste percentage and total recycled content); the total number of cases of each product provided during the reporting period; and the total gross or net weight (one or the other) of each case of product.

POWER EQUIPMENT

The Contractor **MUST FURNISH ALL NEW** power equipment at all awarded facilities in a zone. Equipment includes, for example: power driven floor scrubbing and burnishing machines, carpet extractor machines, baseboard cleaning machines, floor stripping and waxing machines, floor polishing machines, hospital-quiet grade vacuum cleaners which meet the minimum requirements of the Carpet & Rug Institute's Green Label Program (information can be found at <http://www.carpet-rug.com>) and are capable of capturing 99% of fine particles at 0.3 microns.

The bidder/Contractor must assess the power equipment needs for each facility and is required to provide the necessary quantity, and type of each powered equipment he determines to be appropriate. The choice of equipment and the quantities of each must be assessed by the bidder so that the maximize efficiency of time and quality of performance is achieved through the use of the chosen power equipment. All such powered equipment must be rated for commercial/industrial quality use, be UL listed (Underwriter's Laboratory listed), and be under the original equipment manufacturer's warranty.

If in the opinion of the authorized representative of DGS the quality or quantity of work produced by the powered equipment, or the amount of time required by the worker to operate the equipment is NOT acceptable, then adjustments must be made by the Contractor in order to achieve satisfactory results even if such adjustments requires the Contractor to purchase new equipment, at no additional cost to the City.

All purchases of power equipment required under this Contract must be provided at no extra charge to the City, and must be included in the Fully-Loaded Hourly Rate.

As a supplementary part of the bid submission, the bidder must submit a list of all NEW commercial or industrial power equipment, indicating the name of the equipment manufacturer, model number, description, and exact quantity proposed to be used at each facility. If equipment is to be purchased or leased, the bidder

must submit with bid the brochure, literature, quote, and lease agreement. In event these documents are not submitted with bid the bid may be rejected.

If a new facility is added into a zone then the Contractor must furnish all new power equipment at any subsequently added facility.

The Contractor must provide a permanent inventory control tag identifying each piece of power equipment assigned to a particular facility. The inventory tag and the chart identifying each tagged piece of equipment must be kept current and must be maintained in an electronic format which can be emailed to the authorized representative of DGS, upon request.

OTHER EQUIPMENT

Snow shovels, ice picks, cleaning carts, mops, wringers, buckets, dust wands, brooms, etc. must be provided by the Contractor and be included in the Fully-Loaded Hourly Rate.

CLEANING SUPPLIES

Contractor will be required to supply all cleaning solutions, cleaning materials and protective gear acceptable to the Commissioner and necessary to perform the tasks required as part of the monthly rate and at no additional cost to the City.

The Contractor will be required to adhere to the Low Environmental Impact Cleaning Policy adopted by the Department of General Services and attached herein and also accessible on the DGS website at <http://egov.cityofchicago.org>. Cleaning products (i.e. all-purpose, glass and washroom) will meet the Green Seal 37 standard for Industrial and Institutional Cleaners. Information on Green Seal can be found at www.greenseal.org.

All cleaning agents used by the Contractor will be of a quality acceptable to DGS and appropriate for the surface being cleaned. No abrasive cleaner or pads will be used on marble, glass, plastic, painted, chrome, stainless steel, aluminum, wood, or porcelain surfaces. The Contractor will be required to purchase and supply cleaning products recommended by the manufacturer for city programs and initiatives, such as the Waterless Urinal program, at any city facility within the scope of this contract. The manufacturer recommended cleaning product will be provided by the Contractor at no additional cost to the city.

The Contractor must supply the required ice melting compounds in sufficient quantities to achieve and maintain a bare pavement condition at all sidewalk and entrance areas at no additional cost to the city.

All cleaning products, solutions, materials and related supplies are to be appropriately stored off the floor. It will be the responsibility of the Contractor's personnel to keep supply storage and equipment rooms clean.

Floor coating products will preferentially be free of metals such as zinc. The intent of this requirement is to reduce the content and use of toxic materials in cleaning systems and those that may enter the Chicago River or Lake Michigan.

Cleaning chemicals supplied as concentrates must be accompanied with and the appropriate dilution systems will be used to accurately measure concentrates and to minimize worker exposure to concentrated chemicals.

Contractor will be required to provide storage of their combustibles in fire proof containers in a locked metal cabinet; all equipment using combustible fuels are to be stored dry with fuel emptied from equipment.

Item	Description	UOM	EST QTY (29 MOS)
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - CENTRAL WEST CENTER-2102 W. OGDEN AVENUE	HOUR	7552
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - AUSTIN AGING CENTER, 5071 W. CONGRESS	HOUR	5034
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - LEE ANIMAL CARE CENTER-2741 S. WESTERN AVE.	HOUR	10069
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT FIRE DEPT. ENGINE COMPANY 38, 1601 S. PULASKI, ZONE 5	HOUR	755
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - FIRE INSPECTOR OFFICE-1101 S. CALIFORNIA AVE	HOUR	378
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT FIRE FLEET SERVICES, 31ST & SACRAMENTO	HOUR	3147
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - LAWYERDALE M.H.C.-1201 S. CAMPBELL AVE.	HOUR	7552
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - BOARD OF HEALTH-LOWER WEST SIDE WIC PROGRAM-1643 W. CERMAK RD.	HOUR	2517
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - PILSEN HEALTH CENTER, 1713 S. ASHLAND AVE.	HOUR	10069
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - DEPT. OF HEALTH - (LEAD & DAIRY) 2133 W. LEXINGTON	HOUR	7552
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - SACHS CLINIC, - 2160 W. OGDEN AVE.	HOUR	10069
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - SOUTH LAWYERDALE CLINIC-3059 W. 26TH STREET	HOUR	10069
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT AUSTIN SOUTH HEALTH CLINIC, 4958 W. MADISON AV.	HOUR	2517
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - GARFIELD SERVICE CENTER - 10 S. KEDZIE AVE	HOUR	20138
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - BOARD OF HEALTH-NUTRITION WIC PROGRAM-2310 W. ROOSEVELT RD.	HOUR	1259
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT ISCN, 1345 W. MADISON STREET	HOUR	1259
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT OEMC, 1411 W. MADISON STREET	HOUR	64440

Item	Description	UOM	EST QTY (29 MOS)
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT 311 CENTER, 2111 W. LEXINGTON STREET	HOUR	12083
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT FIRE SHOP, 3050 S. SACRAMENTO (911)	HOUR	503
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT 012TH DISTRICT, 100 S. RACINE AVE.	HOUR	15103
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT EQUIPMENT AND SUPPLY, 555 W. 14TH PLACE	HOUR	3147
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT 013TH DISTRICT, 937 N. WOOD STREET	HOUR	16110
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT TRAINING ACADEMY, 1300 W. JACKSON STREET	HOUR	45310
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT 10TH POLICE DISTRICT, 3315 W. OGDEN AVE.	HOUR	31213
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT 15TH POLICE DISTRICT, 5701 W. MADISON AV.	HOUR	30206
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT AREA 4 GARAGE, 3104 W. HARRISON STREET	HOUR	5034
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT AREA 4 CENTER/011TH DISTRICT, 3151 W. HARRISON STREET	HOUR	40275
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT HUMAN SQUARE, 3340 W. FILLMORE STREET	HOUR	50344
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT POLICE/DVAP - 801 W. ADAMS	HOUR	1259
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT CDOT INSPECTIONS/DGS, 2350 W. OGDEN	HOUR	7426
91039XXXXX	JANITORIAL SERVICES - ON-CALL, UNSPECIFIED, NON-ROUTINE SERVICES (SEE SPECIFICATION FOR DETAILS)	HOUR	4340
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT WIC, 2400 S. KEDZIE, ZONE 5	HOUR	503
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT POLICE CHAPLAIN, 1759 W. ADAMS	HOUR	1888
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - WATER DEPARTMENT - 3148 S. SACRAMENTO	HOUR	503

Item	Description	UOM	EST QTY (29 MOS)
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT DEPT. OF GENERAL SERVICES, GOLDBLATT'S BLDG., 1615 W. CHICAGO AVE.	HOURLY	28319
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT POLICE INTERNAL AFFAIRS, 627 N. ALBANY	HOURLY	2517
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT DEPT. OF STREETS & SANITATION, 2352 S. ASHLAND	HOURLY	7552
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT FIRE ENGINE COMPANY 18, 1360 S. BLUE ISLAND	HOURLY	755
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT CDOT SIGNS AND MARKINGS, 3458 S. LAWINDALE	HOURLY	3021
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, CARPET CLEANING, STEAM CLEANING / HOT WATER EXTRACTION METHOD, PER SQUARE FOOT	SQUARE FOOT	1000000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, CARPET CLEANING, ENCAPSULATION METHOD, PER SQUARE FOOT	SQUARE FOOT	500000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, HARD FLOOR CARE, STRIP, REFINISH AND APPLY SEALER, PER SPECIFICATION, PER SQUARE FOOT	SQUARE FOOT	2000000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, HARD FLOOR CARE, DIAMOND TERRAZO FLOOR POLISHING PER SPECIFICATION, PER SQUARE FOOT	SQUARE FOOT	20000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, REFURBISH FABRIC FURNITURE, PER SPECIFICATION, PER SERVICE HOUR	HOURLY	300
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, MACHINE SCRUB AND APPLY SEALER IN SPECIFIED AREAS, PER SERVICE, PER SQUARE FOOT	SQUARE FOOT	200000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PRESSURE WASH SPECIFIED AREAS, PER SQUARE FOOT	SQUARE FOOT	20000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, MISCELLANEOUS DETAIL WORK, PER SERVICE HOUR	HOURLY	300
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, PROJECT WORK, MISCELLANEOUS DETAIL WORK, PER SQUARE FOOT	SQUARE FOOT	10000
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - NEW, RELOCATED OR TEMPORARY FACILITY UP TO 20,000 SQ.FT.	HOURLY	28319
91039XXXXX	JANITORIAL SERVICES, ROUTINE PROFESSIONAL, FULLY LOADED HOURLY RATE FOR ONE HOUR OF SERVICE AT - NEW, RELOCATED OR TEMPORARY FACILITY 20,001 SQ. FT. AND ABOVE	HOURLY	28319
9103912480	JANITORIAL SERVICES - SUPPLEMENTAL SNOW REMOVAL SERVICES ZERO TO SIX INCH ACCUMULATION, CONTRACTOR SHALL FURNISH ALL LABOR, EQUIPMENT, MATERIALS & SUPPLIES TO PERFORM THIS SERVICE AT THE TIMES & PLACES SPECIFIED (SEE SPECIFICATIONS)	Square Foot	9030400
9103912482	JANITORIAL SERVICES - SUPPLEMENTAL SNOW REMOVAL SERVICES MORE THAN SIX INCH ACCUMULATION, THE CONTRACTOR SHALL FURNISH ALL LABOR, EQUIPMENT, MATERIALS & SUPPLIES TO PERFORM THIS SERVICE AT THE TIMES & PLACES SPECIFIED (SEE SPECIFICATIONS)	Square Foot	9030400
6407552010	PAPER, TOILET - 4.5 IN. X 4.5 IN., 1 PLY, SINGLE ROLL, 1000 SHTS/ROLL, 96 ROLLS/CS OR EQUIVALENT, 100% RECYCLED W/MIN 30% POST CONSUMER RECYCLED CONTENT	Case	580

Item	Description	UOM	EST QTY (29 MOS)
6407552012	PAPER, TOILET - 3-7/8 IN. X 2250 FT/ROLL, SINGLE ROLL, JUMBO ROLL, 12 ROLLS/CS OR EQUIVALENT, 100% RECYCLED W/MIN 30% POST CONSUMER RECYCLED CONTENT	Case	580
6407552014	PAPER, TOILET - 4.5 IN. X 4.5 IN., 2-PLY, DOUBLE ROLL, 500 SHTS/ROLL, 96 ROLLS/CS OR EQUIVALENT, 100% RECYCLED W/MIN 30% POST CONSUMER RECYCLED CONTENT	Case	2900
6407552015	PAPER, TOILET - 3-7/8 IN. X 1125 FT/ROLL, DOUBLE ROLL, JUMBO ROLL, 12 ROLLS/CS OR EQUIVALENT, 100% RECYCLED W/MIN 30% POST CONSUMER RECYCLED CONTENT	Case	1450
6407570450	TOWEL, PAPER, C FOLD - 10-1/4 IN. X 13 IN., 150 TOWELS/PKG., 2400/CS OR EQUIVALENT, 100% RECYCLED W/MIN. 30% POST CONSUMER RECYCLED CONTENT	Case	2030
6407571400	TOWELS, PAPER, PLY AND MULTIFOLD - 9-1/2 IN. X 9-1/8 IN., MULTI-FOLD 200/PKG, 4000/CS OR EQUIVALENT, 100% RECYCLED W/MIN. 30% POST CONSUMER RECYCLED CONTENT	Case	5800
6407572400	TOWELS, PAPER, SINGLE FOLD - 10 IN. X 10 IN., 288/PKG, 4020/CS OR EQUIVALENT, 100% RECYCLED W/MIN. 30% POST CONSUMER RECYCLED CONTENT	Case	290
4858655200	SOAP, LIQUID, LOTION - GREEN SEAL GS-37 CERTIFICATION REQUIRED (SEE SPECIFICATIONS FOR DETAILS), 4 GAL/CS OR EQUIVALENT	Case	290
4858655205	SOAP, LIQUID, LOTION - ANTI-BACTERIAL, 4 GAL/CS OR EQUIVALENT	Case	1450
6652445531	LINERS, RECEPTACLE, PLASTIC - 24 IN. X 24 IN., 6 MICR., 1000/CS OR EQUIVALENT, MINIMUM 30% POST CONSUMER RECYCLED CONTENT	Case	1160
6652445666	LINERS, RECEPTACLE, PLASTIC - 33 IN. X 40 IN., 16 MICR., 250/CS OR EQUIVALENT, MINIMUM 30% POST CONSUMER RECYCLED CONTENT	Case	870
6652445770	LINERS, RECEPTACLE, PLASTIC - 40 IN. X 48 IN., 12 MICR., 250/CS OR EQUIVALENT, MINIMUM 30% POST CONSUMER RECYCLED CONTENT	Case	2320
6652445771	LINERS, RECEPTACLE, PLASTIC - 40 IN. X 48 IN., 13 MIC., BLUE RECYCLING BAGS, 250 BAGS/CS OR EQUIVALENT	Case	290
6652445772	LINERS, RECEPTACLE, PLASTIC - 40 IN. X 48 IN., 17 MIC., BLUE RECYCLING BAGS, 250 BAGS/CS OR EQUIVALENT	Case	290
6652445638	LINERS, RECEPTACLE, PLASTIC - 30 IN. X 41 IN., 11 MIC., BLUE RECYCLING BAGS, 250 BAGS/CS OR EQUIVALENT	Case	290
66524XXXXX	LINERS, RECEPTACLE, PLASTIC - 33 GAL, 33" X 39", 1.1 MIL THICKNESS, BLACK, 40% POST CONSUMER MATERIAL, 250 BAGS/CS OR EQUIVALENT.	Case	290
66524XXXXX	LINERS, RECEPTACLE, PLASTIC - 33 GAL, 33" X 39", 1.1 MIL THICKNESS, BLUE, 40% POST CONSUMER MATERIAL, 250 BAGS/CS OR EQUIVALENT.	Case	290
66524XXXXX	LINERS, RECEPTACLE, PLASTIC - 33 GAL, 33" X 39", 1.1 MIL THICKNESS, CLEAR, 40% POST CONSUMER MATERIAL, 250 BAGS/CS OR EQUIVALENT.	Case	290
6407531210	COVERS, TOILET SEAT - 15-1/2 IN. W X 13-1/2 IN. H X 11 IN. D, 1/2 FOLD, FLUSHABLE, BIODEGRADABLE, 250/PKG, 5000/CS OR EQUIVALENT	Case	290
4853011250	DEODORANT BLOCKS, FOR URINALS - URINAL SCREEN WITH 30-DAY DEODORANT BLOCK, 12/CS OR EQUIVALENT	Case	290



City of Chicago
Richard M. Daley, Mayor

Department of General Services

Michi E. Peña
Commissioner


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<http://www.cityofchicago.org>

08 AUG - 4 10:15

Date: August 1, 2008

To: Montel M. Gayles
Chief Procurement Officer
Department of Procurement Services

Attn: Gustavo Giraldo
Deputy Procurement Officer

From: 
Michi E. Peña
Commissioner
Department of General Services

Re: PO 14785 - Aguirre Building Maintenance
for Custodial Janitorial Services in DGS Zones IV and V

Aguirre Building Maintenance is contracted with the city to provide Custodial Janitorial Services within Department of General Services (DGS) facilities located within Zones IV (southeast) and V (west) of Specification 91039. DGS has met with the vendor on several occasions in an effort to correct service deficiencies in the performance of its contract. On 4/10/2008, DGS forwarded a memo to Procurement Services requesting that a notice of cure be sent to the vendor relative to this issue. The vendor responded to the cure notice by submitting documentation that the vendor claims as evidence that service and supplies are being provided in accordance with the terms of the contract.

Since receiving the documentation on 5/8/08, DGS has been closely monitoring service and supply issues addressed in Aguirre's response letter. After careful deliberation with DGS field staff, it is evident that there has been improvement with direct city oversight in some areas. But, overall, Aguirre Janitorial is found to be lacking in its compliance with the terms of its contract. Below are a few areas that Aguirre is not compliant:

Section 9.1 Scope of Service

The Scope of Services requires that the Contractor provide all labor and equipment in accordance with the predetermined schedule for facilities within Zones 4 and 5 of the Specification.

General Services Zone Managers have monitored the Contractor's progress toward fulfilling its contractual requirements. Zone Managers have determined that the Contractor still has facilities that are not



properly staffed for the 2nd/3rd shifts. In many cases, when a regularly scheduled employee is absent, replacement custodians are sent in with little training and unprepared to carry out their assignments during their shifts. This is especially prevalent on weekend shifts.

Section 9.10 Supervisors

The contract requires the vendor to provide layers of supervision (Remote Vehicular Supervisors, Operations Managers, Working Supervisors) to assure adequate performance of custodial personnel. It is essential that contractor personnel partner with DGS zone managers to coordinate supervision and management of custodial staff to meet all contract requirements. However, despite numerous requests, and contrary to contract requirements, DGS has yet to receive accurate schedules for the vendor's Remote Vehicular Supervisors. Without these schedules, it is impossible for Zone Managers to verify that custodial staff are receiving adequate direction. In many cases, it also compels DGS Zone Managers to carry out supervisory tasks that should be performed by the contractor.

Section 9.19 Routine Tasks

The contract's Detailed Specifications require the vendor to perform designated tasks every 3 months, including stripping and waxing floors, shampooing carpets, shampooing fabric furniture and pressure washing inmate cells within Police lockups, as well as other tasks. Zone five has confirmed that the required quarterly cleaning is incomplete at certain facilities. And, although quarterly floor care work was recently completed, quarterly requirements to shampoo fabric furniture and pressure wash lockup cells and other areas has not been done.

Zone four has confirmed that the first quarterly cleaning was not completed until 6/17/08. Since the contract started in June, 2007, the vendor was required to have completed four quarterly tasks by this time. Also, the quality of the quarterly tasks completed did not always meet DGS standards.

Section 9.26 Power Equipment

The contract requires that the vendor submit regular Summary Equipment Reports with information on cleaning equipment that is in for repair. DGS Zone Managers have confirmed that a majority of the required power equipment is on site. However, the vendor does not provide a the required equipment repair reports. On several occasions DGS has been informed by vendor staff that vacuuming, for example, can not be completed because the vacuum is broken. Yet, the vendor routinely fails

to repair or replace the equipment necessary to complete the required custodial tasks.

Section 9.27 Other Equipment

The contractor is not meeting its contractual requirement to provide all equipment necessary to complete all custodial tasks. As an example, the vendor is lacking an adequate supply of custodial carts in Zone V. It does not have an adequate number of Wet & Dry Vacuums in Zone IV. An adequate supply of such basic equipment is imperative order to maintain the cleanliness of the facilities.

Such equipment problems were notably prevalent during the 2007-2008 snow season. Zone four reported throughout the winter season that Aguirre failed to provide adequate personnel and equipment to provide snow removal services at facilities within its contract. Broken shovels, insufficient quantities of deicing materials on sidewalks and stairs, insufficient manpower and poor performance was a consistent problem at each facility throughout the winter season.

In summary, Aguirre Building Maintenance improvements are a direct result of zealous oversight of daily operations and supervision of Aguirre staff by DGS Zone Managers. The vendor's contract requires adequate staff, operable equipment, sufficient quantities of cleaning and consumable supplies and layers of supervision and management necessary to comply with the terms of its contract. Thus far, the vendor is not meeting these requirements. Therefore, the Department of General Services requests that Procurement Services consider reducing the number of facilities serviced by Aguirre Building Maintenance through this contract. Specifically, DGS recommends that the contract be revised to include only facilities within Zone V of the specification.

Thank you for your consideration.

Please call Mary Capecci at (312) 744-6748 if you have any questions or concerns.

cc: Capecci
Simmons
Bedore
Kelly
file