



Department of Administrative Services Purchasing and Contracts

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Sabra Smith Newby, Chief Administrative Officer
Adleen B. Stidhum, Purchasing Administrator

CLARK COUNTY, NEVADA
BID NO. 603277-14

ANNUAL REQUIREMENTS CONTRACT FOR JANITORIAL SERVICES AT I.T.
OPERATIONS CENTER, PUBLIC ADMINISTRATOR & PUBLIC ADMINISTRATOR
WAREHOUSE

April 8, 2014

ADDENDUM NO. 1

INVITATION TO BID

1. The bid opening date of April 25, 2014 at 3:00:00 p.m. **remains unchanged.**

EXHIBIT

2. Exhibits E & F attached to this Addendum No.1 are to be included in the bid by this reference

Should you have any questions regarding this addendum, please email me at deon.ford@clarkcountynv.gov

ISSUED BY:

Deon Ford

DEON FORD
Purchasing Specialist

Attachment(s): Exhibit E, Clark County Housekeeping Standards
Exhibit F, Clark County Invoice Sample

Cc: Theodore Hooper, Real Property Management – HSP
Connie Lee, Real Property Management - HSP
Rachelle Tyler-Martin, Real Property Management - HSP

EXHIBIT E

CLARK COUNTY HOUSEKEEPING STANDARDS

A. DEFINITIONS

1. Custodial Service Provider - Clark County employee or contract vendor.
2. User - Customer receiving housekeeping service.

B. MINIMUM CLEANING STANDARDS

1. It is the intent of the Clark County Department of Real Property Management, Housekeeping, Security, and Parking Division, that all premises be maintained at a high standard of cleanliness. The following standards are, therefore, intended to be included as the acceptable minimum level of service as directed in the cleaning specifications. Further, cleaning frequencies set forth in these specifications are meant to be working guidelines for specific areas, dependent upon type and frequency of use. These standards are not to be construed as complete, and all items not specifically included but found necessary to properly clean the building shall be included as though written into these specifications.

C. CHEMICALS

1. Only chemicals that have been approved by Clark County Risk Management may be used in cleaning County buildings. All bottles/containers must have a manufacturer's label or Material Safety Data Sheet (MSDS) attached.
2. Under no circumstances should one (1) chemical be mixed with a different chemical unless specifically instructed to do so by the manufacturer.
3. Chemicals are only to be used for the purposes intended and stated in the manufacturer's instructions.

D. GENERAL: CLEANING SPECIFICATIONS

1. RESTROOMS

- a. Restroom cleaning is understood to have the highest priority in the County's buildings. All employee and public restrooms and shower rooms are to be cleaned and serviced as specified. Urinals, water closets, mirrors, and lavatories are to be cleaned with approved cleaners and disinfectants. Floors in these rooms shall be mopped with an approved disinfectant and cleaner, which will not harm or remove special floor finishes. Water closets and urinals are to be cleaned with quality materials using techniques that will remove and prevent any formation of encrustation or stains under lids, ledges, or rims without harming the finish.

CLARK COUNTY HOUSEKEEPING STANDARDS

- b. Towel dispensers, soap dispensers, toilet paper holders, cabinet seat cover dispensers, and sanitary napkin dispensers shall be checked and refilled to a full level daily. Do not fill paper towel dispensers so tightly that the towels cannot be pulled out without tearing. Stocking of refill supplies in the area of the dispensers is not permitted. The term "clean", as defined here, shall mean that no film, odors, stains, dust, lint, or spots can be detected on floors, walls, partitions, ledges, trim, doors, moldings, or fixtures within the restroom. The use of highly scented disinfectants, objectionable or odoriferous cleaners, air fresheners, and deodorant blocks shall not be permitted.

2. OFFICE AREAS

- a. General cleaning of office areas shall include the removal of trash from wastebaskets, and other waste material labeled as trash must be taken to the dumpster location. General cleaning of office areas also includes dusting, glass cleaning, and removal of dust, soil, stains, smudges, and marks from furniture, walls, partitions, etc., and the removal of the recycling containers to the pick up location.

3. FLOOR CARE

- a. Floors shall be maintained in such a manner as to promote longevity and safety. Upon completion of the work, all floors shall be left in a clean, orderly, and safe condition.
- b. Floors, at all times, shall pass a slip-resistance test by at least a 3.5 pound pull.
- c. Upon completion of daily and weekly routine work, floors shall be free of dirt, dust, film, streaks, debris, and standing water, and shall present a uniform appearance when dry.
- d. Floor finish is understood to be used as a preservative and also as a safety (non-slip) factor. Finish shall be applied only to appropriate areas free of residual dirt and buildup.
- e. Proper shampooing shall result in a carpet free from all types of airborne soil, dry dirt, water-soluble soils, and petroleum-soluble soils. A clean carpet shall be uniform in appearance when dry and vacuumed.
- f. Necessary safety precautions and procedures, designed to prevent damage to the County's property, are to be exercised and followed when the removal and replacement of furniture is required to perform the work.

4. WINDOWS

- a. All windows are to be cleaned to acceptable industry standards. All interior windows will be spot-cleaned daily. Ground floor exterior windows will be cleaned at least once per week.

CLARK COUNTY HOUSEKEEPING STANDARDS

5. AIR CONDITIONING AND HEATING REGISTERS

- a. All air conditioning and heating registers are to be kept clean and free of dust, webs, and build-up that detract from the overall appearance.

6. WALLS AND DOORS

- a. All walls and doors are to be kept clean and free from spots and handprints.

E. **DETAILED INSTRUCTIONS**

1. GENERAL OFFICE AND PUBLIC AREAS

Note 1: The custodial service provider shall not clean computer keyboards and screens, typewriter keyboards, or calculators in any manner. The user of the equipment shall be responsible for their cleaning. The custodial service provider will dust the remainder of the unit.

Note 2: Shredder wastebaskets will be emptied and cleaned as described in the daily schedule below. The shredding machine shall be turned off or unplugged when performing housekeeping maintenance.

Note 3: Only dispose of trash that is in receptacles that are known to be for trash. Items outside of receptacles can be discarded if marked **TRASH** or verbal confirmation from user is received. When the custodial service provider is in doubt, the user or supervisor must be contacted. Recycling bins shall be emptied and/or removed and replaced as required.

Note 4: To prevent airborne dust particles, dusting should be accomplished with a dusting rag or cloth rag dampened with appropriate chemicals or water. Dusting with a duster should only be used where there are fragile items or for areas that there is not room to maneuver the dusting rag. Common sense should be used when moving items to dust any surface or around any items. Personal items should not be touched unless the user has given permission. When in doubt, the custodial service provider must always check with their supervisor.

Note 5: At no time will office equipment be turned off or unplugged in order to plug in housekeeping equipment when performing housekeeping maintenance.

a. DAILY

- (1) Wastebaskets and trash receptacles are to be emptied and lined with plastic bags, unless otherwise directed. Wastebaskets are to be cleaned as needed, before placing new liners. Dirty liners must be removed daily and replaced with the correct sized liner.
- (2) Ashtrays and sand urns are to be cleaned and refilled with sand as required.

CLARK COUNTY HOUSEKEEPING STANDARDS

- (3) Fingerprints must be dusted and cleaned from all exposed furniture tops including desks, chairs, tables, lamps, filing cabinets, shelves, sills and ledges, brochure racks, and signs from a height of six feet or below. This task should be accomplished in a manner that does not disturb any of the objects that are on the surface. A complete cleaning and polishing of the surface shall be done any time the surface is clear of all objects.
- (4) Telephones are to be cleaned and sanitized as needed, using a cloth dampened with disinfectant. Extreme care must be used not to spray or drip any water or cleaning products into or onto the telephones.
- (5) Drinking fountains are to be cleaned, sanitized, and polished.
- (6) All carpeted traffic areas including corridors, pathways within office areas, elevators, and lobbies are to be vacuumed and spot cleaned. Thoroughly vacuum and spot clean all carpeted executive offices.
- (7) All carpeted areas beneath desks, tables, and other furniture are to be completely vacuumed and spot cleaned.
- (8) All resilient tile floor areas are to be dust mopped and spot damp mopped.
- (9) All rubber/carpeted mats are to be vacuumed.
- (10) Upholstered surfaces are to be vacuumed on an as-needed basis.
- (11) Elevators are to be cleaned. Unsightly marks, fingerprints, and soil spots are to be removed.
- (12) All interior glass, partition glass/Plexiglas and glass doors are to be spot cleaned.
- (13) All stairwells used for normal egress are to be policed for trash and debris; pan sweep as necessary.
- (14) Exterior landscaping and grounds keeping are not part of the bid. However, the exterior entrance/exit areas surrounding the building will be cleaned to ensure the removal of any trash, bird droppings, feces, urine, build up of leaves, debris, etc. for a distance of ten (10) feet. This will also include the emptying, cleaning, and relining with plastic bags of any trash containers within this distance. In addition to the cleaning and refilling of any ashtrays and sand urns within this distance.

CLARK COUNTY HOUSEKEEPING STANDARDS

- (15) Cobwebs from walls around entrances are to be swept.
- (16) Doors are to be secured and unnecessary lights turned off when work is completed in the immediate area, unless otherwise instructed.
- (17) Liners in all exterior trash receptacles near any entrance are to be emptied and changed using the correct sized liner.

b. WEEKLY

- (1) Soil marks, dust, and fingerprints are to be cleaned from all exposed furniture tops and sides, including desks, chairs, tables, lamps, filing cabinets, shelves, sills, and ledges from a height of six feet or below. This task should be accomplished in a manner that does not disturb any of the objects that are on the surface. An appropriate cleaner or polish should be used to accomplish this task. When completed, the surface should have no oily residue feel or streaking.
- (2) The balance of all carpeted areas not vacuumed under the daily cleaning must be vacuumed.
- (3) All upholstered surfaces are to be vacuumed and spot cleaned.
- (4) Picture frames and wall ornaments are to be dusted.
- (5) Lower one half of doors and doorjambes are to be dusted.
- (6) Walls around light switches and doorjambes are to be spot cleaned to remove all spots and marks.
- (7) All interior glass doors, ground floor exterior or upper floor windows along public accessible walkways, are to be squeegee clean where no safety equipment will be required. Entrance glass doors, interior and exterior, are to be cleaned. Doorplates, jambes, thresholds, handles, and hardware are to be cleaned and polished.
- (8) All fire escape stairwells are to be policed for trash and debris, and pan swept and damp mopped as necessary.
- (9) All resilient tiles are to be spray-buffed to restore to a "just waxed" look, in high foot-traffic corridors and lobby areas.

c. SEMI-MONTHLY

- (1) High molding and doors are to be dusted from a height of 8 feet to the floor.

CLARK COUNTY HOUSEKEEPING STANDARDS

- (2) All wall surfaces and all upholstered freestanding space divider walls are to be dusted, vacuumed, and spot cleaned.
- (3) Cobwebs are to be removed from ceiling areas from a height of 8 feet to the floor.
- (4) Steps and landings in stairwells are to be swept, mopped, or vacuumed. Handrails and surrounding walls are to be cleaned.

d. MONTHLY

- (1) Air returns, vents, and areas around vents are to be brushed or vacuumed at least monthly, or more often if needed, to heights exceeding 8 feet if applicable.
- (2) Draperies and wall hangings are to be vacuumed.
- (3) All high areas, including walls and ceilings, are to be vacuumed, brushed, or dusted to heights exceeding 8 feet if applicable.
- (4) Carpeting in entrance, general lobby area, high foot traffic corridors, and any high foot traffic area are to be extracted using approved methods where a pattern is showing.
- (5) Cove base is to be dusted and cleaned.
- (6) All vertical or horizontal blinds are to be dusted and cleaned.
- (7) Light fixtures and diffusers are to be cleaned.
- (8) A coat of floor finish on resilient flooring is to be applied where spray buffing will not bring back a "just waxed" look. All resilient flooring is to be refinished where a wax build up or a yellowing appearance is present. Refinishing is not necessary if the application of a coat of wax will return the clear, clean appearance.

e. QUARTERLY

- (1) Carpeting is cleaned according to prescribed frequency or when spot cleaning will not bring back a clean uniform appearance. All carpeting where a pattern is showing and vacuum cleaning will not bring back a clean uniform appearance is to be cleaned using authorized carpet cleaning methods, normally wet extraction.
- (2) All ground floor exterior or upper floor windows that were not covered under the weekly frequency are to be squeegee clean where no safety equipment will be required. Doorplates, jambs, thresholds, sills, trim handles, and hardware are to be cleaned and polished.

CLARK COUNTY HOUSEKEEPING STANDARDS

f. ANNUALLY

- (1) Exposed ceilings with ductwork, pipes, and the top sides of light fixtures will be dusted.

2. RESTROOMS

a. DAILY

- (1) Hand soap, toilet paper, paper towels, and seat cover dispensers are to be refilled to full capacity.
- (2) Trash containers are to be emptied, sprayed, damp-wiped with disinfectant, and the liners changed.
- (3) Sanitary napkin disposal receptacles are to be emptied of contents and sprayed and damp-wiped with disinfectant. All sanitary napkin disposal units are to be lined with **Red Biohazard bags**. Liners are to be tied and disposed of in the Biohazard containers in the specified location established.
- (4) Mirrors are to be washed with glass cleaner.
- (5) Spots are to be removed from partitions and walls.
- (6) The areas underneath basins and around toilets and urinals are to be cleaned.
- (7) All fixtures and trim, including toilet bowls, urinals, sinks, and dispensers are to be cleaned, polished, and sanitized.
- (8) Tile floors are to be damp mopped and sanitized using a detergent-disinfectant.
- (9) Any graffiti that will scrub off is to be removed.
- (10) Toilets and urinals are to be thoroughly cleaned and sanitized on the inside and on the outside.

b. WEEKLY

- (1) Walls and floor tiles are to be washed and sanitized.
- (2) Metal partitions and railings are to be washed and sanitized.
- (3) Doors and jambs are to be damp-wiped and cleaned.
- (4) Lime and scale buildup is to be removed from plumbing fixtures.
- (5) All resilient tiles are to be spray-buffed to restore a "just waxed" look.

CLARK COUNTY HOUSEKEEPING STANDARDS

c. MONTHLY

- (1) Air returns, vents, and areas around vents are to be brushed and vacuumed at least monthly or more often if needed.
- (2) All high areas, including walls and ceilings, are to be vacuumed, brushed, or dusted.
- (3) A coat of floor finish is to be applied on resilient flooring where spray buffing will not bring back a "just waxed" look. Resilient tile floors are to be refinished where a wax buildup or a yellowing appearance is present. Refinishing is not necessary if the application of a coat of wax will return the clear, clean appearance.

3. EMPLOYEE'S LOUNGE

a. DAILY

- (1) Tabletops are to be washed and sanitized; chair seats and backs are to be damp cleaned.
- (2) Ashtrays are to be emptied and damp cleaned.
- (3) All mirror or glass surfaces are to be spot cleaned.
- (4) All carpeted areas are to be vacuumed thoroughly.
- (5) All resilient flooring areas are to be swept and damp mopped.
- (6) Trash receptacles are to be emptied, damp wiped, and correct sized liners replaced, and areas surrounding trash receptacles cleaned.
- (7) Sink and outside of appliances are to be cleaned without disturbing any dishes or moving food items. If dishes are in sink, cleaning of the sink must be omitted.
- (8) All other frequencies are the same as under GENERAL OFFICE AND PUBLIC AREA.
- (9) Hand soap and paper towel dispensers are to be refilled to full capacity.

Requirements

This procedure requires Assistant Manager of HSP approval and will be distributed to employees by their supervisor, a copy of the SOP will be provided to the Department head and the Assistant Director of RPM.

Document Control

Requests for interpretation of this Standard Operating Procedure and suggestions for changes should be addressed to the Assistant Manager of HSP.

EXHIBIT F

INVOICE

COMPANY NAME
COMPLETE ADDRESS

TELEPHONE NUMBER
CONTACT PERSON
TAX ID NUMBER

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|------|-----------|
| Date | Invoice # |
| | |

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| BILL TO: |
| Clark County, Nevada Real Property Management, Housekeeping ATTN: Connie Lee 333 S. 3rd Street, 2nd Floor Las Vegas, NV 89155-1823 RPMHousekeeping@ClarkCountyNV.gov |

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|----------|-------|------------|
| P.O. No. | Terms | Bid Number |
| | | |

| Quantity | Description | Rate | Amount |
|-----------------------------|----------------------------|------|-----------------|
| SAMPLE | | | |
| TOTAL | | | \$ |
| ITEMIZATION USE ONLY | | | QUANTITY |
| | Paper Towels used monthly | | |
| | Toilet Tissue used monthly | | |
| | Seat Covers used monthly | | |
| | | | |