

# Request for Proposals

Contracted Custodial Services

For

City of Des Moines Municipal Buildings,  
City of Des Moines Park Shelters & Restrooms  
Des Moines International Airport,  
City of Des Moines Fleet Service Division,  
City of Des Moines Municipal Housing Agency,  
&  
Wastewater Reclamation Facility

City of Des Moines, Iowa



December 2008

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## Schedule of Events

Issuance of Request for Proposals .....	December 9, 2008
Tours of Buildings (Mandatory).....	December 15 & 16, 2008
Municipal Buildings – 8:30a.m. – December 15, 2008	
Fleet Services – 12:00a.m. – December 15, 2008	
Des Moines Metropolitan Wastewater Reclamation Facility – 1:00p.m. – Dec. 15, 2008	
Des Moines Municipal Housing Agency – 2:30p.m. – December 15, 2008	
Des Moines International Airport – 9:00a.m. – December 16, 2008	
Pre-bid Conference (Mandatory) – 3:30p.m.- City Hall.....	December 16, 2008
Request for Clarifications Due.....	3:00p.m., December 23, 2008
Response to Request for Clarifications Due.....	3:00p.m., January 5, 2009
Proposals Due .....	January 12, 2009
Award by City Council (Estimated).....	January 26, 2009
Contract Commencement (Estimated).....	February 9, 2009

## **PREFACE**

The City of Des Moines, Iowa was first incorporated as a town in 1851 and as a city in 1857 under the laws of the State of Iowa, later amended in July 1975 under the Home Rule Act. The City operates under the Council-Manager form of government. The Mayor and two council members are elected at-large while the four remaining council members are elected to represent each of the four wards into which the City is divided. The elections are non-partisan for overlapping terms of four years.

This Request for Proposals ("RFP") has been developed by the City of Des Moines to provide a clear illustration of its expectations for jointly or separately contracting custodial services for the following grouping of facilities: Municipal Buildings, Des Moines International Airport, Wastewater Reclamation Facility, Des Moines Municipal Housing Agency, Fleet Services and Des Moines Park Shelters and Restrooms. The sites are as follows;

### Municipal Buildings:

- City Hall (400 Robert D Ray Drive) 55,000 sq. ft.
- Armory (602 Robert D Ray Drive) 60,000 sq. ft.
- Police Building (25 E. 1<sup>st</sup>. Street) 57,000 sq. ft.
- Police Academy (433 E. Army Post Road) 13,130 sq. ft.
- Police Radio (201 SE. 4<sup>th</sup> Street) 4,800 sq. ft.
- Police 106 (106 SE 1<sup>st</sup>. Street) 2,500 sq. ft.
- Police Meter Att. (9<sup>th</sup> & Mulberry Garage) 1,500 sq. ft.
- Public Works Compound (multiple sites) 23,770 sq. ft.
- Parks Development (405 SE 20<sup>th</sup> Street) 15,130 sq. ft.
- Old Park Admin (3226 University) 8,845 sq. ft.
- Glendale Maintenance building 1,080 sq. ft.

### Community Centers:

- Four Mile C.C. (3711 Easton) 14,190 sq. ft.
- Pioneer-Columbus C.C. (2100 SE 5<sup>th</sup> Street) 26,400 sq. ft.
- SE Community Center (2501 Maury Street) 15,650 sq. ft.
  
- Des Moines International Airport (5800 Fleur Drive)
  
- Des Moines Fleet Services (113 SE 5<sup>th</sup> Street) 5,000 sq. ft.
  
- Wastewater Reclamation Facility (WRF) (3000 Vandalia Road)

### Des Moines Municipal Housing Agency (MHA)

- Royal View Manor (1101 Crocker)
- South View Manor (2417 S.W. 9<sup>th</sup> )
- East View Manor (3700-East 31 Street)
- Highland Park Plaza (3717-6<sup>th</sup> Ave )
- Oak Park Plaza (3400-8<sup>th</sup>)

Des Moines Park Shelters & restrooms

- **Ashby Park**  
*3200 38<sup>th</sup> St*  
Open Shelter  
Restrooms
- **Ashfield Park**  
*720 E 19<sup>th</sup> St*  
Open Shelter  
Restrooms
- **Bates Park**  
*330 Clark St*  
Open Shelter  
Restrooms
- **Beaverdale Park**  
*3333 Adams St.*  
Open Shelter  
Restrooms
- **Birdland Park**  
*2100 Saylor Rd.*  
2 Restrooms  
Enclosed Shelter  
2 Open Shelters
- **Brody School Park**  
*3100 SW 23<sup>rd</sup> St.*  
Open Shelter
- **Brook Run Park**  
*4900 E Douglas Ave.*  
Open Shelter
- **Burke Park**  
*601 E University*  
Open Shelter  
Restrooms
- **Carney Park**  
*SW 30<sup>th</sup> & Bell Ave*  
Restrooms
- **Chamberlain Park**  
*2150 Woodland Ave*  
Open Shelter
- **Cheatom Park**  
*1100 Day St.*  
Open Shelter  
Restrooms
- **Chesterfield Park**  
*2719 Scott Ave*  
Open Shelter  
Restrooms
- **Columbus Park**  
*1921 SE 1<sup>st</sup> St.*  
2 Open Shelters  
Restrooms
- **Crivaro Park**  
*1012 E 14<sup>th</sup> St*  
2 Open Shelters  
Restrooms
- **Crowley Park**  
*1750 Garfield Ave.*  
Open Shelter

- **Evelyn K. Davis Park**  
*1400 Forest Ave.*  
2 Open Shelters  
Restrooms
- **Drake Park**  
*2300 Drake Park Ave.*  
Open Shelter  
Restrooms
- **Easttown Park**  
*2559 Hubbell Ave.*  
Open Shelter  
Restrooms
- **Ewing Park**  
*5300 Indianola Rd.*  
2 Open Shelters  
3 Restrooms
- **Fairmont Park**  
*2520 E Hull Ave*  
Open Shelter
- **Franklin Field**  
*5110 Franklin Ave.*  
Open Shelter
- **Frisbie Park**  
*6015 Muskogee Ave.*  
Open Shelter
- **Good Park**  
*1155 17<sup>th</sup> St.*  
Open Shelter  
Restrooms
- **Grandview Park**  
*2410 E 33<sup>rd</sup> St.*  
2 Open Shelters  
3 Restrooms  
Enclosed Shelter
- **Gray's Lake**  
*1701 Fleur Dr.*  
3 Restrooms
- **Greenwood Park**  
*4500 Grand Ave.*  
Open Shelter  
2 Restrooms  
Enclosed Shelter
- **Jordan Park**  
*600 E Wall Ave.*  
Open Shelter  
Restrooms
- **Laurel Hill Park**  
*3407 Dean Ave.*  
Open Shelter
- **MacRae Park**  
*1021 Davis Ave*  
Open Shelter  
Enclosed Shelter  
Restrooms
- **McHenry Park**  
*1012 Oak Park Avenue*  
2 Open Shelters  
Restrooms
- **Melton Field**  
*1611 11<sup>th</sup> St.*  
Open Shelter
- **MLK Park**  
*1640 Garfield Ave*  
Enclosed  
Shelter  
Restrooms
- **Pioneer Park**  
*1650 Pioneer Rd.*  
3 Open Shelters  
Enclosed Shelter  
Restrooms

- **Prospect Park**  
*1225 Prospect Rd.*  
Open Shelter  
Restrooms
- **Redhead Park**  
*1700 Dean Ave.*  
Open Shelter
- **Riley Park**  
*5300 Urbandale Ave.*  
Open Shelter
- **Sargent Park**  
*3530 E Douglas Ave*  
Open Shelter  
Restrooms
- **Sayers Park**  
*1300 Linden Ln.*  
Open Shelter  
Restrooms
- **Sheridan Park**  
*4000 Hull Ave.*  
Open Shelter
- **Tower Park**  
*4900 Hickman Rd.*  
Open Shelter
- **Turner Park**  
*750 Jerilynn*  
Open Shelter
- **Union Park**  
*715 Guthrie*  
Open Shelter  
2 Enclosed Shelters  
Restrooms
- **Westchester Park**  
*4901 Valdez Dr.*  
Open Shelter
- **Woodlawn Park**  
*3126 Twana Dr.*  
Open Shelter
- **Waveland Tennis Courts**  
*4900 Observatory Road*  
2 Restrooms

The RFP is designed to provide interested parties with sufficient information on the proposed project to enable submission of a proposal(s) that will respond to the City of Des Moines' expectations for the management of the entire custodial services operations of the Municipal Buildings division, Des Moines International Airport, WRF, Community Centers, Des Moines Municipal Housing Agency (MHA) and the Des Moines Park Shelters and restrooms. Proposers may submit a proposal on individual packages, multiple packages or all packages. Throughout this RFP, "City" shall include the City of Des Moines, Iowa, the Des Moines Metropolitan Wastewater Reclamation Authority (WRA), and the Des Moines Municipal Housing Agency (MHA).

The Request for Proposals provides the instructions and forms for submission of a proposal and associated reference material.

### **PROFESSIONAL RESPONSIBILITY**

- The work performed by the Contractor shall be in accordance with generally accepted professional practices and the level of competency presently maintained by other practicing professionals in the same or similar type of work in the applicable profession.

### **ERRORS AND OMISSIONS**

Notwithstanding an effort to be inclusive of all City property contained within this RFP, the City may have inadvertently left out some service areas for this contracted custodial RFP. Please provide the City a cost per hour so these errors and omissions can be calculated into the final agreement to cover these potential oversights.

### **EXECUTIVE SUMMARY**

Currently the City of Des Moines operates and manages custodial services within the Municipal Buildings Division, Community Centers, Park Shelters and restrooms and Des Moines International Airport with City of Des Moines employees providing the labor. Additionally the City contracts for custodial services within the Des Moines Municipal Housing Agency, WRF and Fleet Services division.

It is the intent of the City to seek bids for the above listed custodial operations (individually by package, by multiple packages, or in whole). The successful proposer(s) shall submit annual costs to the City for the right to operate and manage the custodial services. The successful proposer(s) must have the resources to provide quality, cleaning services that are reliable and cost efficient for the City of Des Moines. The custodial services contract will be awarded through a negotiated contract based on the RFP responses.

A mandatory proposer's pre-submission conference will be held at City Hall on December 16, 2008, to address questions and issues from potential proposers. The proposer conference shall be held at the Naucalpan Conference Room (City Hall) 400 Robert D Ray Drive, Des Moines, IA 50309. Teleconference capabilities are available upon request by contacting Andrew Hennesy,(515)-283-4537.

One original and nine (9) copies of the proposal shall be delivered no later than 10:30 a.m., January 12, 2009 to:

City of Des Moines  
Procurement Office  
400 Robert D Ray Drive  
Des Moines, Iowa 50309  
Attn. Michael L. Valen  
515-237-4205

Proposers wishing to receive subsequent addendums to this RFP, or submit requests for clarifications, should contact the Procurement Administrator via e-mail at [mlvalen@dmgov.org](mailto:mlvalen@dmgov.org) no later than 3:00 p.m., December 23, 2008. Responses to requests for clarifications will be submitted electronically via an addendum no later than 3:00 p.m., January 5, 2009.

City of Des Moines—Procurement division—400 Robert D Ray Drive Des Moines, Iowa 50309



## **INSURANCE AND INDEMNIFICATION**

The Contractor shall purchase and maintain insurance in accordance with the insurance requirements set forth in Attachment 2 to protect the Contractor and City throughout the duration of this Agreement. The Contractor shall not commit any act which shall invalidate any policy of insurance. The Contractor shall defend, indemnify and hold harmless the City in accordance with the indemnification requirements set forth in Attachment 2. The Contractor shall be subject to all terms and provisions set forth in Attachment 2 and the exhibits thereto. Note that Exhibit 1 to Attachment 2 of this RFP (City required insurance endorsements) will be revised by the City according to the needs of the governmental entity (City of Des Moines, WRA, or MHA) entering into the contract if separate contracts are awarded as a result of this RFP.

## **STATEMENT OF INTENT AND INSTRUCTIONS TO PROPOSERS**

### **SCOPE OF WORK - MUNICIPAL BUILDINGS**

The City of Des Moines is seeking an independent contractor who shall furnish all labor and materials required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit A.

### **SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the Municipal Buildings:

- Water and electrical services
- Annual tour and inspection of Municipal Buildings

### **SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- Custodial services for all Municipal Buildings (standard of care to be equal to or better than other public / governmental buildings within the Des Moines metropolitan area).
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.
- The Contractor will be required to take an active role in implementing and conducting a recycling program. This will require the Custodial staff to keep trash sorted from recyclables. This would also include collecting the recyclables and taking them to the designated recycling equipment.
- Management, staffing and financing of the above rights and responsibilities.
- Custodial care of the buildings, grounds and parking lots.
- Typical Contractor work duties will also include, when necessary, clean-up of bio-hazard material, such as urine, feces, blood, and vomit.
- Provide proof of insurance naming the City of Des Moines as an additional insured. See Attachment 2 for insurance requirements.
- Enforcement of all City, State and Federal rules and regulations as set forth currently or in the future.
- Requirement to maintain annual performance standards and City's right to review and approve such standards, which must cover, but are not limited to:
  - Custodial care including maintenance and cleanliness of the fixtures, furnishings, signs and equipment.
  - All cleaning supplies must be non-toxic or recycled products that minimize environmental impacts.

## **SECURITY REQUIREMENTS**

The Contractor's on-site personnel will be required to pass the Federal Transportation Security Administration (TSA) 10-year Criminal History Record Check (CHRC) background requirements to work in all Municipal Buildings.

All employees will be required to complete all applicable Federal, State, and/or Local background investigations.

Each employee assigned to perform any of the required duties specified herein must be of high moral character, high integrity, trustworthy, shall not have been convicted of any crime which may disqualify him/her from obtaining Airport issued identification media, and must be able to successfully complete all required Federal, State, and/or Local background investigations.

### **Extra Work**

No additional charge will be made for extra work of an occasional, accidental, or emergency nature, created in the normal course of business conducted on the premises. However, appropriate charges will be made when it is necessary to clean up after contractors, carpenters, furnace repairmen, plumbers, telephone repairmen, painters or other craftsmen or tradesmen, and all others (including burglars and vandals) not regularly employed on the premises.

All work in the Municipal Buildings must be completed outside of the hours of 8:00a.m. through 5:30p.m.

## SCOPE OF WORK - DES MOINES INTERNATIONAL AIRPORT

The City of Des Moines is seeking an independent contractor who shall furnish all labor, cleaning materials, and equipment required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit **B** for Des Moines International Airport.

The successful contractor will provide a cost / hour price based upon providing fifteen (15), full time employees /day, 365 days / year, (3 shifts, 5 FTE's/8 hour shift). The successful bidder will provide full staff coverage for all 3 shifts, 365 days / year regardless of vacation time, Holidays, or personal time. The successful bidder will ensure that additional staff is available and successfully satisfied all security requirements to cover when employees take time off.

The price will include all supervision needed to perform the services and fulfill the task schedule requested. This supervision will include one working supervisor per shift and an account manager responsible for managing and directing the supervisors.

The price will include providing all equipment necessary to perform the work and assume all responsibility for maintaining and replacing the equipment as necessary.

The price will include providing all cleaning chemicals, floor finishes, finish removers, and cleaning supplies.

The Des Moines International Airport will maintain inventories of commodities such as toilet tissue, hand towels, and hand soap.

## **SECURITY REQUIREMENTS**

The Contractor's on-site personnel will be required to pass security badge testing and background requirements as determined by the Transportation Security Administration (TSA) and Des Moines International Airport (DSM).

All employees will require access to the Aircraft Operating Area (AOA) and Security Identification Display Area (SIDA), as determined by Airport Operations, and will be required to continuously display on their outermost garment an Airport-issued identification medium. Such medium will not be granted unless each employee has attended and successfully completed an Airport-administered training program and successfully completed the required Federal, State, and/or Local background investigations.

Each employee assigned to perform any of the required duties specified herein must be of high moral character, high integrity, trustworthy, shall not have been convicted of any crime which may disqualify him/her from obtaining Airport issued identification media, and must be able to successfully complete all required Federal, State, and/or Local background investigations.

Contractor shall be responsible for payment of all costs associated with the application and issuance of an airport security identification and access medium (ID) for each employee. Contractor shall be responsible, at time of ID application, for the following fees associated with each employee's application and ID issue:

Fingerprinting (non-refundable):	\$ 20.00
Criminal History Background Investigation (non-refundable):	\$ 33.00
ID medium issue (non-refundable):	\$ 25.00
Deposit (refunded if ID medium returned):	\$100.00

Contractor will forfeit the airport ID deposit for each ID medium not returned to the Aviation Department when the ID is no longer needed by the employee, when employment is terminated, at termination of this contract, and/or upon request of the Aviation Director. Contractor shall be responsible for the non-refundable costs associated with issuance of a new ID medium for each ID medium that is lost, stolen, or otherwise unaccounted for by the contractor, to include payment of a deposit on a new ID issue.

Contractor’s employees shall immediately report their Airport ID when lost or stolen to Airport Operations.

Contractor's employees shall comply with the Airport Security Program and all federal, state, and local requirements that pertain to security at the Des Moines International Airport.

If you need further information, contact Kym Schurman from the Airport Badging office at 515-256-5013.

**SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the Des Moines International Airport:

- Water and electrical services
- Annual tour and inspection of Des Moines International Airport

**SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- Des Moines International Airport custodial services (standard of care to be equal to or better than other public / governmental buildings within the Des Moines metropolitan area).
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.
- Provide proof of insurance naming the City of Des Moines as an additional insured. See Attachment 2 for insurance requirements.

Other responsibilities of the Contractor for the exclusive rights above include:

Responding to radio dispatch from the Airports’ Operation Center Attendants, and responding to Custodial requests from the Airport’s Duty Officers utilizing City issued cell phones. The Custodial requests will be for any number of Custodial responsibilities such as spill cleanup, snow removal, office vacuuming, dusting refilling hand soap dispenser, replacing burnt out light bulb, refilling plastic toilet seat covers, or receiving a delivery.

The Custodial staff will be responsible for assisting the Building Equipment Operators with snow removal and ice melt application for the pedestrian walks at the Des Moines International Airport.

The Contractor will be responsible for setups of meeting rooms at the DSM International Airport. This will include setting up and tearing down tables and chairs on a daily basis to accommodate different meeting setups, and will require a small amount of audio/visual set up.

The Contractor will be responsible for responding to emergency situations such as building evacuation assistance, initial response to fire alarms, or initial response to door alarms, which must be in compliance with the direction of the public safety officers.

The Contractor will be required to provide uniforms that identify the employee by name and as an Airport Custodian. Uniforms shall be kept clean and worn in a neat professional manner. Shirts shall be tucked in at all times and hats shall not be allowed unless they are part of the uniform.

The Contractor will be required to take an active role in implementing and conducting a recycling program. This will require the Custodial staff to keep trash sorted from recyclables. This would also include collecting the recyclables and taking them to the designated recycling equipment.

The Custodial Contractor will be responsible for cleaning and stocking three sets of restrooms located in three outbuildings on the Airport campus. Transportation to these three outbuildings will be the responsibility of the Contractor.

The Custodial contractor will be responsible for cleaning vacated tenant areas. In addition to routine cleaning this cleaning will include any carpet extracting required or any stripping, waxing or top coating required.

The Contractor will provide timekeeping records of all employees in a form acceptable to Des Moines International Airport requirements on a bi-weekly basis.

The Contractor shall agree to Des Moines International Airport staff inspection and audit of account records on a regularly determined timeframe, and as deemed necessary by Des Moines International Airport.

In order to fulfill federal funding, regulatory, and appropriations requirements, no airport funded resources shall be used to perform any other custodial cleaning services for City of Des Moines Municipal Buildings – contracts shall be separate.

The Contractor shall meet with Des Moines International Airport Building Maintenance management upon commencement of this contract at least daily until a point is reached that all operational, and procedural aspects have been developed and implemented. Upon such implementation, regular monthly and quarterly Account Status meetings will be conducted with Contractor and Des Moines International Airport staff.

Typical Contractor work duties will also include, when necessary, clean-up of bio-hazard material, such as urine, feces, blood, and vomit.

The Contractor is encouraged to meet with existing Des Moines International Airport custodial staff to determine if any present staff meets Contractor's hiring standards; Contractor is not obligated to hire any existing custodial staff at Des Moines International Airport.

The Contractor shall provide a checklist inspection sheet that will be posted in all public restroom areas for confirmation of routine inspection of custodial work performed.

## **SCOPE OF WORK – PARK SHELTERS AND RESTROOMS**

The City of Des Moines is seeking an independent contractor who shall furnish all labor and materials required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit C.

## **SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the Park shelters and restrooms:

- Water and electrical services (where available)
- Annual tour and inspection of all Park Shelters and restrooms

## **SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- All Park shelters and restroom custodial services (standard of care to be equal to or better than other public / governmental park shelters & restrooms within the Des Moines metropolitan area).
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.
- Typical Contractor work duties will also include, when necessary, clean-up of bio-hazard material, such as urine, feces, blood, and vomit.
- Proof of citizenship of all employees and clear all employees through the sex offender registry.
- Provide proof of insurance naming the City of Des Moines as an additional insured. See Attachment 2 for insurance requirements.
- Requirement to maintain annual performance standards and City's right to review and approve such standards, which must cover, but are not limited to:
  - Custodial care including maintenance and cleanliness of the fixtures, furnishings, signs and equipment.
  - All cleaning supplies must be non-toxic or recycled products that minimize environmental impacts.

## **Extra Work**

No additional charge will be made for extra work of an occasional, accidental, or emergency nature, created in the normal course of business conducted on the premises. However, appropriate charges will be made when it is necessary to clean up after contractors, carpenters, furnace repairmen, plumbers, telephone repairmen, painters or other craftsmen or tradesmen, and all others (including burglars and vandals) not regularly employed on the premises.

All work to be completed in the early mornings or late evenings due to shelter usage (before 10:00a.m. or after 9:00p.m.).

## **STATEMENT OF INTENT AND INSTRUCTIONS TO PROPOSERS**

### **SCOPE OF WORK - FLEET SERVICES**

The City of Des Moines is seeking an independent contractor who shall furnish all labor and materials required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit **D**.

### **SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the Fleet Services:

- Water and electrical services
- Annual tour and inspection of Fleet Service Building

### **SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- All Fleet Services custodial services (standard of care to be equal to or better than other public / governmental buildings within the Des Moines metropolitan area).
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.

Other responsibilities of the Contractor for the exclusive rights above include:

- Management, staffing and financing of the above rights and responsibilities.
- Custodial care of the buildings, grounds and parking lots.
- Provide, maintain and remove all biohazard refuse from restrooms and
- Provide proof of insurance naming the City of Des Moines as an additional insured. See Attachment 2 for insurance requirements.
- Enforcement of all City, State and Federal rules and regulations as set forth currently or in the future.
- Requirement to maintain annual performance standards and City's right to review covering, but not limited to:
  - Custodial care including maintenance and cleanliness of the fixtures, furnishings, signs and equipment.
  - All cleaning supplies must be non-toxic or recycled products that minimize environmental impacts.

### **Extra Work**

No additional charge will be made for extra work of an occasional, accidental, or emergency nature, created in the normal course of business conducted on the premises. However, appropriate charges will be made when it is necessary to clean up after contractors, carpenters, furnace repairmen, plumbers, telephone repairmen, painters or other craftsmen or tradesmen, and all others (including burglars and vandals) not regularly employed on the premises.

## **STATEMENT OF INTENT AND INSTRUCTIONS TO PROPOSERS**

### **SCOPE OF WORK - WRF**

The City of Des Moines is seeking an independent contractor who shall furnish all labor and materials required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit E.

### **SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the WRF:

- Water and electrical services
- Annual tour and inspection of WRF building

### **SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- All WRF custodial services (standard of care to be equal to or better than other public / governmental buildings within the Des Moines metropolitan area).
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.

Other responsibilities of the Contractor for the exclusive rights above include:

- Management, staffing and financing of the above rights and responsibilities.
- Custodial care of the buildings, grounds and parking lots.
- Provide, maintain and remove all biohazard refuse from restrooms and
- Provide proof of insurance naming the City of Des Moines and WRF as an additional insured. See Attachment 2 for insurance requirements.
- Enforcement of all City, State and Federal rules and regulations as set forth currently or in the future.
- Requirement to maintain annual performance standards and City's right to review covering, but not limited to:
  - Custodial care including maintenance and cleanliness of the fixtures, furnishings, signs and equipment.
  - All cleaning supplies must be non-toxic or recycled products that minimize environmental impacts.

### **Extra Work**

No additional charge will be made for extra work of an occasional, accidental, or emergency nature, created in the normal course of business conducted on the premises. However, appropriate charges will be made when it is necessary to clean up after contractors, carpenters, furnace repairmen, plumbers, telephone repairmen, painters or other craftsmen or tradesmen, and all others (including burglars and vandals) not regularly employed on the premises.



## **STATEMENT OF INTENT AND INSTRUCTIONS TO PROPOSERS**

### **SCOPE OF WORK – DES MOINES MUNICIPAL HOUSING AGENCY (MHA)**

The City of Des Moines is seeking an independent contractor who shall furnish all labor and materials required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit F.

### **SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the (MHA):

- Water and electrical services
- Annual tour and inspection of MHA

### **SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- All MHA custodial services (standard of care to be equal to or better than other residential/ public / governmental buildings within the Des Moines metropolitan area).
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.

Other responsibilities of the Contractor for the exclusive rights above include:

- Management, staffing and financing of the above rights and responsibilities.
- Custodial care of the buildings, grounds and parking lots.
- Provide, maintain and remove all biohazard refuse from restrooms and
- Provide proof of insurance naming the City of Des Moines and MHA as an additional insured. See Attachment 2 for insurance requirements.
- Enforcement of all City, State and Federal rules and regulations as set forth currently or in the future.
- Requirement to maintain annual performance standards and City's right to review covering, but not limited to:
  - Custodial care including maintenance and cleanliness of the fixtures, furnishings, signs and equipment.
  - All cleaning supplies must be non-toxic or recycled products that minimize environmental impacts.

### **Extra Work**

No additional charge will be made for extra work of an occasional, accidental, or emergency nature, created in the normal course of business conducted on the premises. However, appropriate charges will be made when it is necessary to clean up after contractors, carpenters, furnace repairmen, plumbers, telephone repairmen, painters or other craftsmen or tradesmen, and all others (including burglars and vandals) not regularly employed on the premises.

## **SCOPE OF WORK – COMMUNITY CENTERS**

The City of Des Moines is seeking an independent contractor who shall furnish all labor and materials required for the complete and prompt execution and performance of all duties, obligations, and responsibilities which are described or reasonably implied from the scope of services set forth in the attached Exhibit G.

The successful contractor will provide a cost / hour price based upon providing one (1), full time employee 5/days/week, 365 days/year, 8 hours a day (8:00a.m. – 5:00p.m.; includes a one hour lunch break) Monday – Friday at Archie Brooks and Four Mile Community Center and one half day employee 5/days, 365 days/year, 5 hours a day (1:00p.m. – 6:00p.m.) at S.E. Community Center. The successful bidder will provide full staff coverage for all 3 shifts, 365 days / year regardless of vacation time, Holidays, or personal time. The successful bidder will ensure that additional staff is available and successfully satisfied all security requirements to cover when employees take time off.

## **SERVICES PROVIDED BY THE CITY**

The City of Des Moines shall provide for the following services at the three Community Centers:

- Water and electrical services
- Annual tour and inspection of all three Community Centers

## **SERVICES TO BE PROVIDED BY THE CONTRACTOR**

- All Community Center custodial services (standard of care to be equal to or better than other public / governmental Community Centers within the Des Moines metropolitan area).
- 
- All equipment, vehicles, cleaning supplies and personnel needed to complete the work.
- Custodial Management will have the knowledge, skills and abilities to manage and maintain custodial practices and procedures.
- Typical Contractor work duties will also include, when necessary, clean-up of bio-hazard material, such as urine, feces, blood, and vomit.
- Proof of citizenship of all employees and clear all employees through the sex offender registry.
- Provide proof of insurance naming the City of Des Moines as an additional insured. See Attachment 2 for insurance requirements.
- Requirement to maintain annual performance standards and City's right to review and approve such standards, which must cover, but are not limited to:
  - Custodial care including maintenance and cleanliness of the fixtures, furnishings, signs and equipment.
  - All cleaning supplies must be non-toxic or recycled products that minimize environmental impacts.

## **Extra Work**

No additional charge will be made for extra work of an occasional, accidental, or emergency nature, created in the normal course of business conducted on the premises. However, appropriate charges will be made when it is necessary to clean up after contractors, carpenters, furnace repairmen, plumbers, telephone repairmen, painters or other craftsmen or tradesmen, and all others (including burglars and vandals) not regularly employed on the premises.

## **REQUIRED MATERIALS**

- Name and type of Company submitting bid including President/CEO, business address, phone number, e-mail address and point of contact for this RFP
- History of your company. Years in business, references, major accounts, municipal buildings and airport operations experience, etc.
- Length of contract and proposed contract terms
- Qualifications and Resumes of key account managers that shall be assigned to the City of Des Moines's account(s)
- Anticipated staffing levels including dates of operations (if not daily), hours of operations
- Environmental Impact; please detail any processes, program changes you would incorporate to lessen the environmental impact of your operations
- Business Financial Statements for the most recent two years

Should the City wish to purchase additional or extra services, please submit a schedule of fees for all services, i.e. carpet extraction, waxing floors, etc.

**The Evaluation & Selection committee, in its discretion may interview a proposer.**

**The City reserves the right to reject any or all proposals.**

## EVALUATION CRITERIA

Proposals will be reviewed and evaluated by an Evaluation and Selection Committee. Each proposal will be evaluated on how well the proposer addresses the requirements of the RFP. Points will be assigned as follows to each proposal. The proposal that best addresses the expectations of the City in each of the evaluation categories shall receive the maximum points available for that category. At the City's discretion, proposers with the highest total evaluation points may proceed to an interview stage, after which the interviewed proposers will be re-evaluated in light of additional information received.

### CITY OF DES MOINES CONTRACTED CUSTODIAL SERVICES RFP EVALUATION CRITERIA

- A. Experience, Background, Qualifications 0 - 20 Points \_\_\_\_\_
- Points will be assigned based on Proponent's successful experience in providing contractual custodial services. Particular weight will be given to those with experience, demonstrated competence, and previous experiences with the City of Des Moines.
- B. References and Client Lists 0 - 20 Points \_\_\_\_\_
- Points will be awarded based on favorable references and client referrals. City of Des Moines may contact business references to satisfy this criteria.
- C. Expense to City and Length of time committed to pricing 0 - 50 Points \_\_\_\_\_
- The lowest cost solution which meets all requirements listed in the Request for Proposal will be assigned 20 points. All other proposals will each be assigned points on a statistical basis corresponding to its position between the lowest and highest fee proposals.
- D. Environmental Practices 0 - 10 Points \_\_\_\_\_
- Examples of environmental factors include: best management practices utilizing environmentally compatible cleaning materials, practices, and prior examples of environmental applications to custodial services.
- E. E. Local Preference 0 - 1 Point \_\_\_\_\_
- Local preference is given to businesses with headquarters, or headquarters of its parent or holding company, residing within the corporate limits of the City of Des Moines as required by section 2-705 of the Municipal Code.
- Total Points Available 100 +1 point

The responses to this RFP are laid out in a Word document format for submittal of all proposals. Please indicate in your proposal if you desire to propose an alternative to any of the specific items within this RFP and describe your alternative plan/action.

**Required Submissions:**

(Please list all of the usual and particular documents)

## EXHIBIT A

### City Hall

January-December	Days Per Week
<u>Restrooms</u>	
Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep/Dust mop floors	5
Damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	5
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always
<u>Private Office</u>	
Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always
<u>Office Area (partitions)</u>	
Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5

Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Spot spray and clean partitions	Weekly
Use all safety precautions applicable to this trade	Always

Council Chambers and Conference

Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot brush or spot wipe chairs in need	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

Information Desk

Remove any trash or recycle, replace liners	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5

Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Spray and wipe sink and counter	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot brush or spot wipe chairs in need	weekly
Dust high and low horizontal surfaces within reach	Weekly

Employee Lounge Continued

Dust and spot wipe open areas of ledges and sills	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Use all safety precautions applicable to this trade	Always

Elevator's/Elevator Lobbies

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum edges of any carpet. Sweep edges of hard floors	weekly
Use all safety precautions applicable to this trade	Always

Parking and Perimeter

Remove any trash or recycle, replace liners, empty trash receptacles	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Police open areas around building for litter, cigarette butts, etc.	5
Use all safety precautions applicable to this trade	Always

Mail Room

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe verticle surfaces removing spills, smudges, etc.	5



Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Brush and vacuum chairs in need	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

**Special needs of this building**

Set up is needed for council workshops and other meetings

Clean up after meetings

Set up and clean up for special events

Trash needs to be brought to the dumpsters

paper and cardboard needs to be brought to the recycle dumpsters

**Police Station**

January-December

Days Per Week

Restrooms

Clean / Sanitize all toilets, urinals,sinks, seats and countertops	7
Empty/Clean sanitary napkin holders	7
Sweep,dust mop, damp mop floors	7
Spot clean walls and partitions	7
Clean/Polish all stainless fixtures	7
Empty/Clean trash receptacles	7
Clean Mirrors	7
Sanitize and wipe vertical touchpoints including door handles and push plates	7
Restock all supplies	7
Dust partitions tops and vents as needed	Weekly
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe verticle surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5

Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean partitions	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Information Desk and Dispatch Area

Remove any trash or recycle, replace liners	3 X PER DAY	7
Spot wipe vertical surfaces removing spills, smudges, etc		5
Wipe all glass in need of removing prints and smudges		5
Dust and spot wipe open areas of desks and other furniture in need		5
Dust and spot wipe open areas of ledges and sills		5
Vacuum carpet removing and debris		7
Spot spray and clean spots 3" in diameter		5
Brush and vacuum carpet edges in need		5
Dust high and low horizontal surfaces within reach		Weekly
Brush and vacuum chairs in need		Weekly
Dust mop, vacuum and damp mop any hard surface floors		3 summer/5 winter
Use all safety precautions applicable to this trade		Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5

Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Spray and wipe sink and counter	5
Vacuum carpet and matting removing all debris	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Dust and spot wipe open areas of ledges and sills	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Spot brush or spot wipe chairs in need	weekly
Use all safety precautions applicable to this trade	Always

Elevator's/Elevator Lobbies

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Vacuum carpet and matting removing all debris	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum edges of any carpet. Sweep edges of hard floors	weekly
Use all safety precautions applicable to this trade	Always

Parking and Perimeter and Garage

Remove any trash or recycle, replace liners          empty containers	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

Locker Rooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	2 X per day	7
Remove any trash or recycle          2 X per day		7
Sanitize and wipe any vertical touch points including door handles and push plates		7
Spot wipe vertical surfaces removing spills, smudges, etc		7
Sanitize and wipe benches / stools		7
Dust mop or vacuum hard surface floors		7

Damp mop or auto scrub floor removing visible residue	7
Dust high and low horizontal surfaces within reach	Weekly

Conference Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Spot brush or spot wipe chairs in need	Weekly
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

**Special needs of this building**

HIGH SECURITY BUILDING

The offices listed need to be cared for during the day

**basement** Property Section/Vehicle Release #23,24,26,28  
 Patrol Services Commander #16  
 Community Outreach/Protective Services #14

**2nd floor** All offices on 2nd floor area

**3rd floor** Intelligence # 306 #310  
 Special Assignments Unit #301 #302  
 Detective Bureau Commander/Headquarters #318

Weekends and Holidays Areas that need Service  
 All restrooms in building  
 Police Information and Dispatch Area  
 Basement Watch offices, Roll call and Locker rooms

**106 Narcotics Building**

January-December	Days Per Week
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Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep/Dust mop floors	5
Damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5

Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	5
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean partitions	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
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Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	2 summer/4 winter
Use all safety precautions applicable to this trade	Always

#### Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Vacuum carpet and matting removing all debris	5
Spray and wipe sink and counter	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust and spot wipe open areas of ledges and sills	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Dust high and low horizontal surfaces within reach	Weekly
Spot brush or spot wipe chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

#### Parking and Perimeter

Remove any trash or recycle, replace liners	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

#### Locker Rooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	3
Remove any trash or recycle	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe vertical surfaces removing spills, smudges, etc	3
Sanitize and wipe benches / stools	3
Dust mop or vacuum hard surface floors	3
Damp mop or auto scrub floor removing visible residue	3

Dust high and low horizontal surfaces within reach	Weekly
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Fitness Center

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	3
Remove any trash or recycle	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe vertical surfaces removing spills, smudges, etc	3
Dust mop or vacuum hard surface floors	3
Damp mop or auto scrub floor removing visible residue	3
Damp wipe exercise equipment in need using sanitizing cleaner	Weekly
Dust high and low horizontal surfaces within reach	Weekly

**Special needs of this building**

Cleaned between the hours of 9:00 am and 3:00 pm  
 Weight room and showers in basement area  
 High security building

**Metro Star**

January-December	Days Per Week
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Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep/Dust mop floors	5
Damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	5
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5

Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Spot spray and clean partitions	Weekly
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Dust and spot wipe open areas of ledges and sills	5



Spray and wipe sink and counter	5
Dust mop, vacuum and damp mop any hard surface floors	5
Vacuum carpet and matting removing all debris	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Use all safety precautions applicable to this trade	Always
Dust high and low horizontal surfaces within reach	Weekly
Spot brush or spot wipe chairs in need	Weekly

Parking and Perimeter

Remove any trash or recycle, replace liners	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

Locker Rooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Remove any trash or recycle	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Sanitize and wipe benches / stools	5
Dust mop or vacuum hard surface floors	5
Damp mop or auto scrub floor removing visible residue	5
Dust high and low horizontal surfaces within reach	Weekly

Conference Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Spot brush or spot wipe chairs in need	5
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

Special needs of this building

Cleaned between the hours of 7:00 AM and 3:00 PM  
High security building

## Policy Academy Building

January-December

Days Per Week

### Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep/Dust mop floors	5
Damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	5
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

### Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

### Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5

Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Spot spray and clean partitions	Weekly
Use all safety precautions applicable to this trade	Always

#### Information Desk

Remove any trash or recycle, replace liners	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

#### Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

#### Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Dust and spot wipe open areas of ledges and sills	5

Spray and wipe sink and counter	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Vacuum carpet and matting removing all debris	5
Dust high and low horizontal surfaces within reach	Weekly
Spot brush or spot wipe chairs in need	weekly
Use all safety precautions applicable to this trade	Always

#### Parking and Perimeter

Remove any trash or recycle, replace liners	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

#### Locker Rooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Remove any trash or recycle	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Sanitize and wipe benches / stools	5
Dust mop or vacuum hard surface floors	5
Damp mop or auto scrub floor removing visible residue	5
Dust high and low horizontal surfaces within reach	Weekly

#### Classrooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Damp wipe marker boards in need	5
Damp wipe tables in need with sanitizing cleaner	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing visible debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust high and low horizontal surfaces within reach	Weekly
Spot wipe vertical surfaces removing spills, smudges, etc	Weekly

#### Conference Rooms

Remove any trash or recycle, replace liners	5
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Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Spot brush or spot wipe chairs in need	Weekly
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

**Special needs of this building**

Hours of cleaning may change with the start up and graduation of the acadamy classes

**Public Works Compound Buildings**

January-December

Days Per Week

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep/Dust mop floors	5
Damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	5
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly

Use all safety precautions applicable to this trade Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Spot spray and clean partitions	Weekly
Use all safety precautions applicable to this trade	Always

Information Desk

Remove any trash or recycle, replace liners	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5

Use all safety precautions applicable to this trade Always

Employee Lounge

Remove any trash or recycle, replace liners 5  
Sanitize and wipe any vertical touch points including door handles and push plates 5  
Spot wipe vertical surfaces removing spills, smudges, etc 5  
Damp wipe tables in need using sanitizing cleaner 5  
Dust and spot wipe open areas of ledges and sills 5  
Spray and wipe sink and counter 5  
Dust mop, vacuum and damp mop any hard surface floors 5  
Vacuum carpet and matting removing all debris 5  
Spray and wipe outside of all vending machines with sanitizing spray 5  
Use all safety precautions applicable to this trade Always  
Dust high and low horizontal surfaces within reach Weekly  
Spot brush or spot wipe chairs in need Weekly

Parking and Perimeter

Remove any trash or recycle, replace liners 3  
Sanitize and wipe any vertical touch points including door handles and push plates 3  
Spot wipe glass doors, frames and any sidelight glass 3  
Police open areas around building for litter, cigarette butts, etc. 3  
Use all safety precautions applicable to this trade Always

Locker Rooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops 5  
Remove any trash or recycle 5  
Sanitize and wipe any vertical touch points including door handles and push plates 5  
Spot wipe vertical surfaces removing spills, smudges, etc 5  
Sanitize and wipe benches / stools 5  
Dust mop or vacuum hard surface floors 5  
Damp mop or auto scrub floor removing visible residue 5  
Dust high and low horizontal surfaces within reach Weekly

Conference Rooms

Remove any trash or recycle, replace liners 5  
Sanitize and wipe any vertical touch points including door handles and push plates 5  
Spot wipe vertical surfaces removing spills, smudges, etc 5  
Damp wipe marker boards in need 5  
Damp wipe tables in need using sanitizing cleaner 5  
Spot brush or spot wipe chairs in need Weekly  
Dust and spot wipe any counters or ledges or other furniture in need 5

Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

**Special needs of this building**

**Park Development Building**

January-December Days Per Week

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep/Dust mop floors	5
Damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	5
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5



Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Spot spray and clean partitions	Weekly
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Dust and spot wipe open areas of ledges and sills	5
Spray and wipe sink and counter	5
Dust mop, vacuum and damp mop any hard surface floors	5
Vacuum carpet and matting removing all debris	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Use all safety precautions applicable to this trade	Always
Dust high and low horizontal surfaces within reach	Weekly
Spot brush or spot wipe chairs in need	Weekly

Parking and Perimeter

Remove any trash or recycle, replace liners	3
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Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

Conference Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Spot brush or spot wipe chairs in need	Weekly
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

**Special needs of this building**

**Armory Building**

January-December

Days Per Week

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep, dust mop, damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	Weekly
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5

Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean partitions	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Information Desk/Areas

Remove any trash or recycle, replace liners	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5

Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

#### Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Spray and wipe sink and counter	5
Vacuum carpet and matting removing all debris	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Dust and spot wipe open areas of ledges and sills	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Spot brush or spot wipe chairs in need	weekly
Use all safety precautions applicable to this trade	Always

#### Elevator's/Elevator Lobbies

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Vacuum carpet and matting removing all debris	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum edges of any carpet. Sweep edges of hard floors	weekly
Use all safety precautions applicable to this trade	Always

#### Parking and Perimeter

Remove any trash or recycle, replace liners	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

#### Conference Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5

Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Spot brush or spot wipe chairs in need	Weekly
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

**Special needs of this building**

Meetings several nights per week

**MLK Shelter**

January-December

Days Per Week

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep, dust mop, damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5
Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	Weekly
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

City of Des Moines—Procurement division—400 Robert D Ray Drive Des Moines, Iowa 50309

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean partitions	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

#### Information Desk

Remove any trash or recycle, replace liners	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

#### Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5
Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

#### Parking and Perimeter

Remove any trash or recycle, replace liners	3
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Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

Conference Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust and spot wipe any counters or ledges or other furniture in need	5
Spot brush or spot wipe chairs in need	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

Kitchens

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Dust and spot wipe any counters or ledges or other furniture in need	5
Sweep floors including under equipment where accessible	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly

**Special needs of this building**

All concrete floors  
LEED certified building

**3226 University**

January-December Days Per Week

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	5
Empty/Clean sanitary napkin holders	5
Sweep, dust mop, damp mop floors	5
Spot clean walls and partitions	5
Clean/Polish all stainless fixtures	5
Empty/Clean trash receptacles	5

Clean Mirrors	5
Sanitize and wipe vertical touch points including door handles and push plates	5
Restock all supplies	5
Dust partitions tops and vents as needed	Weekly
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Office Area (partitions)

Remove trash and recycle. Replace liners if soiled or torn	5
Spot wipe vertical surfaces removing spills, smudges, etc.	5
Wipe all glass in need of removing prints and smudges	5
Dust and spot wipe open areas of desks and other furniture in need	5
Dust and spot wipe open areas of ledges and sills	5
Vacuum carpet removing and debris	5
Spot spray and clean spots 3" in diameter	5
Brush and vacuum carpet edges in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Spot spray and clean partitions	Weekly
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe glass doors, frames and any sidelight glass	5
Spot wipe glass doors and frames on all display cases	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Clean, polish and sanitize all drinking fountains	5
Vacuum carpet and matting removing all debris	5



Spot spray and clean spots 3" in diameter	5
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	5
Use all safety precautions applicable to this trade	Always

Parking and Perimeter

Remove any trash or recycle, replace liners	3
Sanitize and wipe any vertical touch points including door handles and push plates	3
Spot wipe glass doors, frames and any sidelight glass	3
Police open areas around building for litter, cigarette butts, etc.	3
Use all safety precautions applicable to this trade	Always

Conference Rooms

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe marker boards in need	5
Damp wipe tables in need using sanitizing cleaner	5
Spot brush or spot wipe chairs in need	5
Dust and spot wipe any counters or ledges or other furniture in need	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	Weekly
Use all safety precautions applicable to this trade	Always

Employee Lounge

Remove any trash or recycle, replace liners	5
Sanitize and wipe any vertical touch points including door handles and push plates	5
Spot wipe vertical surfaces removing spills, smudges, etc	5
Damp wipe tables in need using sanitizing cleaner	5
Spray and wipe sink and counter	5
Vacuum carpet and matting removing all debris	5
Spray and wipe outside of all vending machines with sanitizing spray	5
Dust and spot wipe open areas of ledges and sills	5
Dust mop, vacuum and damp mop any hard surface floors	5
Dust high and low horizontal surfaces within reach	5
Spot brush or spot wipe chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

**Police Radio Building**

Private Office

	Days Per Week
Remove trash and recycle. Replace liners if soiled or torn	2
Spot wipe vertical surfaces removing spills, smudges, etc.	2
Wipe all glass in need of removing prints and smudges	2
Dust and spot wipe open areas of desks and other furniture in need	2

Dust and spot wipe open areas of ledges and sills	2
Vacuum carpet removing and debris	2
Spot spray and clean spots 3" in diameter	2
Brush and vacuum carpet edges in need	2
Dust mop, vacuum and damp mop any hard surface floors	2
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

#### Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	2
Empty/Clean sanitary napkin holders	2
Sweep/Dust mop floors	2
Damp mop floors	2
Spot clean walls and partitions	2
Clean/Polish all stainless fixtures	2
Empty/Clean trash receptacles	2
Clean Mirrors	2
Sanitize and wipe vertical touch points including door handles and push plates	2
Restock all supplies	2
Dust partitions tops and vents as needed	2
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

#### Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	2
Spot wipe vertical surfaces removing spills, smudges, etc	2
Clean, polish and sanitize all drinking fountains	2
Vacuum carpet and matting removing all debris	2
Spot spray and clean spots 3" in diameter	2
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	2 summer/4 winter
Use all safety precautions applicable to this trade	Always

### **Police Meter Checkers Building**

#### Private Office

Remove trash and recycle. Replace liners if soiled or torn	2
Spot wipe vertical surfaces removing spills, smudges, etc.	2
Wipe all glass in need of removing prints and smudges	2
Dust and spot wipe open areas of desks and other furniture in need	2
Dust and spot wipe open areas of ledges and sills	2
Vacuum carpet removing and debris	2
Spot spray and clean spots 3" in diameter	2

Brush and vacuum carpet edges in need	2
Dust mop, vacuum and damp mop any hard surface floors	2
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	2
Empty/Clean sanitary napkin holders	2
Sweep/Dust mop floors	2
Damp mop floors	2
Spot clean walls and partitions	2
Clean/Polish all stainless fixtures	2
Empty/Clean trash receptacles	2
Clean Mirrors	2
Sanitize and wipe vertical touch points including door handles and push plates	2
Restock all supplies	2
Dust partitions tops and vents as needed	2
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	2
Spot wipe vertical surfaces removing spills, smudges, etc	2
Clean, polish and sanitize all drinking fountains	2
Vacuum carpet and matting removing all debris	2
Spot spray and clean spots 3" in diameter	2
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	2 summer/4 winter
Use all safety precautions applicable to this trade	Always

**Glendale Cemetery & Shop**

Restrooms

Days Per Week

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	4
Empty/Clean sanitary napkin holders	4
Sweep/Dust mop floors	4
Damp mop floors	4
Spot clean walls and partitions	4
Clean/Polish all stainless fixtures	4
Empty/Clean trash receptacles	4
Clean Mirrors	4
Sanitize and wipe vertical touch points including door handles and push plates	4
Restock all supplies	4

Dust partitions tops and vents as needed	4
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	4
Spot wipe vertical surfaces removing spills, smudges, etc.	4
Wipe all glass in need of removing prints and smudges	4
Dust and spot wipe open areas of desks and other furniture in need	4
Dust and spot wipe open areas of ledges and sills	4
Vacuum carpet removing and debris	4
Spot spray and clean spots 3" in diameter	4
Brush and vacuum carpet edges in need	4
Dust mop, vacuum and damp mop any hard surface floors	2
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	4
Spot wipe vertical surfaces removing spills, smudges, etc	4
Clean, polish and sanitize all drinking fountains	4
Vacuum carpet and matting removing all debris	4
Spot spray and clean spots 3" in diameter	4
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	2 summer/4 winter
Use all safety precautions applicable to this trade	Always

**Signal Shop Restroom & Lounge**

Restrooms

	Days Per Week
Clean / Sanitize all toilets, urinals, sinks, seats and countertops	4
Empty/Clean sanitary napkin holders	4
Sweep/Dust mop floors	4
Damp mop floors	4
Spot clean walls and partitions	4
Clean/Polish all stainless fixtures	4
Empty/Clean trash receptacles	4
Clean Mirrors	4
Sanitize and wipe vertical touch points including door handles and push plates	4
Restock all supplies	4
Dust partitions tops and vents as needed	4

Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

**Sign Shop Restroom**

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	4
Empty/Clean sanitary napkin holders	4
Sweep/Dust mop floors	4
Damp mop floors	4
Spot clean walls and partitions	4
Clean/Polish all stainless fixtures	4
Empty/Clean trash receptacles	4
Clean Mirrors	4
Sanitize and wipe vertical touch points including door handles and push plates	4
Restock all supplies	4
Dust partitions tops and vents as needed	4
Use all safety precautions applicable to this trade	Always

**Forestry Office and Restroom**

Restrooms

Clean / Sanitize all toilets, urinals, sinks, seats and countertops	4
Empty/Clean sanitary napkin holders	4
Sweep/Dust mop floors	4
Damp mop floors	4
Spot clean walls and partitions	4
Clean/Polish all stainless fixtures	4
Empty/Clean trash receptacles	4
Clean Mirrors	4
Sanitize and wipe vertical touch points including door handles and push plates	4
Restock all supplies	4
Dust partitions tops and vents as needed	4
Lock and secure all entries	Always
Use all safety precautions applicable to this trade	Always

Private Office

Remove trash and recycle. Replace liners if soiled or torn	4
Spot wipe vertical surfaces removing spills, smudges, etc.	4
Wipe all glass in need of removing prints and smudges	4
Dust and spot wipe open areas of desks and other furniture in need	4
Dust and spot wipe open areas of ledges and sills	4
Vacuum carpet removing and debris	4
Spot spray and clean spots 3" in diameter	4

Brush and vacuum carpet edges in need	4
Dust mop, vacuum and damp mop any hard surface floors	2
Dust high and low horizontal surfaces within reach	Weekly
Brush and vacuum chairs in need	Weekly
Use all safety precautions applicable to this trade	Always

Corridor's, Stairways and Entryways

Sanitize and wipe any vertical touch points including door handles and push plates	4
Spot wipe vertical surfaces removing spills, smudges, etc	4
Clean, polish and sanitize all drinking fountains	4
Vacuum carpet and matting removing all debris	4
Spot spray and clean spots 3" in diameter	4
Dust high and low horizontal surfaces within reach	Weekly
Dust mop, vacuum and damp mop any hard surface floors	2 summer/4 winter
Use all safety precautions applicable to this trade	Always

**PERIODIC TASKS AT ALL BUILDINGS LISTED ABOVE**

<u>Task</u>	<u># Times Per Year</u>
Horizontal Blinds                      Dust	2
Ceiling Diffusers                      Dust	2
Carpet - Private Offices              Spray/Extract      scrub/extract	2
Exterior windows-Entryways	6
Clean exterior windows	2
Refinish all hard surface floors with quality finish	2
Spray buff/Burnish all hard surface floors	6

## **EXHIBIT B**

### **Scope of Services Des Moines International Airport**

#### **First Shift Terminal and Stem Areas**

##### **Keep restrooms cleaned and stocked – (Daily).**

- Empty trash barrels, inside, outside, restrooms, holding areas, rental car counters, loading dock, and baggage claim.
- Clean all basement restrooms.
- Clean vacant counter areas on Monday, Wednesday, and Friday.
- Wipe down, or dust tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Hokey or vacuum all carpeted areas.
- Receive deliveries at loading dock.
- Clean drinking fountains.
- Refill automatic air freshener dispensers.
- Sweep front walk.
- Remove empty boxes and trash.
- Cleanup any and all spills.
- Removal snow.
- Other duties as assigned.

#### **First Shift “A” Concourse and “A5” Hold Room Areas**

##### **Keep restrooms cleaned and stocked (Daily).**

- Empty trash in the concourse, holding areas, counters, restrooms, and stem.
- Wipe down, or dust the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Hokey or vacuum “A” side carpeted areas.
- Clean drinking fountains.
- Cleanup any and all spills.
- Refill automatic air freshener dispensers.
- Remove empty boxes and trash.
- Clean, stock, and organize supply closet.
- 

##### **Clean, Sweep, and mop stairwells at A1 and stem.**

- Removal snow.
- Other duties as assigned.

#### **First Shift “C” Concourse Area**

##### **Keep restrooms cleaned and stocked (Daily).**

- Empty trash in the holding areas, concourse, counters, and restrooms.
- Wipe down, or dust, the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Hokey or vacuum “C” side carpeted areas.
- Clean drinking fountains.
- Cleanup any and all spills.

- Refill automatic air freshener dispensers.
- Remove empty boxes and trash.
- Clean, stock, and organize supply closets.
- 

**Clean, Sweep, and mop stairwells at C1 and C2.**

- Removal snow.
- Other duties as assigned.

**First Shift Second Floor Areas**

- Keep restrooms cleaned and stocked.
- Empty trash in the hallway, restrooms, conference and meeting rooms, classrooms, operations center, operations offices, administrative offices, and director's office.
- Wipe down, or dust, the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, windowsills, file cabinets, chair legs and bases, anything that gets dusty or dirty.
- Vacuum the hallway, elevator, conference and meeting rooms, classrooms, operations center, operations offices, administrative offices, and director's office.
- Second floor conference rooms (202, 204, 206) need to be checked periodically during the day or following meetings for cleanliness. Chairs should be straightened and tables should be cleaned as necessary. All audiovisual equipment (TV's VCR, Overhead Projectors, and tripods) should be secured in Conference Room 4.
- Keep both kitchen areas, cloud room and admin office, clean and ready for use.
- Clean drinking fountains.
- Clean ventilation grills and air diffusers.
- Remove empty boxes and trash.
- Spot and extract second floor carpets.
- Refill automatic air freshener dispensers.
- Cleanup any and all spills.
- Clean Emergency Operations Center-weekly.
- Clean snow desk room-weekly.
- Change burnt out light bulbs.
- Clean, stock, and organize supply closets.
- Snow removal.
- Other duties as assigned.

**Second Shift Terminal and Stem Areas**

**Keep restrooms cleaned and stocked.**

- Empty trash barrels, inside, outside, restrooms, holding areas, rental car counters, loading dock, gate D1.
- Wipe down or dust, tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, windowsills, anything that gets dusty or dirty.
- Hokey or vacuum all carpeted areas.
- Clean the Business Center. Dust/wipe down, vacuum carpet, empty trash.
- Accept deliveries at the loading dock.
- Clean Skywalk from parking garage to terminal building including dusting, vacuuming, carpet spotting and extraction.
- Sweep and mop skycap area.
- Clean and stock basement restrooms-Daily.
- Clean drinking fountains.



- Sweep and mop terminal stairwells. (3).
- Refill automatic air freshener dispensers.
- Sweep front walk.
- Remove empty boxes and trash.
- Cleanup any and all spills.
- Remove trash, vacuum, sweep, and mop, the basement, including all hallways, loading dock, and BEO office.
- Clean and organize main supply room in the basement.
- Snow removal.
- Other duties as assigned.

### **Second Shift “A” Concourse and “A5” Hold Room Areas**

#### **Keep restrooms cleaned and stocked.**

- Empty trash in the concourse, holding areas, counters, restrooms, and stem.
- Dust mop Security Screening area and stem-Daily.
- Wipe down, or dust the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Hokey or vacuum “A” side carpeted areas.
- Clean drinking fountains.
- Cleanup any and all spills.
- Refill automatic air freshener dispensers.
- Remove empty boxes and trash.
- Clean, stock, and organize supply closet.
- Clean, sweep, and mop stairwells at A2, and A3.
- Snow removal.
- Other duties as assigned.

### **Second Shift “C” Concourse Area**

#### **Keep restrooms cleaned and stocked.**

- Empty trash in the concourse, holding areas, counters, restrooms, and stem.
- Dust mop Security Screening area and stem-daily.
- Wipe down, or dust the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Hokey or vacuum “C” side carpeted areas.
- Clean drinking fountains.
- Cleanup any and all spills.
- Refill automatic air freshener dispensers.
- Remove empty boxes and trash.
- Clean, stock, and organize supply closet.

#### **Clean, Sweep, and mop stairwells at C3 and C4.**

- Snow removal.
- Other duties as assigned.

### **Third shift Terminal and Stem Areas**

- Clean and stock restrooms: deep clean toilets and urinals, clean mirrors and counter tops, re-stock paper products, polish stainless steel, sweep and mop floors.

- Clean Screening Checkpoint: Empty trash, vacuum rugs, Sweep and mop floor making sure to get under equipment.
- Clean stem area: Sweep, mop and scrub floor from elevators to restaurant. Dust and wipe down anything that gets dusty or dirty.
- Empty trash barrels, inside, outside, restrooms, holding areas, rental car counters,
- Loading dock, Gate D1.
- Sweep and mop entrances.
- Sweep and mop lobby area on second floor at the skywalk.
- Sweep and mop terminal floors.
- Clean and polish escalators.
- Topcoat, burnish, strip, and wax, floors and stairwells.
- Vacuum and extract, holding areas and entrances.
- Gate D1: Sweep, mop, empty trash, vacuum rugs.
- Power scrub restroom floors and wipe down walls.
- Clean ventilation grills and air diffusers.
- Change burnt out light bulbs.
- Sweep and mop stairs between escalators.
- LEO Office-empty trash, sweep and mop floors.
- Sweep and clean behind baggage claim area.
- Clean and maintain custodial equipment.
- Clean and organize terminal supply and custodial closets.
- Removal snow.
- Other duties as assigned.

### **Third Shift “A” Concourse and “A5” Hold Room Areas**

- Clean and stock restrooms: deep clean toilets and urinals, clean mirrors and counter tops, re-stock paper products, polish stainless steel, sweep and mop floors.
- Empty trash in the concourse, holding areas, counters, restrooms, and stem.
- Wipe down, or dust, the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Vacuum “A” side concourse, and holding areas.
- Remove gum, spot, extract and bonnet buff “A” side carpeted areas.
- Wash restroom walls.
- Power scrub restroom floors.
- Clean ventilation grills and air diffusers.
- Remove empty boxes and trash.
- Change burnt out light bulbs.
- Clean and maintain equipment.
- Clean, stock, and organize supply closet.
- Clean, sweep, and mop, stairwells at A4 and A5.
- Removal snow.
- Other duties as assigned.

### **Third Shift “C” Concourse Area**

- Clean and stock restrooms: Deep clean toilets and urinals, Clean mirrors and counter tops, Re-stock paper products, Polish stainless steel, Sweep and mop floors.
- Empty trash in the concourse, holding areas, counters, and restrooms.
- Wipe down, or dust the tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers, and windowsills, anything that gets dusty or dirty.
- Vacuum “C” Concourse and holding areas.
- Remove gum, spot, extract and bonnet buff “C” side carpeted areas.
- Wash restroom walls.
- Power scrub restroom floors.
- Clean ventilation grills and air diffusers.
- Remove empty boxes and trash.
- Change burnt out light bulbs.
- Clean and maintain equipment.
- Clean, stock, and organize supply closet.
- Clean, sweep, and mop, stairwells at C5 and C6.
- Removal snow.
- Other duties as assigned.

**Exhibit C**  
**Park Shelters & Restrooms**

**Park Restrooms**

**(May 1 –  
**2<sup>nd</sup> Sunday of**  
**October):****

<u>Restrooms</u>	Days Per Week
Clean / Sanitize all toilets, urinals, sinks, seats and countertops	7
Empty/Clean sanitary napkin holders	7
Sweep/Dust mop floors	7
Hose out floors	7
Spot clean walls and partitions	7
Clean/Polish all stainless fixtures	7
Empty/Clean trash receptacles	7
Clean Mirrors	7
Sanitize and wipe vertical touch points including door handles and push plates	7
Restock all supplies	7
Dust partitions tops and vents as needed	7
Clean, polish and sanitize all drinking fountains	7
Remove all foreign debris and litter within 100 feet radius of restroom and area between parking and restroom	7
Report all graffiti and vandalism to city staff	Always
Use all safety precautions applicable to this trade	Always

No driving on turf allowed. Maintenance vehicles must park in parking areas along roads or parking lot unless different arrangements are agreed upon.

Courteous interaction and respect to all park users while performing any maintenance is required.

Work to be completed in the early mornings or late evenings due to shelter usage (before 10:00a.m. or after 9:00p.m.).

**Open Air Shelters (April – Oct. 15):**

Ashby, Ashfield, Birdland, Blank, Chamberlain, Cheatom, Chesterfield, Columbus, Drake, Evelyn K. Davis, Ewing (2), Grandview, Greenwood, Laurel Hill, McHenry, Pete Crivaro, Pioneer, Riley, Sargent, Tower, Turner, Westchester, Witmer, and Woodland Parks

	Days Per Week
Sweep/Dust mop/Backpack blow off floors	2
Remove all foreign debris from shelter; ceilings, support beams, floors, doors, tables, etc (decorations, signs, etc)	2
Damp mop/hose off floors	2
Power wash floor	2X Monthly
Power wash ceiling	Monthly
Clean/Polish all stainless fixtures	2
Empty/Clean trash receptacles	2
Remove trash and recycle. Replace liners if soiled or torn	2
Spot wipe vertical surfaces removing spills, smudges, etc.	2
Dust and spot wipe or hose chairs, picnic tables and other furniture in need	1
Dust and spot wipe open areas of ledges and sills	1
Spot spray and clean spots 3" in diameter	2
Remove all foreign debris and litter within 100 feet radius of shelter	2
Record with photos and report any shelter left in poor condition per rules of rental	2
Report all graffiti and vandalism to city staff	Always
Use all safety precautions applicable to this trade	Always

No driving on turf allowed. Maintenance vehicles must park in parking areas along roads or parking lot unless different arrangements are agreed upon.

Courteous interaction and respect to all park users while performing any maintenance is required.

Work to be completed in the early mornings or late evenings, once on a weekend day and once in the middle of the week due to shelter usage (before 10:00a.m. or after 9:00p.m.).

**Enclosed Shelters:**

January-December

	Days Per Week
Birdland, Grandview, Greenwood, Pioneer, Union East, Union West and MacRae	
Clean / Sanitize all toilets, urinals, sinks, seats and countertops	3
Empty/Clean sanitary napkin holders	3
Sweep/Dust mop/hose off floors	3
Remove all foreign debris from inside and outside of shelter; ceilings, walls, floors, doors, tables, etc (decorations, signs, etc)	3
Spot clean walls and partitions	3
Clean/Polish all stainless fixtures	3
Empty/Clean trash receptacles	3
Clean Mirrors	3
Sanitize and wipe vertical touch points including door handles and push plates	
Restock all supplies	3
Dust ceilings, partitions tops and vents as needed	3
Remove trash and recycle. Replace liners if soiled or torn	3
Spot wipe vertical surfaces removing spills, smudges, etc.	3
Wipe all glass in need of removing prints and smudges	3
Dust and spot wipe open areas of chairs, tables and other furniture in need	3
Dust and spot wipe open areas of ledges and sills	1
Spot spray and clean spots 3" in diameter	1
Dust high and low horizontal surfaces within reach	3
Remove all foreign debris and litter within 100 feet radius of shelter	3
Record with photos and report any shelter left in poor condition per rules of rental	Always
Report all graffiti and vandalism to city staff	Always
Use all safety precautions applicable to this trade	Always

No driving on turf allowed. Maintenance vehicles must park in parking areas along roads or parking lot unless different arrangements are agreed upon.

Courteous interaction and respect to all park users while performing any maintenance is required.

Work to be completed in the early mornings or late evenings on Friday's, Saturday's and Sunday's due to shelter usage (before 9:30a.m. or after 9:00p.m.).

A schedule of rentals will be provided and update on a weekly basis. The City averages three rentals per week at the enclosed shelters, however the contractor will be expected to clean each shelter after each usage.

**Exhibit D**  
**Fleet Services**

**SPECIFICATIONS FOR CLEANING/JANITORIAL SERVICES**  
**CITY OF DES MOINES FLEET SERVICE CENTER**

**General:**

These specifications are for the purpose of selecting a company to provide cleaning/janitorial services at the City's Fleet Service Center located at 212 SE Raccoon Street. Work is to be performed between the hours of 4 PM and 10 PM Monday through Friday, *except on ten (10) City holidays designated annually.*

**SPECIFIC REQUIREMENTS:**

**Daily Tasks- First Floor:**

Service office and Administrative offices-(approximately 1,000 square feet)

1. Sweep and wet mop hallways, service office floor, and chair mats in all offices.
2. Vacuum carpeted administrative offices and area mats
3. Empty trash receptacles/paper shredders in all offices and place trash in dumpster
4. Wipe off all exposed parts of desks, counters, tables, and file cabinets
5. Wipe off computer screens
6. Wipe off and clean telephones and telephone handsets with disinfectant spray

**Restrooms- (approximately 100 square feet)**

1. Clean men's and women's restrooms.
2. Clean stools, urinals, mirrors, sinks, walls and stall dividers.
3. Empty trash receptacles and place trash in dumpster.
4. Sweep and mop floors.
5. Replenish toilet tissue paper, paper towels and soap as needed with City supplied products

**Shop office and parts room- (approximately 2200 square feet) less part storage areas (floor to ceiling shelving)**

1. Sweep and wet mop Supervisor's office/resource library, tool room, and parts room aisles between part shelving rows,
2. Sweep in front of parts counter
3. Empty trash receptacles and place trash in dumpster
4. Wipe off all desks and counters
5. Wipe off computer screens
6. Wipe off and clean telephones and telephone handsets with disinfectant spray

**Daily Tasks Second Floor:**

Break/Lunchroom room (approximately 1,000 square feet) to include:

1. Wipe down chairs and tables
2. Wipe down counters
3. Wipe down sink
4. Clean inside and outside of microwave oven
5. Clean outside of refrigerator
6. Clean outside of ice machine and edges of lid inside and out. (where it is lifted to open)
7. Sweep and mop floor, hallway, and stairway

Second floor locker room and restroom, (approximately 700 square feet) to include:

1. Clean urinals, stools, and stall dividers
2. Clean hand wash unit
3. Sweep and mop floors
4. Empty trash receptacles and place trash in dumpster
5. Replenish toilet tissue paper, paper towels and soap as needed with City supplied products

Second floor unisex restroom in conference room to include:

1. Clean stool, mirror, sink
2. Empty trash receptacle and place trash in dumpster.
3. Sweep and mop floor
4. Replenish toilet tissue paper, paper towels and soap as needed with City supplied products.

Second floor Office (approximately 160 square feet) to include:

1. Sweep and wet mop hallways and chair mats.
2. Vacuum carpeted and area mats
3. Empty trash receptacles and place trash in dumpster
4. Wipe off all exposed parts of desks, counters, tables, and file cabinets
5. Wipe off computer screens
6. Wipe off and clean telephones and telephone hand set with disinfectant spray

**Tasks to be performed once per week:**

**Outside**

1. Remove trash from automatic car wash bay.

**First and Second Floor**

2. Wash all Administrative, Service, Parts, Supervisor and upstairs office windows, glass including hallways and doors

**First Floor**

3. Wipe down all hallway walls to remove dust and “tire” marks

**Second Floor**



4. Clean upstairs Employee Development and Resource Center (training room, approximately 600 square feet); to include:
  - a. Empty trash receptacles and place trash in dumpster
  - b. Wipe off all exposed parts of desks, counters, tables, chairs, and file cabinets
  - c. Sweep and wet mop conference room floor

**Tasks to be performed once per month**

1. Wipe down tops and fronts of lockers in locker room
2. Clean shower stalls in locker room
3. Clean **INSIDE** of refrigerator in lunchroom- day to be determined by Fleet staff.
4. High dusting of walls & ceiling corners in all offices, hallways, lunch room & rest rooms.

**Exhibit E**  
**WRA**

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**Corridors**

Remove any trash or recycle. Spot wipe and replace liners as needed.	<b>Hard Floor</b> 5X / Wk
Sanitize wipe vertical touch points including door handles, push plates, etc.	5X / Wk
Spot wipe vertical surfaces removing spills, smudges, etc.	5X / Wk
Dust and spot wipe any sills or ledges removing spills, smudges, etc.	5X / Wk
Clean drinking fountains and polish as needed.	5X / Wk
Dust mop or vacuum hard surface floors.	5X / Wk
Damp mop or autos scrub floor removing visible residue.	5X / Wk
Dust high and low horizontal surfaces within reach.	Weekly

**Lab**

Prepare to safely clean while wearing protective gloves.	<b>Hard Floor</b> 5X / Wk
Perform all cleaning functions using appropriate disinfecting cleaner.	5X / Wk
Remove any non-biohazard trash. Sanitize wipe receptacle & replace liner.	5X / Wk
Sanitize wipe vertical touch points including door handles, push plates, etc.	5X / Wk
Spray and sanitize wipe designated sinks and counters, (if required)	5X / Wk
Refill hand towels and hand soap from customer stock, (if required)	5X / Wk
Dust mop or vacuum hard surface floors.	5X / Wk
Damp mop or auto scrub floor removing visible residue.	5X / Wk
Dust high and low horizontal surfaces within reach.	Weekly
Spot sanitize wipe vertical surfaces removing spills, smudges, etc.	Weekly
Spot brush or spot sanitize wipe chairs or stools in need.	Weekly

**Lobbies**

	<b>Carpet</b>
Remove any trash or recycle. Spot wipe and replace liners as needed.	5X / Wk
Sanitize wipe vertical touch points including door handles, push plates, etc.	5X / Wk
Spot wipe vertical surfaces removing spills, smudges, etc.	5X / Wk
Spot wipe directory and any other signage in need.	5X / Wk
Dust and spot wipe any sills or ledges removing spills, smudges, etc.	5X / Wk
Dust and spot wipe furniture and fixtures in need.	5X / Wk
Brush or vacuum furniture in need.	5X / Wk
Vacuum carpet removing visible debris.	5X / Wk
Spray and blot carpet spots less than 2" in diameter.	5X / Wk
Brush or vacuum carpet edges in need.	Weekly
Dust high and low horizontal surfaces within reach.	Weekly

**Office Area - Central Recycle**

Remove trash from workstations. Replace liners if soiled or torn.  
Remove recycle from centralized locations.  
Spot wipe any glass in need removing prints and smudges.  
Dust and spot wipe open areas of desks and other furniture in need.  
Dust and spot wipe any counters or ledges.  
Vacuum carpet removing visible debris.  
Spray and blot carpet spots less than 2" in diameter  
Brush or vacuum carpet edges in need.  
Dust high and low horizontal surfaces within reach.  
Spot wipe vertical surfaces removing spills, smudges, etc.  
Brush or vacuum chairs in need using a weekly rotation schedule.

**Carpet**

2x / Wk  
2x / Wk  
2x / Wk  
2x / Wk  
2x / Wk  
2x / Wk  
Weekly.  
Weekly  
Weekly  
Weekly  
Monthly

**Private Office**

Remove trash and recycle. Replace liners if soiled or torn.  
Spot wipe vertical surfaces removing spills, smudges, etc.  
Spot wipe any glass in need removing prints and smudges.  
Dust and spot wipe open areas of desks and other furniture in need.  
Dust and spot wipe open areas of ledges and sills.  
Vacuum carpet removing visible debris.  
Spray and blot carpet spots less than 2" in diameter.  
Brush or vacuum carpet edges in need.  
Dust high and low horizontal surfaces within reach.  
Brush or vacuum chairs in need.

**Carpet**

5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
Weekly  
Weekly

**Restrooms – Normal**

Prepare to safely clean while wearing protective gloves & eye wear.  
Sanitize wipe vertical touch points including door handles, push plates, etc.  
Carefully apply bowl cleaner to toilets and urinals. Allow to dwell.  
Dust partitions tops and vents in need.  
Fill all dispensers. Clean and polish as needed.  
Spray and wipe sinks, vanity and mirror. Spot wipe surrounding walls.  
Carefully swab the inside of toilet bowls and urinals.  
Spray and sanitize wipe toilets and urinals. Spot wipe walls and partitions.  
Empty any sanitary disposal boxes and replace liner. Clean and polish.  
Carefully remove trash and replace liner. Clean and polish.  
Sweep and wet mop the floor.

**Hard Floor**

5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk

**Showers**

Prepare to safely clean while wearing protective gloves & eye wear.  
Sweep up any dry debris from the floor.  
Fill dispensers  
Spray appropriate cleaner onto walls and allow to dwell.  
Scrub where needed. Squeegee down and wipe dry.

**Hard Floor**

5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk  
5x / Wk

Sanitize shower floor	5x / Wk
Spray and wipe fixtures.	5x / Wk
Wet mop the floor.	5x / Wk

**Carpet Cleaning Specifications - Des Moines Wastewater Reclamation Facility**

<u>Bldg#</u>	<u>Approx. Sq Ft</u>
Bldg 91 1 <sup>st</sup> Floor	1,848 sq.ft.
Bldg 91 2 <sup>nd</sup> Floor	3,616 sq. ft.
Bldg 92 2 <sup>nd</sup> Floor	1,103 sq. ft.
Bldg 93 1 <sup>st</sup> Floor	258 sq. ft.
Bldg 96 1 <sup>st</sup> Floor	1,272 sq. ft.

**Carpet Cleaning - Hot Water Extraction Process**

1. Pre-spot by hand.
2. Rotary shampoo to loosen soil.
3. Extraction to rinse out soil and shampoo.
4. Highly soiled areas require a rotary bonnet to wipe off soil left at the top of the fibers after extraction.
5. Groom carpet as necessary to realign carpet fibers.
6. Carpet shall be dry within four hours.
7. Carpets must be Scotch Guarded.

**Floor Work Specifications - Des Moines Wastewater Reclamation Facility**

Strip and refinish floors with 4 coats of finish.

<u>Bldg #</u>	<u>Approx. Sq Ft</u>
Bldg 91	9,730 sq-ft.
Bldg 92	6,922 sq.ft.
Bldg 93	2,150 sq.ft.
Bldg 96	10,524 sq.ft.
Bldg 35	740 sq. ft.
Bldg 70	364 sq.ft.

**Restroom Walls - Des Moines Wastewater Reclamation Facility**

Restrooms wash all walls, outsides of lockers, partitions, vents and miscellaneous wall hangings and leave no residue (water, soap, rags, etc) on the floors. General mop and clean up after washing and cleaning.

Bldg #  
Bldg 91  
Bldg 92  
Bldg 93  
Bldg 96  
Bldg 35

**General information:**

Trash receptacles, chairs, small tables, and small items that can be moved by hand must be removed prior to cleaning and put back after cleaning carpets.

All cleaning must be started after 3:30 pm and end before 4:30 am (Monday through Friday) or on Saturday after 6 am.

**Exhibit F**  
Des Moines Municipal Housing Agency Scope of Work

SPECIFICATIONS FOR CLEANING/JANITORIAL SERVICES  
CITY OF DES MOINES, HOUSING SERVICES DEPARTMENT

The City of Des Moines is soliciting proposals for contracted cleaning/janitorial services at the City's Housing Services Department five apartment manor buildings; located at: (1) Royal View Manor-1101 Crocker; (2) South View Manor-2417 S.W. 9<sup>th</sup>; (3) East View Manor- 3700-East 31<sup>st</sup>; (4) Highland Park Plaza-3717-6<sup>th</sup> Ave; (5) Oak Park Plaza-3400-8<sup>th</sup>. Work is to be performed between the hours of 3:00 PM and 9:00 PM, Monday through Sunday. Proposers may contact the MHA between 8:00 AM and 5:00 PM, Monday through Friday to schedule a time to view the work areas, contact: Mark Gregory at (515) 288-3717.

**General Requirements:**

1. Perform all work in areas as free of obstruction as possible.
2. Move readily moveable furniture and equipment from the area while cleaning and replace such items when work is completed.
3. Ensure that the sequence of tasks is such that completed work is not soiled or blemished by subsequent tasks.
4. Ensure that upon completion of work, all tools, equipment, and supplies are returned to the designated storage place.
5. Ensure that before leaving an area, all doors and windows are securely closed and lights are turned off, unless otherwise instructed.
6. Ensure that doors are locked when leaving locked areas.
7. Smoking is specifically prohibited in all City of Des Moines buildings.
8. Vacuuming activities to be preformed prior to 8:00 p.m
9. Contractor to provide their own supplies and equipment, limited on-site storage will be available at each building.
10. MHA custodial services are only for the public and/or common areas in the 5 manors and for designated MHA offices within the 5 manors.
11. No tenants private apartment may be entered by any custodial service employee or agent without the prior written approval of the MHA Director or the authorized representative of the MHA Director .
12. The contracting service provider will cooperate with the MHA Director to reassign any individual who is the subject of a serious tenant complaint.

**Services Required:**

CITY OF DESMOINES HOUSING SERVICES  
CLEANING SPECIFICATIONS  
RVM-SVM-EVM-OPP-HPP

**Description of Areas**

**Service Days**

*Area: Public Areas – Exterior*

Clean Entry and Door Glass

M-F

Pick up all trash including papers ,wrappers, cigarette butts, and any other debris	M-S
Remove obvious litter and debris parking lot	M-F
Sweep concrete sidewalks	M-F
Wash Entrance Windows & Door Glass Inside & Outside	Weekly

**Area: Public Areas - Interior**

Clean Door Glass and exterior Store Front Plate Glass Within Normal Reach	Weekly
Ashtrays and Urns – Empty and Damp Wipe	M-S
Trash – Empty and Replace Liners	M-F
Floors-hard – dust and spot mop	M-S
Elevators- clean and vacuum elevator/ dust and spot mop. Polish bright work	M-F
Elevators-Vacuum door tracks	M-S
Furniture-Damp Dust/spot clean move items once per week and dust under	Weekly
Dust Chairs and Table Legs and rungs, mouldings	Monthly
Walls-spot with approved wall spotter and clean around light switches	Monthly
Drinking Fountains – Completely clean and remove water scale	M-F
Mats-vacuum	M-S

**Area: Community Room**

Floors- hard – dust and mop, Carpets, vacuum.	M-S
Trash – Empty and Replace Liners, if needed	M-F
Furniture- Damp Dust/spot clean move items once per week and dust under	Weekly
Clean all glass.	M-F
Wash All Window & Door Glass- Inside & Outside	Weekly

**Area: General Office's**

Dust and clean all furniture, fixtures and equipment.	M-F
Clean all partition glass.	Weekly
Empty trash into trash cart. Replace liners.	M-F
Sanitize telephones, including ear and mouthpieces.	Weekly

**Area: Laundry Room**

Wipe down washers & Dryers	Weekly
Dust mop & wet mop floors if needed	M-S
Dust window sills	Weekly
Wash All Window & Door Glass- Inside & Outside	Weekly

**Area: Loading Areas/Trash Areas**

Sweep clean after dumping of trash with push broom and pick up off ground	Weekly
Sweep clean the loading area, steps & drive ways & sidewalks	Weekly
Empty Trash receptacles and remove trash to pickup area	M-S

**Area: Stairways**

Police Stairs for litter	M-S
Dust railings, ledges and spot clean stairs	Weekly
Stairs- vacuum and spot mop hard surface stairs	Weekly

**Area: Public Restrooms**

Clean and sanitize fixtures, dust mop floors, spot clean walls, empty trash and	M-S
Restock restroom, clean mirrors, wear safety glasses and gloves	M-S
Wet mop hard surface floors with germicide solution	M-S
Wipe down all Restroom partitions on both sides	Weekly
Restroom Doors clean both sides	M-S
Machine scrub floors	Monthly

**Area: Hallways & Corridors**

Carpets- vacuum	M-S
Dust mop hard surface floors, spot mop for spillage and wet mop if needed	Daily
Walls - Clean using approved walls spotting solution	M-F



Treat carpet stains	As Needed
Shampoo Carpet	Monthly

**Area: Hard surface floors**

Dust mop hard surface floors, spot mop for spillage and wet mop if needed	M-F
Spray Buff Hard surface floors, add floor finish if needed & Burnish	Monthly

**Area: Tub rooms**

Dust mop hard surface floors and wet mop as needed	M-S
Remove all trash and replace liners as needed	M-S
With approved wall spotting solutions wipe down doors and walls	M-S
Completely Clean Tubs with approved disinfect cleaner	Weekly

**Area: Rubbish Rooms**

Broom Sweep	M-S
Damp mop floors	M-S
Wash trash Chute Doors	Weekly
Disinfect inside of chute	Weekly
Flush down from top Floor	Monthly

**Area: Miscellaneous**

Janitor Closet – Clean and arrange all equipment in janitor closet each night and	M-S
Empty vacuum cleaners	As Needed
Turn Off lights except those designated as night lights	M-S
Site, Supervision to ensure compliance with specifications and safety requirements	M-S

## **Exhibit G**

### **Scope of Service Community Centers**

**1 Custodian on-site from 8:00 a.m. to 5:00pm daily (1hr lunch) at Pioneer-Columbus Community Center and Four Mile Community Center and 1 Custodian on-site from 1:00p.m. to 6:00p.m. at S.E. Community Center**

#### DAILY SERVICES TO BE PROVIDED BY CONTRACTOR (may be more than once daily)

1. Sweep, vacuum, wet mop all floor areas including but not limited to the following areas:

- A. Multi – purpose room
- B. Conference room
- C. Senior Lounge
- D. Rec Areas
- E. Offices
- F. Hallways
- G. Computer room
- H. Kitchen
- I. Entry Ways
- J. Lounge Area
- K. Stairs and stair wells
- L. Elevator
- M. Restrooms

1. Dust and wash all interior and exterior windows, doors, sills and frames – Twice a week
2. Wash and dry towels from weight room, court towels and mop heads as needed
3. Dust and wash all cardio, weight room, computer room, lounge, multi- purpose room and rec area equipment and furniture - Daily
4. Clean and sanitize drinking fountains - Daily
5. Dust, remove cobwebs and wash walls - As needed
6. Set up and breakdown tables and chairs as needed for programs – As needed
7. Deep clean and sanitize stools, urinals, showers, sinks, mirrors, countertops, floors, walls, toilet paper dispensers, paper towel dispensers, feminine hygiene dispensers and receptacles, and diaper changing tables. Clean stainless steel, doors and partitions - Daily
8. Restock toilet paper, paper towels, automatic air fresheners, soaps and other supplies throughout the building - As needed
9. Pick up of any litter/trash throughout the building, empty all waste baskets and trash cans, take to dumpster and replace liners - Daily
10. Empty recycle baskets in appropriate bins - Daily
11. Clean up spills, vomit, bodily fluids and human waste – As needed
12. Remove spots from carpeted areas – As needed

13. Bleachers cleaned and moved - As needed
14. Gym floor swept and wet mopped - daily
15. Clean and wash wallboards, walls and doors - weekly
16. Weight room floor swept and wet mopped - daily
17. Clean and wash weight room equipment, mirrors, walls, wallboards and doors - Daily
18. Clean and wash all cardio equipment and mats under them - Weekly
19. Wipe down or dust tables, chairs, trash barrels, phones, signs, ledges, fire extinguishers and fixtures - Weekly
20. Trash pickup outside in the following areas: - Daily
  - A. Parking lots
  - B. Grounds
  - C. Skate park
  - D. Basketball court
  - E. Eating areas
  - F. Playground area
  - G. Sidewalks
  - H. Wading pool
21. Leaves blown from sidewalks – As needed
22. Outdoor trash receptacles emptied and liners replaced - Daily
23. Sidewalks swept – As needed
24. Remove snow from sidewalks - As needed

**CITY OF DES MOINES  
CONTRACTED CUSTODIAL SERVICES  
RFP RESPONSE**

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip

Type of Company: Corporation, LLC, etc.: \_\_\_\_\_

Contact Person: \_\_\_\_\_  
Name Title

Contact Info: \_\_\_\_\_  
E-mail Phone

Please attach a company bio and references to your RFP Response.

Annual expense to the City: \$ \_\_\_\_\_

Please propose contract terms, expense and justification for any length of term over three years to the City in the space provided below: (Additional pages may be added).

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Anticipated staffing levels: Please provide your anticipated staffing levels (please list for each building) including dates (if not daily) and hours of operations.

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Environmental Practices: Please identify any “green” practices your company would implement as a part of your operation if awarded this contract. (Additional pages may be added)

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Please provide your hourly rate by employee or crew on an as needed basis to provide specialized custodial services or complete custodial work outside the contract, please specify how you bill the City for this service.

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Qualifications and Resumes of President and Field Crew Chiefs: Please attach the Resumes and certifications of staff you are proposing to be your lead worker at the City's property.

Please submit your previous two years business financial statements and evidence of equity capital and financing necessary to fulfill the obligations of your proposal.

## Proposal Package Sheet

Please provide your proposal for each of the following packages individually and provide both the monthly and annual cost per package. Due to existing contracts, please note the approximate start date of each package.

**Municipal Buildings** \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost  
 Approximate start date: April 1, 2009

City Hall (400 Robert D Ray Drive) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Armory (602 Robert D Ray Drive) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Police Building (25 E. 1<sup>st</sup>. Street) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

PD Academy (433 E Army Post Rd) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Police Radio (201 SE. 4<sup>th</sup> Street) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Police 106 (106 SE 1<sup>st</sup> Street) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Police Meter Att. (9<sup>th</sup> & Mulberry Garage) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Public Works Compound (multiple sites) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Parks Development (405 SE 20<sup>th</sup> Street) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Old Park Admin (3226 University) \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Glendale Maintenance building \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

**Community Centers** \_\_\_\_\_ Hourly \_\_\_\_\_ Monthly \_\_\_\_\_ Annual cost

Approximate start date: April 1, 2009

Pioneer-Columbus C.C. (2100 SE 5<sup>th</sup> Street) \_\_\_\_\_ Hourly \_\_\_\_\_ Monthly \_\_\_\_\_ Annual cost

SE Community Center (2501 Maury Street) \_\_\_\_\_ Hourly \_\_\_\_\_ Monthly \_\_\_\_\_ Annual cost

Four Mile C.C. (3711 Easton) \_\_\_\_\_ Hourly \_\_\_\_\_ Monthly \_\_\_\_\_ Annual cost

**Des Moines International Airport** \_\_\_\_\_ Hourly \_\_\_\_\_ Monthly \_\_\_\_\_ Annual cost

Approximate start date: April 1, 2009

**Fleet Services** \_\_\_\_\_ Monthly cost \_\_\_\_\_ Annual cost

Approximate start date: April 1, 2009

<b>Des Moines Municipal Housing Agency</b>	_____ Monthly cost	_____ Annual cost
Approximate start date: April 1, 2009		
Royal View Manor (1101 Crocker)	_____ Monthly cost	_____ Annual cost
South View Manor (2417 S.W. 9 <sup>th</sup> )	_____ Monthly cost	_____ Annual cost
East View Manor (3700-East 31 Street)	_____ Monthly cost	_____ Annual cost
Highland Park Plaza (3717-6 <sup>th</sup> Ave )	_____ Monthly cost	_____ Annual cost
Oak Park Plaza (3400-8 <sup>th</sup> )	_____ Monthly cost	_____ Annual cost
 <b>WRF</b>	_____ Monthly cost	_____ Annual cost
Approximate start date: April 1, 2009		
 <b>Park shelters &amp; restrooms</b>	_____ Monthly cost	_____ Annual cost
Approximate start date: April 1, 2009		



**Exhibit H**  
**STANDARD PROVISIONS AND REQUIREMENTS**  
**FOR REQUESTS FOR PROPOSALS (RFPs)**

**1. Proposal Must Be Signed by Proposer or Its Officer or Designated Agent**

A proposal submitted in response to the City's Request for Proposals shall be signed by the proposer if an individual, or by an officer of the proposing firm, or by a designated agent empowered to bind the firm in a contract.

**2. Partnership and Joint Venture Proposals; Use of Corporate Name or Fictitious Corporate Name.**

(a) If a proposal is submitted by two or more persons acting as a partnership, the names of the persons appearing on the proposal must be followed by the notation -- "a partnership", or words of similar import.

(b) If a proposal is submitted by two or more persons or corporate entities as a joint venture, the names of the persons or entities appearing on the proposal must be followed by the notation -- "a joint venture". In that instance, the proposal must also be signed by all such persons an/or the authorized agents of all such entities, and the proposal bond or fidelity bond, if any is required, must cover the joint venture. Joint venture proposals shall identify which person or firm will act as lead person of firm.

(c) A proposal submitted by two or more persons or corporate entities without any indication that they are submitting it as a joint venture, without being signed by all such persons and/or the authorized representatives of all such entities, and without a proposal bond or fidelity bond covering all such persons or entities as a joint venture, will be subject to rejection.

(d) In submitting a proposal and in entering into a contract in response to an RFP, a corporate entity may use its fictitious corporate name in addition to its legal corporate name, if the fictitious name is appropriately registered with the Iowa Secretary of State. Proposers are advised to exercise care in the use of any fictitious name for their firms.

**3. Proposer Questions, Objections or Requests for Information, Clarification or Interpretation to be Submitted to Procurement Administrator - Proposers Prohibited from Inappropriate Communication with City Officials or Employees - Inappropriate Communication May Result in Rejection or Return of Proposals - Inappropriate Communication May be Considered in Evaluation of Proposals.**

In order to ensure an open process and the provision of equal knowledge and opportunity to all potential proposers, the Procurement Administrator or his/her designee will serve as the sole point of contact for questions, objections, informational requests and requests for clarification or interpretation during the RFP process. The City's intention is to avoid such questions, objections, or requests for information or clarification being posed by an individual proposer and then being answered only for that proposer. Instead, the City's goal is to allow such questions, objections and requests to be posed by all potential proposers, and to communicate those questions, objections and requests, and the City's responses, to all potential proposers.

Consequently, only written questions, objections or requests for clarification or interpretation, submitted by mail, FAX, or e-mail, will be accepted from potential proposers, and written responses will be issued to all known potential proposers. Dates and times for acceptance of questions,

objections and requests, and for delivery of written responses, will be detailed in the RFP. Oral questions, objections or requests will not be accepted. A proposer's conference will be scheduled as provided in paragraph 4, at which proposer's may submit questions, objections or requests orally or in writing.

After issuance of an RFP by the City, persons or entities who intend to respond to such RFP by submission of a competitive proposal, and who desire to pose questions, objections, or requests for information, clarification or interpretation regarding any term, provision, or requirement of the RFP, shall not attempt to communicate with, in writing, electronically, or orally, any City official or employee other than the City's Procurement Administrator. After issuance of an RFP, persons or entities who intend to respond to such RFP by submission of a competitive proposal shall not communicate with, in writing, electronically, or orally, any other City official or employee in an attempt to gather information which would be helpful in responding to the RFP, or in an attempt to influence the City's consideration of its competing proposal. All inappropriate communications with City officials or employees will be reported to the Procurement Administrator and evaluation and selection committee. Such inappropriate communication by a proposer or potential proposer may, at the discretion of the Procurement Administrator, constitute grounds for disqualification of that proposer's proposal, resulting in the Procurement Administrator's refusal to accept such proposal or in the return of such proposal. Further, the evaluation and selection committee may in its discretion consider such inappropriate communication in evaluating and scoring such proposal. The Procurement Administrator will advise City officials and staff of the pendency of RFPs for evaluation or award, and during the pendency thereof City staff or officials will be prohibited from engaging in discussion of an RFP with a proposer or potential proposer unless so directed or approved by the Procurement Administrator.

The foregoing notwithstanding, any proposer or potential proposer who believes that the terms of an RFP are objectionable, or who believes that the Procurement Administrator or other City staff have not appropriately responded to its questions, objections, or requests for information, clarification or interpretation regarding any term, provision, or requirement of the RFP, or who believes that the Procurement Administrator, other City staff or the evaluation and selection committee have a bias against it or are treating it unfairly, may communicate its concerns in that regard to the City Manager or City Council. A proposer or potential proposer shall first communicate its concerns directly to the City Manager, orally or in writing. If the City Manager cannot resolve the issue to the satisfaction of the proposer or potential proposer, the City Manager shall, at the request of the proposer or potential proposer, forward such concerns to the City Council for its consideration.

#### **4. Proposers Conference.**

A mandatory proposer's conference will be held on December 16, 2008, at City Hall. All persons or entities interested in or intending to respond to the RFP may attend the proposers conference and participate. At said conference, any person or entity interested in or intending to respond to the RFP may present, orally or in writing, questions, objections, or requests for clarification or interpretation as to any term, provision, or requirement of the RFP. Appropriate city staff will be present at the conference to discuss the questions, objections, or requests for clarification or interpretation raised or presented to the City at said conference or presented to the City in writing as provided in paragraph 3 above. Remarks made during discussions at said conference by any City official or employee shall not be binding upon the City or be deemed to be the City's official response or position regarding any question, objection, or request for clarification or interpretation discussed at said meeting.

**5. City's Response to Proposer Questions, Objections, and Requests for Clarification or Interpretation; Issuance of Addenda to RFP.**

The City's Procurement Administrator will respond in writing to all questions, objections, or requests for information, clarification or interpretation presented to the City as provided in paragraph 3 or raised or presented at the proposer's conference as provided in paragraph 4. The City's written response will be directed to all known potential proposers. Only the City's written responses shall be considered the City's official response binding upon the City. In addition to making a written response, the City may issue addenda amending the RFP by changing or deleting the provisions of, or adding provisions to, the RFP.

**6. Collusion Prohibited - Affidavit Required.**

Any agreement or collusion among proposers or prospective proposers, in restraint of freedom of competition by agreement to propose a fixed price or otherwise shall render the proposals of such proposers void. Proposers will be required to execute and submit with their proposals a Non-Collusion Affidavit in the form appended hereto as Attachment 1. Any disclosure by one proposer to another proposer of the content of a proposal in advance of the submission of proposals shall render the proposals of both such proposers void, and may at the discretion of the Procurement Administrator render the RFP proceedings void.

**7. Gratuities Prohibited.**

(a) The laws of Iowa provide that it is a felony to offer, promise, or give any thing of value or benefit to government employees with the intent to influence that employee's acts, opinion, judgment or exercise of discretion with respect to that employee's duties. Evidence of violations of this clause will be turned over to the appropriate law enforcement agency.

(b) The City of Des Moines provides reimbursement for transportation lodging, meals and miscellaneous expense for its employees incurred while on duty and engaged in the preparation or evaluation of RFPs.

**8. Proposals Not Confidential; Proposer Requests for Confidentiality Under Iowa Open Records Law, Chapter 22 of Iowa Code; Disclosure of Proposal Content.**

Under Chapter 22 of the Iowa Code, "Examination of Public Records", all records of a governmental body are presumed to be public records, open to inspection by members of the public. Section 22.7 of the Iowa Code sets forth a number of exceptions to that general rule, establishing several categories of "confidential records". Under this provision, confidential records are to be kept confidential, "unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information". Among the public records which are considered confidential under this Iowa Code provision are the following:

- 3. Trade secrets which are recognized and protected as such by law.
- 6. Reports to governmental agencies which, if released, would give advantage to competitors and serve no public purpose.

Under Chapter 22 of the Iowa Code, the City, as custodian of the proposal submitted in response to a Request for Proposals, may, but is not required, to keep portions of such proposals confidential under exceptions 3. and 6. noted above. If a responding individual or company determines that a portion or portions of its proposal constitute a trade secret, or should otherwise be kept confidential to avoid giving advantage to competitors, **a confidentiality request may be submitted with the proposal** identifying which portion or portions of the proposal or bid should be kept confidential and why. The burden will be on each individual proposer to make such confidentiality request and

to justify application of a confidentiality exception to its proposal. The City will not under any circumstance consider the entire proposal to be a confidential record.

If a request is thereafter made by a member of the public to examine a proposal including the portion or portions thereof for which a confidentiality request has been made, the City will so notify the proposer and will keep confidential that portion of the proposal covered by the confidentiality request, pending action by the proposer requesting confidentiality to defend its request. In that notification, the proposer requesting confidentiality will be given not more than 5 calendar days within which to file suit in Polk County District Court seeking the entry of a declaratory order and/or injunction to protect and keep confidential such portion of its proposal. Absent such action by a proposer requesting confidentiality, and absent the entry of a court order declaring such portion or portions of the proposal confidential, the entire proposal will be released for public examination.

If the process for selecting the best proposal includes two or more evaluation stages, in which proposals are evaluated at each stage and the field of competing proposals is reduced, all proposals submitted shall be kept confidential, pursuant to Section 22.7 of the Iowa Code, subsection 6 cited above, until completion of the final stage of the evaluation process in order to avoid giving advantage to competing proposers. Upon completion of the final stage in the evaluation process, all competing proposals shall be subject to disclosure, if not otherwise determined confidential as above provided.

**9. Not Used**

**10. Not Used**

**11. Not Used**

**12. Proposers to Provide Evidence of Ability to Obtain Insurance.**

If insurance is required by this RFP, each proposer shall be required to provide evidence satisfactory to the City that it can obtain the required insurance coverages. For this purpose, each proposer shall submit with its proposal the certification form appended to this RFP as Attachment 3, in which the proposer's insurance agent will be required to certify that the proposer can obtain the required insurance coverages. Failure to submit the required certification form shall be grounds for rejection of the proposal.

**13. Evaluation and Selection Committee; Procedure for Evaluation and Recommendation as to Selection of Best Proposal.**

(a) Competing proposals submitted in response to the RFP shall be evaluated by an evaluation and selection committee appointed by the director of the department sponsoring the RFP. The evaluation and selection committee shall, at the department director's discretion, be composed of city staff members, consultant representatives if a consultant was utilized in formulating the RFP, and other persons deemed knowledgeable of the goods and/or services being procured. The evaluation and selection committee ("committee") will utilize the evaluation criteria and scoring methodology set forth in this RFP in making its determination as to the best proposal.

(b) Upon completing its evaluation and the scoring of competing proposals, the committee shall make a written report of its determination and recommendation as to the selection of the best proposal. The report will be filed with the department director and Procurement Administrator, and the report and Notice of Intent to Award will be provided to all competing proposers by ordinary

mail, FAX or e-mail at the address, FAX number or e-mail address shown in their proposals at least 5 days prior to the appeal deadline set forth in the Notice of Intent to Award.

**14. Appeal of Evaluation and Selection Committee Recommendation - Proposer Objections to be Submitted in Writing - Resolution of Proposer Objections.**

(a) Opportunity for Proposers to Appeal Evaluation Committee Recommendation as to Selection of Best Proposal - Required Submission in Support of Objection.

A proposer who is aggrieved by the evaluation and selection committee's determination and recommendation as to the selection of the best proposal, as set forth in the committee's report, may appeal such determination and recommendation by filing a written objection thereto with the Procurement Administrator within the appeal deadline set forth in the Notice of Intent to Award. Such objections may be filed in person or by mail, FAX or e-mail. In its written objection, the appealing proposer shall set forth all of its objections to the committee's recommendation and all arguments in support thereof, and shall attach thereto all documentation supporting its objections which it intends to rely on in making its appeal. The appealing proposer may request a hearing on its appeal, but the determination whether to hold a hearing or to determine the appeal on the basis of the record made in the written objection shall be discretionary with the City Manager. Alternatively, the City Manager may, after the issuance of an RFP, authorize use of the alternative appeal procedure provided in section 2-757 of the Des Moines Municipal Code where it is determined that use of the appeal procedure provided in this section will unduly delay the City's procurement of necessary goods and/or services. The City Manager's decision, made after the issuance of an RFP, to utilize this alternative appeal procedure shall be communicated to all proposers prior to or contemporaneously with the provision of the report of the evaluation and selection committee and Notice of Intent to Award.

(b) City Manager or Hearing Officer to Review Proposer's Objections; Hearing Optional.

Upon the timely filing of a written objection by an aggrieved proposer as above provided, the City Manager shall review such objection and determine if a hearing will be held to assist in determining the appeal. The City Manager shall likewise determine if the appeal will be determined by the City Manager or if it will be determined by an appeal officer selected by the City Manager. If the City Manager decides that the appeal will be decided pursuant to an appeal hearing, the City Manager shall set the time, date, and place of a hearing on such objection, and shall cause written notification of the hearing to be provided to the appealing proposer and all proposers. The City Manager may set for hearing at the same time, date, and place the objections of two or more proposers. Upon the request of an objecting proposer, the hearing may for good cause shown be rescheduled, provided that the hearing is held not more than 10 days after the filing of the written objection. In the appeal, the burden of persuasion shall be upon the appealing proposer. If a hearing is held, the appealing proposer shall be required to present its evidence first, and shall be entitled to examine the chair of the evaluation and selection committee, or such other member as may then be available. The hearing shall be electronically recorded, and upon the prior approval of the City Manager or appeal officer, the appealing proposer may at its expense cause the proceedings to be reported and transcribed. A transcription of the proceedings shall be made available to the City at no cost. For purposes of this appeal provision, the Deputy City Manager may act in the absence or unavailability of the City Manager.

(c) Report of City Manager or Hearing Officer to City Council and to Appealing Proposer

Upon completing the review of the appealing proposer's written objection, or upon the conclusion of the hearing, the City Manager or the designated hearing officer shall make a written report setting

forth the determination of the appeal. All objections made by the appealing proposer shall either be affirmed or overruled. The report shall immediately be forwarded to the appealing proposer.

If an appealing proposer's objection is affirmed, the City Manager or hearing officer shall reject the recommendation of the evaluation and selection committee, and shall direct the committee to reconvene to reevaluate the proposals submitted in response to the RFP. In conducting its reevaluation, the committee shall consider all objections affirmed by the City Manager or hearing officer. Upon completing its reevaluation, the committee shall make a written report of its determination and recommendation as the selection of the best proposal, and shall file the report with the City Manager and mail same to competing proposers. Such determination and recommendation shall be subject to appeal as herein provided.

If an appealing proposer's objection is overruled, the City Manager's or hearing officer's report shall be forwarded to the City Council, and the appealing proposer and all competing proposers shall be given written notification of the date of the Council meeting at which said report and the recommendation of the evaluation and selection committee will be considered by the City Council.

(d) City Council's Consideration of City Manager's / Hearing Officer's Report and of the Appealing Proposer's Objections.

When the City Manager's or hearing officer's report comes before the City Council for consideration, the City Council may affirm or overrule the findings and determination of the City Manager or appeal officer as set forth in said report. The City Council may, in its discretion, hear presentations by the appealing proposer and by competing proposers with respect to the appealing proposer's objections, and with respect to the findings and determination of the City Manager or hearing officer. If the City Council agrees to hear such presentations, it may limit the length of such presentations, and all proposers will be given an equal opportunity to speak. The City Council's decision shall be considered final.

If the City Council votes to overrule the report of the City Manager or hearing officer, the recommendation of the evaluation and selection committee shall be considered rejected, and the City Council may direct the committee shall reconvene to reevaluate the proposals submitted in response to the RFP, or the City Council may award the contract as it determines appropriate.

If the City Council votes to affirm the report of the City Manager or hearing officer, it shall then take up and consider the recommendation of the evaluation and selection committee.

(e) The City Council's decision shall be considered final.

**15. City Council Consideration of Evaluation and Selection Committee Recommendation as to Best Proposal - Opportunity for Input by the Public.**

When the evaluation and selection committee's recommendation comes before the City Council for consideration, the City Council may request that the proposer whose proposal is recommended for selection appear before the Council to give a presentation or to answer questions regarding its proposal. Competing proposers will not be allowed to speak at that time unless a prior request has been made by such a proposer and permission to speak granted by the Mayor, or unless a City Council member requests that the competing proposer be allowed to speak and the Council consents to such request. Members of the public may likewise be allowed to speak regarding the selected proposal.

**16. Rejection Of Proposals.**

The City reserves the right to reject any or all proposals in whole or in part received in response to the RFP. The City will not pay for any information requested in the RFP, nor is it liable for any cost incurred by a proposer in responding to the RFP.

**17. City Council Selection of Best Proposal and Authorization to Execute Contract with Successful Proposer - Notification of Successful Proposer.**

The City Council will by resolution approve the proposal which it selects as the best proposal and authorize execution of a contract, either by the Mayor or by the City Manager. Upon the City Council's approval of the proposal, the Procurement Administrator will give notice advising the proposer whose proposal was selected (hereafter the "successful proposer") what actions must be taken to complete the formation of the contract.

**18. Insurance and Indemnity Requirements (See Attachment)**

The successful proposer will, in its contract with the City, be required to agree to defend, pay on behalf of, indemnify, and hold harmless the City of Des Moines, Iowa, its elected and appointed officials, employees and volunteers and others working on behalf of the City, as more particularly provided in Attachment 2 hereto. The successful proposer will also be required to obtain and maintain in continuous effect during the term of its contract with the City, and while any of its obligations under said contract remain unsatisfied, the insurance coverages set forth in Attachment 2 hereto, with amounts, coverages, limits, exclusions, and endorsements as therein provided.

**19. Not Used**

**20. Formation of Contract.**

**Contract to be Negotiated and Executed Upon Selection by Evaluation and Selection Committee or Council Selection of Best Proposal / Designation of Successful Proposer.**

(a) Finalization of Contract Terms Subject to Negotiation.

At the option of the department, upon issuance of the Notice of Intent to Award or upon City Council approval of the recommendation of the evaluation and selection committee and authorization to execute the contract, the selected/successful proposer shall be required to immediately commence negotiations to conclude a contract with the City for the provision of the (goods)(services) proposed in response to the RFP. Only those terms identified as negotiable in the RFP shall be subject to negotiation.

(b) Submission of Evidence of Insurance by Successful Proposer

Upon City Council approval of the recommendation of the evaluation and selection committee, and authorization to execute the contract, the successful proposer shall submit a certificate or certificates of insurance evidencing insurance coverages of the type and amount, and with the endorsements, required by Attachment 2, "Indemnity and Insurance".

(c) Execution of Contract by Successful Proposer.

Upon the successful conclusion of contract negotiations by the City and successful proposer, and/or upon the City's completion of a form of contract incorporating the terms of proposal submitted by the successful proposer in its RFP, the successful proposer shall be required to execute the contract and return it to the City within the time specified by the City. The contract must be executed by the successful proposer if an individual, or by the authorized representative or representatives of any partnership or corporation making or joining in the proposal, and all signatures must be notarized.

(d) Execution of Contract by the City.

Upon the Risk Manager's approval of the evidence of insurance submitted by the successful proposer and upon the Legal Department's approval of the form of contract executed by the proposer, the Mayor or City Manager will execute the contract as directed by the City Council, and the City Clerk will attest the signature of the Mayor or City Manager.

(e) Successful Proposer's Failure to Execute Contract or to Submit Required Insurance and/or Bond.

The successful proposer's refusal to negotiate contract terms as provided in the RFP, or its refusal to limit negotiations to the terms identified in the RFP, shall be considered a default by the proposer and shall be grounds for rejection of proposer's proposal. The successful proposer's failure to submit an insurance certificate or certificates evidencing required insurance coverages shall be considered a default by the proposer and shall be grounds for rejection of proposer's proposal.

**21. Proposal Obligations.**

The contents of this RFP, of a proposal submitted in response thereto, and of the City's official response to a question, objection, or request for clarification or interpretation regarding the RFP, and of any exception to the RFP submitted by the successful proposer and accepted by the City, shall become part of the contractual obligation and shall be deemed incorporated by reference into the ensuing contract.

**22. Disposition of Proposals.**

All proposals submitted in response to the RFP become the property of the City and will not be returned to unsuccessful proposers.

**23. Assignment of Contract Prohibited Unless Approved in Writing by the City.**

No contract awarded pursuant to RFP shall be assignable by the successful proposer without the written consent of the City Manager.

**24. Statutes and Rules.**

Chapter 2, Municipal Code of the City of Des Moines, contains policies and procedures for procurement under which this request for proposal is issued. The terms and conditions of this bid or request for proposal, the resulting contract or purchase order or activities based upon this bid or request for proposal shall be construed in accordance with the laws of Iowa. Where statutes and regulations of the United States Government are referenced herein, they shall apply to this request for proposal and resulting purchase order or contract. Wherever differences exist between federal and state statutes or regulations affecting this procurement, interpretation shall be in the direction of that which is most beneficial to the interests of the City of Des Moines.

**25. Attachments.**

- (a) Attachment 1: Non-Collusion Affidavit
- (b) Attachment 2: Insurance and Indemnity / Endorsements
- (c) Attachment 3: Proposer's Certification Regarding Insurance  
Certification of Proposer's Insurance Agent Regarding Proposer's  
Ability to Obtain Required Insurance Coverages.



## **II. GENERAL TERMS AND CONDITIONS**

### **1. EXCLUSIVE CONTRACT**

The contract which results from this Request for Proposals constitutes the exclusive contract between the parties and incorporates the provisions of these terms and conditions, and supersedes any previous agreements or contracts, either written or oral. The terms and conditions hereof may not be altered without prior written consent of both parties.

### **2. REMEDIES UPON DEFAULT**

In any case where the proposer has failed to deliver or has delivered non-conforming goods or services, the Procurement Division shall provide a cure notice by mail, FAX, or e-mail. If after notice the proposer continues to be in default, the Procurement Division may procure goods or services in substitution from another source and charge the difference between the contracted price and the market price to the defaulting proposer.

### **3. ACTS OF GOD**

Proposer shall not be considered to be in default under this contract if performance is delayed or made impossible by an act of God, floods, fires, strikes, and similar events; but in each such case, the delay or impossibility must be beyond the control and without the fault or negligence of proposer. It shall be the responsibility of the proposer to promptly advise the Purchasing Division of the delay. The City may elect to cancel all orders on file with the proposer and place the order with another proposer.

### **4. SUBCONTRACTORS**

Successful proposers shall be responsible for all acts and performance of any subcontractor or secondary supplier that the successful proposer may engage for the completion of any contract with the city. A delay that results from a subcontractor's conduct, negligence or failure to perform shall not exempt the proposer from default remedies. The successful proposer shall be responsible for payment to all subcontractors or secondary suppliers.

### **5. TERMINATION DUE TO NON-APPROPRIATION**

Notwithstanding any other provisions of this contract, if funds anticipated for the continued fulfillment of this contract are at any time not forthcoming or insufficient, either through the failure of the City to appropriate funds, or due to discontinuance or material alteration of the program for which funds were provided, then the City shall have the right to terminate this contract without penalty by giving not less than thirty (30) days written notice documenting the lack of funding, discontinuance or program alteration.

### **6. IMMUNITY OF CITY, STATE AND FEDERAL AGENCIES**

Proposer shall defend, indemnify, and hold harmless the City, its officers, employees and agents, and any State or Federal funding source for City from liability arising from proposer's performance or attempted performance of this contract and proposer's activities with subcontractors and all other third parties.

### **7. DELIVERY AND ACCEPTANCE**

When an award has been made to a proposer and the official purchase order issued and received by the proposer, deliveries are to be made in the following manner:

1. Deliveries are to be made only to the point specified on the official purchase order. If delivery is made to any other point it shall be the responsibility of the proposer to promptly reship to the

City of Des Moines—Procurement division—400 Robert D Ray Drive Des Moines, Iowa 50309

correct location. Failure to deliver procured goods on time may result in cancellation of an order or termination of a contract at the option of the City.

2. All delivery charges shall be to the account of the proposer. If not, they must be prepaid and added to the invoice.

3. The nature of any rejections of a shipment, based on apparent deficiencies disclosed by ordinary methods of inspection, will be given by the receiving department to the proposer and carrier within a reasonable time after delivery of the item, with a copy of this notice to the Purchasing Division. Notice of latent deficiencies which would make items unsatisfactory for the purpose intended may be given by the City at any time after acceptance.

4. The proposer must remove at the proposer's expense any item rejected by the City. If the proposer fails to remove that rejected item the City may dispose of the item by offering the same for sale, deduct any accrued expense and remit the balance to the proposer.

5. Laboratory analysis of an item or other means of testing may be required after delivery. In such cases, proposers will be notified in writing that a special test is being made and that payment will be withheld until completion of the testing process.

## **8. ASSIGNMENT**

Proposers may not assign contracts or purchase orders to any party (including financial institutions) without written permission of the City Manager or his/her designee.

## **9. ANTI-TRUST ASSIGNMENT**

For good cause and as consideration for submitting a proposal, the proposer, through its duly authorized agent, conveys, sells assigns, and transfers to the City all right, title, and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States and the State of Iowa, relating to the particular goods or services purchased or acquired by City pursuant to the RFP.

## **10. TITLE TO GOODS**

Proposer warrants that the goods procured pursuant to the RFP are free from all liens, claims or encumbrances.

## **11. INDEMNIFICATION**

To the extent the goods procured pursuant to the RFP are not manufactured in accordance with the City's design or specification, the successful proposer shall defend, indemnify and hold harmless the City and the City's assignees, and other users of the goods, from and against any claim of infringement of any Patent, Trade Name, Trademark, Copyright, or Trade Secret by reason of sale or use of any articles purchased hereunder. The City shall promptly notify the successful proposer of any such claim.

## **12. MISCELLANEOUS**

This contract shall be interpreted in accordance with the laws of the State of Iowa, and any action relating to the contract shall only be commenced in the Polk County, Iowa, District Court or the United State District Court for the Southern District of Iowa. If any provision of this contract is held to be invalid or unenforceable, the remainder shall be valid and enforceable.

## **13. NON-DISCRIMINATION**

Proposer acknowledges and agrees:

- To comply with the Equal Employment Opportunity Program included in the City of Des Moines Contract Compliance Program, which is available at

City of Des Moines—Procurement division—400 Robert D Ray Drive Des Moines, Iowa 50309

[http://cdm/departments/ENG/Bid\\_Information/index.htm](http://cdm/departments/ENG/Bid_Information/index.htm) or from the City Engineer's Office.

- To comply with any and all applicable provisions of the Des Moines Human Rights Ordinance, Chapter 62 of the Des Moines Municipal Code.
- Not to discriminate against any employees or applicants for employment on the basis of age, race, religion, creed, color, sex, sexual orientation, national origin, ancestry or disability.
- To include this provision in all agreements associated with this procurement.

#### **14. WARRANTY**

The proposer expressly warrants that all goods supplied shall be merchantable within the meaning of section 554.2314 of the Iowa Code in effect on the date of the bid or proposal in the City of Des Moines, Iowa. Additionally, the goods shall conform to specifications, drawings, and other descriptions and shall be free from defects in materials and workmanship.

#### **15. CHEMICALS**

OSHA 1910.1200, Chapter 89B of the Iowa Code, and 875 Iowa Administrative Code, Chapter 110, Sec. 110.5, require employers to maintain Material Safety Data Sheets (MSDS) for all chemical-containing products to which its employees are exposed. To ensure City of Des Moines employees have access to the most current MSD, the City requires the most recent MSDS accompany each delivery of a chemical-containing product purchased by the City of Des Moines or its authorized agent. IF there is a question concerning whether a MSDS is needed for a particular product, contact the City's Human Resources/Safety office at (515) 283-4213. Chemical-containing products include certain office supplies such as "white out", toner, etc.

#### **16. COMPLIANCE WITH ALL APPLICABLE LAWS**

All goods and/or services shall be provided in compliance with all applicable federal, state, and local laws and regulations. The proposer expressly warrants and guarantees that the goods and/or services provided do not violate the rights of third parties, including without limitation, copyright, trademark, patent or other intellectual property rights or interests.

# ATTACHMENT 1

## NON-COLLUSION AFFIDAVIT

The Proposer hereby certifies:

1. That this proposal is not affected by, contingent on, or dependent on any other proposal submitted for any improvement in the City of Des Moines, Iowa; and
2. That no individual employed by the Proposer was paid or will be paid by any person, corporation, firm, association, or other organization for soliciting the bid, other than the payment of their normal compensation to persons regularly employed by the Proposer whose services in connection with the making of this proposal were in the regular course of their duties for the Proposer; and
3. That no part of the compensation to be received by the Proposer was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the bid, other than the payment of their normal compensation to persons regularly employed by the Proposer whose services in connection with the making of this proposal were in the regular course of their duties for the Proposer; and
4. That this proposal is genuine and not collusive or sham; that the Proposer has not colluded, conspired, connived or agreed, directly or indirectly, with any other proposer or person, to put in a sham proposal or to refrain from making a proposal, and has not in any manner, directly or indirectly, sought, by agreement or collusion, or communication or conference, with any person, to fix the proposal price of Proposer or of any other Proposer, or to otherwise restrain freedom of competition, and that all statements in this proposal are true; and
5. That the individual(s) executing this proposal have the authority to execute this proposal on behalf of the Proposer.

\_\_\_\_\_  
Proposer

\_\_\_\_\_  
Signature

By \_\_\_\_\_  
Name (Print/Type)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Street Address

\_\_\_\_\_

# ATTACHMENT 2

## STANDARD INSURANCE AND INDEMNIFICATION REQUIREMENTS (Contractor - Major)

### 1. GENERAL PROVISIONS

For purposes of this Attachment, “City” shall mean, individually and collectively, the City of Des Moines, Iowa, the Des Moines Metropolitan Reclamation Authority, and the Des Moines Municipal Housing Agency, including their respective elected and appointed officials, employees, volunteers and others working on their behalf. For purposes of this Attachment, “CONTRACTOR” shall mean the proposer awarded a contract as a result of this RFP.

The CONTRACTOR shall purchase and maintain insurance to protect the CONTRACTOR and the City throughout the duration of the Contract. Said insurance shall be provided by an insurance company(ies), “admitted” and “nonadmitted” to do business in the State of Iowa having no less than an A.M. Best Rating of “B+”. All policies shall be written on a per occurrence basis, unless otherwise approved by the City, and in form and amounts and with companies satisfactory to the City. Certificates of Insurance confirming insurance coverage shall be submitted to the City prior to Contract execution or commencement of any work or services.

The City hereby reserves the right to revise and enforce the requirements in this Attachment over the term of this Contract but only after providing CONTRACTOR at least sixty (60) days advance written notification of any such change. The insurance limits included below are minimums and do not limit or release the CONTRACTOR’s financial liability associated with any indemnified loss related to the services rendered under the terms of any contact resulting from this RFP.

### 2. INSURANCE REQUIREMENTS

A. **Worker’s Compensation Insurance** - at Statutory Limits and **Employer’s Liability Insurance** with limits of not less than \$500,000 each accident for Bodily Injury by Accident, \$500,000 each accident for Bodily Injury by Disease, and \$500,000 policy limit for Bodily Injury by Disease.

B. **Commercial General Liability Insurance** - with limits of liability not less than \$1,000,000 per occurrence and \$2,000,000 aggregate combined single limit, Personal Injury, Bodily Injury and Property Damage. Coverage shall include the following extensions: (a) *Contractual Liability*, (b) *Premises and Operations*, (c) *Products and Completed Operations*, (d) *Independent Contractors Coverage*, (e) *Personal and Advertising Injury* and (f) *Explosion, Collapse and Underground (XCU)*.

Coverage shall be no less comprehensive and no more restrictive than the coverage provided by the standard ISO form Commercial General Liability Policy (CG 0001 with standard exclusions, or a non-ISO equivalent form). Any additional exclusions shall be submitted with the Certificate of Insurance and shall be subject to the review and approval of the City. An **Aggregate Per Location Endorsement** is required or a \$5,000,000 Umbrella or Excess Liability Insurance policy may substitute.

C. **Automobile Liability Insurance** – with limits of liability of not less than \$1,000,000 per occurrence combined single limit including Bodily Injury and Property Damage. Coverage shall

include all owned vehicles, all non-owned vehicles, and all hired vehicles. *If the CONTRACTOR does not own any vehicles, coverage is required on non-owned and hired vehicles.*

D. **Umbrella/Excess Liability Insurance** – Liability Insurance requirements may be satisfied by a combination of primary and Umbrella/Excess Liability Insurance. *If Umbrella/ Excess Liability Insurance does not follow form of primary policies, the Umbrella/Excess Liability Insurance policy shall include the same endorsements as required on the primary policy(ies).*

E. **Responsibility For The Property Of Others** – CONTRACTOR shall assume full responsibility for all loss or damage from any cause whatsoever to any property brought onto City Property that is owned or rented by CONTRACTOR, or any of CONTRACTOR'S employees, agents, subcontractors, suppliers or their employees

F. **Subcontractors** –CONTRACTOR shall require that any of its agents and subcontractors satisfy insurance requirements 2.A through 2.D. CONTRACTOR shall also require that CONTRACTOR be named an Additional Insured on those insurance policies satisfying requirements 2.B. through 2.D above. CONTRACTOR shall be responsible for receiving and reviewing Certificates of Insurance of any of its agents, subcontractors (*City will not review this requirement*).

G. **Additional Insured & Governmental Immunity Endorsements** – The insurance policies specified in requirements 2.B. and 2.C. above shall include the manuscripted City of Des Moines, Iowa Additional Insured Endorsement (**or its pre-printed ISO/Non-ISO equivalent**). The insurance policies specified in requirements 2.B. and 2.C. above shall also include the manuscripted City of Des Moines, Iowa Governmental Immunities Endorsement (**no ISO/Non-ISO substitute language acceptable**). A copy of the City's endorsement language is included in Exhibit 1.

H. **Cancellation & Nonrenewal Endorsement** – The insurance policies specified in requirements 2.A. through 2.D. above shall include the manuscripted City of Des Moines, Iowa Cancellation & Nonrenewal Endorsement (**or its pre-printed ISO/Non-ISO equivalent**). A copy of the City's endorsement language is included in Exhibit 1.

I. **Proof Of Insurance** - CONTRACTOR shall submit to the City of Des Moines, Iowa a Certificate(s) of Insurance evidencing compliance with all required insurance coverages and waivers of subrogation as specified in requirements 2.A. through 2.D. and 2.G. and 2.H. above and 4. below. The Certificate(s) of Insurance shall specify under **“Description of Operations/ Locations/ Vehicle/Special Items”**: (1) the *title of the Contract* and (2) the following statement, *“As required by Contract, Additional Insured, Governmental Immunities, and Cancellation and Nonrenewal endorsements have been included on the above policies as per the attached endorsements and/or policy language.”* The endorsements/policy language shall be attached to the Certificate(s) of Insurance so as to evidence their inclusion in the coverages required.

### **3. INDEMNIFICATION PROVISION**

To the fullest extent permitted by law, CONTRACTOR agrees to defend, pay on behalf of, indemnify, and hold harmless the City against any and all claims, demands, suits, damages or losses, together with any and all outlay and expense connected therewith, including but not limited to attorneys' fees and court costs, that may be asserted or claimed against, recovered from or suffered by the City by reason of any injury or loss, including, but not limited to, personal injury, including bodily injury or death, property damage, including loss of use thereof, and economic

damages arising out of or in any way connected or associated with CONTRACTOR'S work or services.

CONTRACTOR'S obligation to indemnify the City contained in this Contract is not limited by the amount or type of damages, compensation or benefits payable under any workers' compensation acts, disability benefit acts, or other employee benefit acts.

The City shall not be liable or in any way responsible for any injury, damage, liability, claim, loss or expense incurred by CONTRACTOR, its officers, employees, subcontractors, and others affiliated with CONTRACTOR, arising out of or in any way connected or associated with CONTRACTOR'S work or services, except for and only to the extent caused by the negligence of the City.

CONTRACTOR expressly assumes full responsibility for any and all damages to City Property arising out of or in any way connected or associated with CONTRACTOR'S work or services including, but not limited to, the activities of CONTRACTOR, its officers, employees, subcontractors, and others affiliated with CONTRACTOR.

CONTRACTOR shall ensure that its activities on City Property will be performed and supervised by adequately trained and qualified personnel and CONTRACTOR will observe, and cause its officers, employees, subcontractors and others affiliated with CONTRACTOR to observe all applicable safety rules.

#### **4. WAIVER OF SUBROGATION PROVISION**

To the extent permitted by law, CONTRACTOR hereby releases the City , its elected and appointed officials, its agents, employees and volunteers and others working on behalf of the City , from and against any and all liability or responsibility to CONTRACTOR or anyone claiming through or under CONTRACTOR by way of subrogation or otherwise, for any loss or damage to property caused by fire or any other casualty and for any CONTRACTOR liability or workers compensation loss. This provision shall be applicable and in full force and effect only with respect to loss or damage occurring during the term of this Contract. CONTRACTOR'S policies of insurance shall contain a clause or endorsement to the effect that such release shall not adversely affect or impair such policies or prejudice the right of CONTRACTOR to recover thereunder.

## EXHIBIT 1

### CITY OF DES MOINES MANUSCRIPT ENDORSEMENTS

#### ADDITIONAL INSURED ENDORSEMENT

The City of Des Moines, Iowa, including all its elected and appointed officials, all its employees and volunteers, all its boards, commissions and/or authorities and their board members, employees, and volunteers, are included as Additional Insureds. This coverage shall be primary to the Additional Insureds, and not contributing with any other insurance or similar protection available to the Additional Insureds, whether other available coverage be primary, contributing or excess.

#### GOVERNMENTAL IMMUNITIES ENDORSEMENT (For use when including the City as an Additional Insured)

1. Nonwaiver of Government Immunity. The insurance carrier expressly agrees and states that the purchase of this policy and the including of the City of Des Moines, Iowa as an Additional Insured does not waive any of the defenses of governmental immunity available to the City of Des Moines, Iowa under Code of Iowa Section 670.4 as it now exists and as it may be amended from time to time.
2. Claims Coverage. The insurance carrier further agrees that this policy of insurance shall cover only those claims not subject to the defense of governmental immunity under the Code of Iowa Section 670.4 as it now exists and as it may be amended from time to time.
3. Assertion of Government Immunity. The City of Des Moines, Iowa shall be responsible for asserting any defense of governmental immunity, and may do so at any time and shall do so upon the timely written request of the insurance carrier. Nothing contained in this endorsement shall prevent the carrier from asserting the defense of governmental immunity on behalf of the City of Des Moines, Iowa.
4. Non-Denial of Coverage. The insurance carrier shall not deny coverage under this policy and the insurance carrier shall not deny any of the rights and benefits accruing to the City of Des Moines, Iowa under this policy for reasons of governmental immunity unless and until a court of competent jurisdiction has ruled in favor of the defense(s) of governmental immunity asserted by the City of Des Moines, Iowa.
5. No Other Change in Policy. The insurance carrier and the City of Des Moines, Iowa agree that the above preservation of governmental immunities shall not otherwise change or alter the coverage available under the policy.

#### CANCELLATION AND NONRENEWAL ENDORSEMENT

Thirty (30) days Advance Written Notice of Cancellation, ten (10) days Written Notification of Cancellation due to non-payment of premium and forty-five (45) days Advance Written Notification of Non-Renewal shall be sent to: Real Estate Division, City of Des Moines, City Hall, 400 Robert D Ray Drive, Des Moines, Iowa 50309. This endorsement supersedes the standard cancellation statement on the Certificate of Insurance to which this endorsement is attached.



**ATTACHMENT 3**

**CERTIFICATION OF PROPOSER'S INSURANCE AGENT REGARDING  
PROPOSER'S ABILITY TO OBTAIN REQUIRED INSURANCE  
COVERAGE**

I hereby certify that my client, as identified below, will be able to meet all of the insurance requirements of Attachment 2, has been advised of any additional costs associated with doing so, and has agreed to obtain such coverages if selected as the successful proposer of the RFP to which my client has responded:

Legal Name of Proposer:

---

Name/Address/Phone/FAX # of Insurance Agency:

---

---

---

Phone \_\_\_\_\_ FAX \_\_\_\_\_

Name of Agent/Broker (Print):

---

Signature of Agent/Broker:

---

Date of Signature: \_\_\_\_\_

Signature and stamp of Notary Republic

---