



1. Solicitation #:

2. Solicitation Issue Date:

3. Brief Description of Requirement:

4. Response Due Date<sup>1</sup>:

Time:

CST/CDT

5. Issued By and **RETURN SEALED BID TO**<sup>2</sup>:

Agency Name:

- U.S. Postal Delivery:
- Carrier Delivery:

6. Solicitation Type (check one below):

- Invitation to Bid
- Request for Proposal
- Request for Quote

7. Shipping Location:

8. Contracting Officer:

Name:

Phone:

Email:

<sup>1</sup> Amendments to solicitation may change the Response Due Date (read GENERAL PROVISIONS, section 3, "Solicitation Amendments")

<sup>2</sup> If "U.S. Postal Delivery" differs from "Carrier Delivery", use "Carrier Delivery" for courier or personal deliveries



"Certification for Competitive Bid and Contract" (see page 3) **MUST** be submitted along with the response to the Solicitation.

1. RE: Solicitation # \_\_\_\_\_

2. Bidder General Information:

FEI / SSN : \_\_\_\_\_ VEN ID: \_\_\_\_\_  
Company Name: \_\_\_\_\_

3. Bidder Contact Information:

Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Contact Title: \_\_\_\_\_  
Phone #: \_\_\_\_\_ FAX#: \_\_\_\_\_  
Email: \_\_\_\_\_ Website: \_\_\_\_\_

4. Oklahoma Sales Tax Permit<sup>1</sup>:

- YES – Permit #: \_\_\_\_\_
- NO – Exempt pursuant to Oklahoma Laws or Rules

5. Registration with the Oklahoma Secretary of State:

- YES - Filing Number: \_\_\_\_\_
- NO - Prior to the contract award, the successful bidder will be required to register with the Secretary of State or must attach a signed statement that provides specific details supporting the exemption the supplier is claiming ([www.sos.ok.gov](http://www.sos.ok.gov) or 405-521-3911).

6. Workers' Compensation Insurance Coverage:

Bidder is required to provide with the bid a certificate of insurance showing proof of compliance with the Oklahoma Workers' Compensation Act.

- YES – include a certificate of insurance with the bid
- NO - attach a signed statement that provides specific details supporting the exemption you are claiming from the Workers' Compensation Act (Note: Pursuant to Attorney General Opinion #07-8, the exemption from 85 O.S. 2001, § 2.6 applies only to employers who are natural persons, such as sole proprietors, and does not apply to employers who are entities created by law, including but not limited to corporations, partnerships and limited liability companies.)<sup>2</sup>

\_\_\_\_\_  
Authorized Signature Date

\_\_\_\_\_  
Printed Name Title

<sup>1</sup> For frequently asked questions concerning Oklahoma Sales Tax Permit, see <http://www.tax.ok.gov/faq/faqbussales.html>  
<sup>2</sup> For frequently asked questions concerning workers' compensation insurance, see [http://www.ok.gov/oid/Consumers/Workers' Compensation Information.html](http://www.ok.gov/oid/Consumers/Workers'_Compensation_Information.html)



A certification shall be included with any competitive bid and/or contract submitted to the State for goods or services.

Solicitation or Purchase Order #: \_\_\_\_\_

Supplier Legal Name: \_\_\_\_\_

SECTION I [74 O.S. § 85.22]:

A. For purposes of competitive bid,

- 1. I am the duly authorized agent of the above named bidder submitting the competitive bid herewith, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to said bid;
2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and
3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party:
a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring this contract herein.

SECTION II [74 O.S. § 85.42]:

For the purpose of a contract for services, the supplier also certifies that no person who has been involved in any manner in the development of this contract while employed by the State of Oklahoma shall be employed by the supplier to fulfill any of the services provided for under said contract.

The undersigned, duly authorized agent for the above named supplier, by signing below acknowledges this certification statement is executed for the purposes of:

[ ] the competitive bid attached herewith and contract, if awarded to said supplier;

OR

[ ] the contract attached herewith, which was not competitively bid and awarded by the agency pursuant to applicable Oklahoma statutes.

Supplier Authorized Signature

Certified This Date

Printed Name

Title

Phone Number

Email

Fax Number

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## **A. GENERAL PROVISIONS**

### **A.1. Definitions**

As used herein, the following terms shall have the following meaning unless the context clearly indicates otherwise:

- A.1.1.** "Acquisition" means items, products, materials, supplies, services and equipment a state agency acquires by purchase, lease purchase, lease with option to purchase, or rental pursuant to the Oklahoma Central Purchasing Act;
- A.1.2.** "Bid" means an offer in the form of a bid, proposal or quote a bidder submits in response to a solicitation;
- A.1.3.** "Bidder" means an individual or business entity that submits a bid in response to solicitation;
- A.1.4.** "Solicitation" means a request or invitation by the State Purchasing Director or a state agency for a supplier to submit a priced offer to sell acquisitions to the state. A solicitation may be an invitation to bid, request for proposal, or a request for quotation; and
- A.1.5.** "Supplier" means an individual or business entity that sells or desires to sell acquisitions to state agencies.

### **A.2. Bid Submission**

- A.2.1.** Submitted bids shall be in strict conformity with the instructions to bidders, and shall be submitted with any other forms completed as required by the solicitation.
- A.2.2.** Bids shall be submitted to the procuring agency in a single envelope, package, or container and shall be sealed. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container. SOLICITATION NUMBER AND SOLICITATION RESPONSE DUE DATE AND TIME MUST APPEAR ON THE FACE OF THE SINGLE ENVELOPE, PACKAGE, OR CONTAINER.
- A.2.3.** The required certification statement, "Certification for Competitive Bid and/or Contract (Non-Collusion Certification)", DCS-FORM-CP-004SA, must be made out in the name of the bidder and must be properly executed by an authorized person, with full knowledge and acceptance of all its provisions.
- A.2.4.** All bids shall be legibly written or typed. Any corrections to bids shall be initialed. Penciled bids and penciled corrections shall NOT be accepted and will be rejected as non-responsive.
- A.2.5.** All bids submitted shall be subject to the Oklahoma Central Purchasing Act, Central Purchasing Rules, and other statutory regulations as applicable, these General Provisions, any Special Provisions, solicitation specifications, required certification statement, and all other terms and conditions listed or attached herein—all of which are made part of this solicitation.

### **A.3. Solicitation Amendments**

- A.3.1.** If an amendment is issued, then the bidder shall acknowledge receipt of any/all amendment(s) to solicitations by signing and returning the solicitation amendment(s). Amendment acknowledgement(s) may be submitted with the bid or may be forwarded separately. If forwarded separately, amendment acknowledgement(s) must contain the solicitation number and response due date and time on the front of the envelope. The procuring agency must receive the amendment acknowledgement(s) by the response due date and time specified for receipt of bids for the bid to be deemed responsive. Failure to acknowledge solicitation amendments may be grounds for rejection.
- A.3.2.** No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the solicitation. All amendments to the solicitation shall be made in writing by the procuring agency.
- A.3.3.** It is the Bidder's responsibility to check frequently for any possible amendments that may be issued. The procuring agency is not responsible for a bidder's failure to acquire any amendment documents required to complete a solicitation.

### **A.4. Bid Change**

If the bidder needs to change a bid prior to the solicitation response due date, a new bid shall be submitted to the procuring agency with the following statement "This bid supersedes the bid previously submitted" in a single envelope, package, or container and shall be sealed. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container. SOLICITATION NUMBER AND SOLICITATION RESPONSE DUE DATE AND TIME MUST APPEAR ON THE FACE OF THE SINGLE ENVELOPE, PACKAGE, OR CONTAINER.

### **A.5. Certification Regarding Debarment, Suspension, and Other Responsibility Matters**

By submitting a response to this solicitation:

- A.5.1.** The prospective primary participant and any subcontractor certifies to the best of their knowledge and belief, that they and their principals or participants:
  - A.5.1.1.** Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal, State or local department or agency;

- A.5.1.2.** Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) contract; or for violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- A.5.1.3.** Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph A.5.1.2. of this certification; and
- A.5.1.4.** Have not within a three-year period preceding this application/proposal had one or more public (Federal, State or local) contracts terminated for cause or default.

**A.5.2.** Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to its solicitation response.

## **A.6. Bid Opening**

Sealed bids shall be opened by the \_\_\_\_\_ located at \_\_\_\_\_  
\_\_\_\_\_ at the time and date specified in the solicitation as the Response Due Date and Time.

## **A.7. Bids Subject to Public Disclosure**

Unless otherwise specified in the Oklahoma Open Records Act, Central Purchasing Act, or other applicable law, documents and information a bidder submits as part of or in connection with a bid are public records and subject to disclosure. Bidders claiming any portion of their bid as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and identify applicable law supporting their claim of confidentiality. The Chief Administrative Officer of the requesting agency shall make the final decision as to whether the documentation or information is confidential.

## **A.8. Late Bids**

Bids received by the procuring agency after the response due date and time shall be deemed non-responsive and shall NOT be considered for any resultant award.

## **A.9. Legal Contract**

- A.9.1.** Submitted bids are rendered as a legal offer and any bid, when accepted by the procuring agency, shall constitute a contract.
- A.9.2.** The Contract resulting from this solicitation will consist of the following documents in order of preference: Contract award documents, including but not limited to the Purchase Order, Contract Modifications, required certification statement, affidavit, and change orders; the solicitation including any amendments; and the successful bid to the extent that the bid does not conflict with the requirements of the Contract award documents or solicitation or applicable law. In the event there is a conflict between any of the preceding documents, the Contract award documents prevail over the solicitation, and both the Contract award documents and the solicitation shall prevail over the successful bid.
- A.9.3.** Any contract(s) awarded pursuant to the solicitation shall be legibly written or typed.

## **A.10. Pricing**

- A.10.1.** Bids shall remain firm for a minimum of sixty (60) days from the solicitation closing date.
- A.10.2.** Bidders guarantee unit prices to be correct.
- A.10.3.** In accordance with 74 O.S. §85.40, ALL travel expenses to be incurred by the supplier in performance of the Contract shall be included in the total bid price/contract amount.

## **A.11. Manufacturers' Name and Approved Equivalents**

Unless otherwise specified in the solicitation, manufacturers' names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. Bidder may offer any brand for which they are an authorized representative, which meets or exceeds the specification for any item(s). However, if bids are based on equivalent products, indicate on the bid form the manufacturer's name and number. Bidder shall submit sketches, descriptive literature, and/or complete specifications with their bid. Reference to literature submitted with a previous bid will not satisfy this provision. The bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids that do not comply with these requirements are subject to rejection.

## **A.12. Clarification of Solicitation**

Clarification pertaining to the contents of this solicitation shall be directed in writing to the Contracting Officer specified in the solicitation.

## **A.13. Rejection of Bid**

The State reserves the right to reject any bids that do not comply with the requirements and specifications of the solicitation. A bid

may be rejected when the bidder imposes terms or conditions that would modify requirements of the solicitation or limit the bidder's liability to the State. Other possible reasons for rejection of bids are listed in OAC 580:15-4-11.

#### **A.14. Award of Contract**

- A.14.1.** The procuring agency may award the Contract to more than one bidder by awarding the Contract(s) by item or groups of items, or may award the Contract on an ALL OR NONE basis, whichever is deemed by the procuring agency to be in the best interest of the State of Oklahoma.
- A.14.2.** Contract awards will be made to the lowest and best bidder(s) unless the solicitation specifies that best value criteria is being used.
- A.14.3.** In order to receive payments from the State of Oklahoma, suppliers who are not registered on the State of Oklahoma Vendor Registration list must complete the "Vendor/Payee Form" ([www.ok.gov/OSF/documents/osfvend.pdf](http://www.ok.gov/OSF/documents/osfvend.pdf)). Non-U.S. suppliers who are not registered on the State of Oklahoma Vendor Registration List must complete a W-8BEN ([www.irs.gov/pub/irs-pdf/fw8ben.pdf](http://www.irs.gov/pub/irs-pdf/fw8ben.pdf)). Failure to do so may delay contract award.

#### **A.15. Contract Modification**

- A.15.1.** The Contract is issued under the authority of the procuring agency who signs the Contract. The Contract may be modified only through a written Contract Modification, signed by the procuring agency approving official.
- A.15.2.** Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the procuring agency in writing, or made unilaterally by the Supplier, is a breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including unauthorized written Contract Modifications, shall be void and without effect, and the Supplier shall not be entitled to any claim under this Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the resultant Contract.

#### **A.16. Delivery, Inspection and Acceptance**

- A.16.1.** Unless otherwise specified in the solicitation or awarding documents, all deliveries shall be F.O.B. Destination. The bidder(s) awarded the Contract shall prepay all packaging, handling, shipping and delivery charges and firm prices quoted in the bid shall include all such charges. All products and/or services to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the State at destination. "Destination" shall mean delivered to the receiving dock or other point specified in the purchase order. The State assumes no responsibility for goods until accepted by the State at the receiving point in good condition. Title and risk of loss or damage to all items shall be the responsibility of the supplier until accepted by the receiving agency. The supplier(s) awarded the Contract shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.
- A.16.2.** Supplier(s) awarded the Contract shall be required to deliver products and services as bid on or before the required date. Deviations, substitutions or changes in products and services shall not be made unless expressly authorized in writing by the procuring agency.

#### **A.17. Invoicing and Payment**

- A.17.1.** Pursuant to 74 O.S. §85.44(B), invoices will be paid in arrears after products have been delivered or services provided.
- A.17.2.** Interest on late payments made by the State of Oklahoma is governed by 62 O.S. §34.71 and 62 O.S. §34.72.

#### **A.18. Tax Exemption**

State agency acquisitions are exempt from sales taxes and federal excise taxes. Bidders shall not include these taxes in price quotes.

#### **A.19. Audit and Records Clause**

- A.19.1.** As used in this clause, "records" includes books, documents, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. In accepting any Contract with the State, the successful bidder(s) agree any pertinent State or Federal agency will have the right to examine and audit all records relevant to execution and performance of the resultant Contract.
- A.19.2.** The successful bidder(s) awarded the Contract(s) is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion and/or termination of the Contract. If an audit, litigation, or other action involving such records is started before the end of the seven (7) year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.

## **A.20. Non-Appropriation Clause**

The terms of any Contract resulting from the solicitation and any Purchase Order issued for multiple years under the Contract are contingent upon sufficient appropriations being made by the Legislature or other appropriate government entity. Notwithstanding any language to the contrary in the solicitation, purchase order, or any other Contract document, the procuring agency may terminate its obligations under the Contract if sufficient appropriations are not made by the Legislature or other appropriate governing entity to pay amounts due for multiple year agreements. The Requesting (procuring) Agency's decisions as to whether sufficient appropriations are available shall be accepted by the supplier and shall be final and binding.

## **A.21. Choice of Law**

Any claims, disputes, or litigation relating to the solicitation, or the execution, interpretation, performance, or enforcement of the Contract shall be governed by the laws of the State of Oklahoma.

## **A.22. Choice of Venue**

Venue for any action, claim, dispute or litigation relating in any way to the Contract shall be in Oklahoma County, Oklahoma.

## **A.23. Termination for Cause**

- A.23.1.** The supplier may terminate the Contract for default or other just cause with a 30-day written request and upon written approval from the procuring agency. The State may terminate the Contract for default or any other just cause upon a 30-day written notification to the supplier.
- A.23.2.** The State may terminate the Contract immediately, without a 30-day written notice to the supplier, when violations are found to be an impediment to the function of an agency and detrimental to its cause, when conditions preclude the 30-day notice, or when the procuring agency determines that an administrative error occurred prior to Contract performance.
- A.23.3.** If the Contract is terminated, the State shall be liable only for payment for products and/or services delivered and accepted.

## **A.24. Termination for Convenience**

- A.24.1.** The State may terminate the Contract, in whole or in part, for convenience if the procuring agency determines that termination is in the State's best interest. The procuring agency shall terminate the Contract by delivering to the supplier a Notice of Termination for Convenience specifying the terms and effective date of Contract termination. The Contract termination date shall be a minimum of 60 days from the date the Notice of Termination for Convenience is issued by the procuring agency.
- A.24.2.** If the Contract is terminated, the State shall be liable only for products and/or services delivered and accepted, and for costs and expenses (exclusive of profit) reasonably incurred prior to the date upon which the Notice of Termination for Convenience was received by the supplier.

## **A.25. Insurance**

The successful bidder(s) awarded the Contract shall obtain and retain insurance, including worker's compensation, automobile insurance, medical malpractice, and general liability, as applicable, or as required by State or Federal law, prior to commencement of any work in connection with the Contract. The supplier awarded the Contract shall timely renew the policies to be carried pursuant to this section throughout the term of the Contract and shall provide the procuring agency with evidence of such insurance and renewals.

## **A.26. Employment Relationship**

The Contract does not create an employment relationship. Individuals performing services required by this Contract are not employees of the State of Oklahoma or the procuring agency. The supplier's employees shall not be considered employees of the State of Oklahoma nor of the procuring agency for any purpose, and accordingly shall not be eligible for rights or benefits accruing to state employees.

## **A.27. Compliance with the Oklahoma Taxpayer and Citizen Protection Act of 2007**

By submitting a bid for services, the bidder certifies that they, and any proposed subcontractors, are in compliance with 25 O.S. §1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. §1312 and includes but is not limited to the free Employment Verification Program (E-Verify) available at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

## **A.28. Compliance with Applicable Laws**

The products and services supplied under the Contract shall comply with all applicable federal, state and local laws, and the supplier shall maintain all applicable licenses and permit requirements.

## **A.29. Special Provisions**

Special Provisions set forth in SECTION B apply with the same force and effect as these General Provisions. However, conflicts or inconsistencies shall be resolved in favor of the Special Provisions.

## **B. SPECIAL PROVISIONS**

### **B.1 Billing**

Supplier will bill the OSBI on a monthly basis in arrears for services. Claims for reimbursement of services shall be submitted in arrears and within 90 calendar days of the provision of services. The Supplier will send one copy of their invoice bearing the purchase order number to:

**OSBI  
Attention: Accounting Department  
6600 N. Harvey  
Oklahoma City, Oklahoma, 73116**

### **B.2 Insurance**

The Supplier shall maintain insurance in the following amounts. The OSBI must be notified if the insurance policies are being cancelled or not being renewed.

- B.2.1** A Certificate of Insurance indicating general liability insurance with a minimum combined single limit of \$1,000,000 is required.
- B.2.2** A Certificate of Insurance indicating Workers' Compensation Insurance in compliance with the Oklahoma Workers' Compensation Law is also required.
- B.2.3** Both Certificates of Insurance must be provided to the OSBI after an award of contract and before any work begins.

### **B.3 Supplier Registration**

The successful Bidder will be required to complete vendor registration with the Oklahoma Department of Central Services prior to award.

## **C. SOLICITATION SPECIFICATIONS**

### **C.1 Services**

- C.1.1** This contract shall provide for year round janitorial services to be accomplished at the Oklahoma State Bureau of Investigation's (OSBI) Forensic Science Center located at 800 E. 2<sup>nd</sup> Street, Edmond, Oklahoma. Services will be provided for approximately 80,000 square feet of the facility.
- C.1.2** Services are to be provided five (5) days per week between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays on a mutually agreeable schedule. A minimum of one staff person will be required in the building for the entire 8:30 a.m. to 4:00 p.m. period. Contractor is responsible for staffing the building adequately to meet the terms of the contract.
- C.1.3** The work covered in these specifications consists of furnishing all management supervision, janitorial employees, janitorial supplies and equipment necessary for accomplishment of complete janitorial services (except for those items furnished by the OSBI in Section C.16).
- C.1.4** Contractor will not be required to change light bulbs/florescent tubes or wash dishes. Janitorial services will be accomplished in accordance with the procedures and standards stated herein.

## **C.2 Janitorial Personnel**

- C.2.1** Contractor will employ only trained and qualified workers who are proficient in performing janitorial services using equipment, methods, and techniques as specified in the contract and commonly used within the trade.
- C.2.2** Contractor and Contractor's employees must be United States citizens or be legally eligible to work in the United States. When requested, Contractor shall provide proof of eligibility of Contractor or Contractor's employees to work in the United States as indicated to comply with OSBI requirements or local, State and Federal laws.
- C.2.3** Janitorial personnel shall at all time be employees of the Contractor (no sub-Contractors or franchises without written permission from the OSBI). Contractor's employees are required to be a minimum age of eighteen with direct supervision on the premises or the age of twenty-one if not directly supervised.
- C.2.4** Janitorial personnel shall present a neat, clean and well-groomed appearance at all times. Janitorial personnel will stay in their assigned work area and not be allowed to wander through the building.
- C.2.5** Contractor will assign sufficient personnel to insure effective compliance with all provisions of the contract, including supervision.
- C.2.6** The OSBI shall conduct investigations on companies and individuals with whom it contracts to provide janitorial services including but not limited to a background investigation, polygraph examination and national criminal history record check. The successful Contractor shall submit data as required by the OSBI for each proposed employee. No employee of the Contractor shall work on the premises until the individual is approved by the OSBI. All personnel must be able to complete a polygraph examination conducted in English without the use of an interpreter. Any person found not acceptable to the OSBI will not be allowed to perform work at any OSBI facility.
- C.2.7** Areas designated for janitorial employees will be determined by the OSBI. Breaks are to be taken in areas designated by OSBI. . No televisions are to be used. No janitorial personnel shall sit at the desks of an OSBI employee or open any desk drawers. Use of OSBI telephones or computers is prohibited unless specifically approved by the OSBI Facility Manager. Personal use of telephones and computers is prohibited. No purses, shopping bags, large coats or other property of the contractor's employees will be allowed only in designated areas. Personal belongings should be stored in the area designated for the janitorial contractor.

## **C.3 Keys/KeyCards/Access Codes**

The Contractor will be provided with keys, key cards or access codes to allow access to all buildings and rooms, which are included in the provisions of this contract except designated areas, which will be cleaned at times established by the OSBI Facilities Manager or designee and may require OSBI staff escort. Keys and key cards assigned to a janitor will remain with that janitor while completing the duties associated with this contract. No exchanging or lending keys, key cards, or access codes will be permitted. Duplication of keys, key cards, or access codes is strictly forbidden. No master keys or building access cards will be permitted to leave the facility at any time for any reason without the approval of the OSBI Facilities Manager or designee. Failure to comply with the terms of this section may result in cancellation of the contract.

## **C.4 Locked Areas**

Whenever private offices or other areas are locked, those rooms shall not be entered. It will be a violation of the provisions of this contract for the Contractor or Contractor's employees to access any locked area. Likewise, it will be a violation of this contract for janitorial personnel to open locked rooms or locked areas to permit entrance by persons other than janitorial personnel in the fulfillment of their duties. Rooms that should be locked, but are found unlocked by janitorial personnel, will be reported to the OSBI Facilities Manager or designee

### **C.5 Off-Limit Areas**

Certain rooms may be designated as off-limits to the Contractor and Contractor's personnel. The Contractor or Contractor's employees shall not enter these rooms at any time. Violation of this provision will be cause for immediate termination of the contract.

### **C.6 Lights**

Janitorial personnel will turn off all lights upon completion of their duties unless directed otherwise or the room is currently in use by others.

### **C.7 Equipment**

All equipment and tools shall be furnished by the Contractor and shall be properly maintained in a sanitary condition and proper working order. All equipment and tools must be maintained to standards appropriate for each. Equipment with frayed cords, etc. will not be allowed in the facility. Equipment provided will be suitable for tasks to be performed. All electrical devices will be properly grounded in accordance with the equipment's manufacturer's specifications. When not in use, equipment shall be stored in appropriate areas designated for Contractor. The OSBI shall not be held responsible for any item of Contractor equipment, which may be lost, damaged, or stolen unless loss, damage or theft is through negligence of the OSBI's employees.

### **C.8 Damages**

All tasks accomplished by janitorial personnel will be performed so as to preclude damage or disfigurement to furniture and/or building structure. Damage or loss of the OSBI's furniture, fixtures, or building structure as a result of negligence or intent by janitorial personnel will be the responsibility of the Contractor. The Contractor will reimburse OSBI expenses incurred for necessary repair or replacement.

### **C.9 Moving Furniture/Equipment**

Moving Furniture/Equipment. As soon as practical, after award of this contract, the OSBI Facilities Manager or designee will show the Contractor those items of equipment that are not to be moved by janitorial personnel during the cleaning process. Items that must not be moved may include, but not be limited to, file cabinets, desks, computers and appliances. Items that must be moved prior to tasks such as vacuuming, mopping, removing or applying floor finishing and carpet shampooing may include, but not be limited to, chairs, tables, floor or chair mats and trash cans.

### **C.10 Performance**

It is the Contractor's responsibility to bring everything included in this Contract up to standard. OSBI should only have to point out rare and isolated problems, if any. Anything not acceptable in

accordance with the contract shall be corrected immediately. Failure to do so will constitute grounds for filing Contractor complaints with the

Department of Central Services potentially leading to corrective action, up to and including termination of contract.

### **C.11 Hazardous Substances**

Contractor shall ensure that labels on containers of hazardous substances are not removed or defaced. If substance has been put in containers other than their original container, such containers must be labeled. Labels shall include the name of the product, the hazardous substance(s) it contains and instructions in case of emergency. Material Safety Data Sheets shall be furnished to the OSBI.

### **C.12 Emergencies**

In an emergency affecting safety of person or property, the Contractor shall act, at the Contractor's discretion, to prevent threatened damage, injury or loss.

### **C.13 Space Allocated to Contractor**

**C.13.1** The OSBI will provide secure space for storage of supplies and equipment belonging to the Contractor. Space allocated to Contractor shall be kept neat and clean at all times. All materials and cleaning supplies and equipment shall be stored using the manufacturer's recommendations. This shall prevent any chemical spills, chemical fumes and provide for the safe storage of all cleaning equipment and supplies.

**C.13.2** All wet mop heads must be rinsed carefully after each use and replaced with new or clean dry mop heads when rinsing no longer restores them to a reasonable state of cleanliness. When not in actual use all such equipment, tools, and carts will be stored or left only in the designated storage areas.

**C.13.3** Dirty water and cleaning solutions shall be disposed of immediately in hopper sinks or floor drains in janitorial area. Cleaning solutions shall not be disposed of in any other floor drain, or in the restrooms, sinks in kitchens, food service areas, dining rooms or dishwashing areas. Cleaning gear closets shall be kept in a clean and orderly manner. Sink strainers or floor drain covers shall not be removed except for cleaning purposes and will be replaced immediately after cleaning.

**C.13.4** All materials and supplies shall be stored in accordance with applicable fire regulations. In no case shall rags be permitted to accumulate in boxes or cans. Clean rags may be stored in metal containers at the floor level provided the containers are equipped with lids which are kept in place at all times. Combustible materials subject to spontaneous ignition must be disposed of or stored outside the building in covered metal containers.

### **C.14 Safety Measures**

The Contractor shall be responsible for instructing janitorial personnel in appropriate safety measures. Janitorial personnel must not place mops, brooms, machines or other equipment in traffic lanes or other locations in such a manner as to create safety hazards. Appropriate, neat

appearing, well kept signs to indicate wet or hazardous floors or to caution staff or customers walking in an area being cleaned by janitorial personnel, as applicable, shall be provided by the Contractor. Such signs shall be displayed at all times in all areas where cleaning operations are in progress which necessitate the use of any equipment or supplies such as buckets, wires, ladders, water, wax, etc., which cause a traffic obstruction or hazard. Janitorial personnel shall be required to interrupt their work at any time to allow people to pass.

### **C.15 Contractor Furnished Supplies**

The Contractor will furnish all necessary supplies other than those specified in C. 16. Supplies shall be of the highest quality and the most suitable type and grade for the work called for under this contract.

### **C.16 OSBI Furnished Supplies**

**C.16.1** The OSBI will furnish all electricity and water necessary for the accomplishment of work called for in accordance with these specifications. The OSBI shall also supply the following items for use on this contract by the Contractor.

**PAPER, TOILET TISSUE  
TOWELS, PAPER SINGLE-FOLD, MULTI-FOLD, ROLL  
SOAP, HAND  
TRASH BAGS, PLASTIC (multiple sizes)  
DEODORIZING BLOCKS  
SPRAY DEODORANT  
TOILET SEAT COVERS**

**C.16.2** Items are not to be provided to other than janitorial personnel for use in the OSBI facility and requests for replacement will be made through the OSBI Facilities Manager and Supply Supervisor or designee. Periodic orders will be placed for OSBI furnished supplies to prevent depletion of stocks. The Contractor shall use every means to conserve the use of OSBI furnished supplies.

### **C.17 Storage of Supplies**

All materials not immediately in use must be properly stored to avoid safety hazards.

### **C.18 Definitions of Tasks Listed on the Task and Frequency Chart (Attachment A)**

#### **C.18.1 Uncarpeted Floors**

**C.18.1.1** Sweeping. Floors will be swept clean so that no dust streaks remain and no dust will be allowed to remain in corners, behind radiators, space heaters, doors or under furniture and on stair treads and risers. All furniture and equipment moved during the sweeping process will be replaced at the completion of the work. Sweeping debris will be removed to receptacles intended for this purpose. Floor expansion joints must be cleaned by mechanical vacuum equipment to remove trapped dust and other debris.

**C.18.1.2** Mopping. All floors shall be cleaned and maintained according to the manufacturers recommendations (See Attachment C). All floors must be swept clean before mopping. Clean mops and water with detergent solutions appropriate for removal of soil shall be used. Floors will be wet mopped to remove dirt and stains that cannot be removed by sweeping or vacuuming. Floors will be rinsed to remove detergent residue and any dingy or cloudy appearances. Water splashed on baseboards, walls, doors, furniture and equipment will be removed immediately. Special care shall be used in mopping stairs to insure water does not drip over ends of treads onto wall surfaces. All floors will be maintained free of heel, cart and other marks.

**C.18.1.3** Stripping. Stripping of all floors shall be accomplished per manufacturers specifications indicated in Attachment C. Stripping will result in the removal of floor finish from all surfaces down to the floor material using the finish remover appropriate for the flooring material being stripped of solution, dirt, and film. Floor services shall be left free of all dirt, stains, deposits, cleaning solutions, and standing water, and will have a uniform appearance when dry. Buildup removal shall also include corner of doorways and door thresholds.

The frequency schedule for this task may be adjusted when it is determined refinishing is not necessary, and is mutually agreed to by the OSBI Facilities Manager or designee and Contractor. Floor surfaces shall be left free of all dirt, stains, deposits, cleaning solution, standing water and will have a uniform appearance when dry. Movable furniture and equipment (See Section C.9) shall be removed during stripping and refinishing operations. Mechanical equipment used in this operation shall present no obstacle, such as wires or cords, which creates a safety hazard when OSBI employees or customers are present.

**C.18.1.4** Finishing. Floor finishing should be accomplished per manufacturers specifications indicated in Attachment C. The appropriate floor finish for different floor coverings shall be used in the application of floor finish. Finishes shall be applied to surfaces only after they have been thoroughly cleaned by mopping, scrubbing, or stripping, as required as appropriate to keep the floor fully protected. Finishing shall be done in heavy traffic areas between regularly scheduled finishing.

**C.18.1.5** Buffing. Floor buffing should be accomplished per manufacturers specifications indicated in Attachment C. Buffing will be accomplished according to the recommendations of the manufacturer of the floor finish used. A buffing machine shall be used and buffing shall be enough to bring surfaces to a uniform luster. Movable furniture and equipment (See Section C.9) shall be moved during the buffing operation and then properly replaced. After buffing, all residual dirt and dust shall be removed. Spray buffing will be used to remove limited soil spots, which resist mopping.

## **C.18.2 Carpet**

**C.18.2.1** Vacuuming. Carpet vacuuming shall thoroughly remove all airborne soil and dry dirt from it. Dry or loose dirt includes sand, grit, dust, cigarette

ashes, and other types of non-adhesive soils. Contractor must change vacuum bags regularly or repair/replace defective vacuum equipment to ensure maximum performance of the equipment. Movable furniture and equipment (See Section C.9) shall be moved during vacuuming and then properly replaced. Entry mats shall be included in this section.

**C.18.2.2** Spot Cleaning. Spot cleaning of the carpet areas should be accomplished per manufacturers specifications indicated in Attachment B. Spot cleaning will be done to maintain carpet in a responsible manner. Entry mats shall be spot cleaned as required.

**C.18.2.3** Full Cleaning. Full carpet cleaning will be accomplished per manufacturers specifications indicated in Attachment B. Only products, or equivalent, specified by the carpet manufacturer shall be used in the full carpet cleaning process. Carpet cleaning schedules will be established with OSBI Facility Manager or designee and Contractor prior to the work being performed.

**C.18.2.4** Anti-Static. Application of agents recommended by the carpet manufacturer will be used in the anti-static treatment of specified areas.

### **C.18.3 Walls**

**C.18.3.1** Spot Cleaning. Spot cleaning shall remove soil and stains, rubber burns, handprints, smudges, food particles, chemicals, blood and other blemishes. Spot cleaning will include maintenance of glazed or ceramic wall and baseboard tiles and the removal of residue in grout joints of tile walls. Light switches are included in this provision.

**C.18.3.2** Full Cleaning. Full cleaning of walls shall include vacuuming areas so that they are free of all dust streaks, lint and cobwebs but not imbedded dirt. Cleaning shall also include wall-mounted fixtures except for items of equipment and Art designated by OSBI Facilities Manager or designee. Cleaned surfaces of walls, exposed pipes and equipment will have a uniform clean appearance free from dirt, stains, streaks, lint, and cleaning marks. Glaze ceramic tile surfaces shall be free of film, streaks and deposits. Light switches are included in this provision.

### **C.18.4 Interior Glass and Window Cleaning**

**C.18.4.1** All exposed glass surfaces which are not an integral part of the exterior surfaces of the building shall be cleaned weekly as needed to present a neat, clear appearance and shall be free from streaks and smudges. This includes but is not limited to:

- Glass Partitions
- Interior Glass Doors and Glass on Both Sides
- Display Cases
- Directory Boards
- Mirrors
- Adjacent Trim

- C.18.4.2** Glass and windows in the lobby/atrium areas will be cleaned on the inside and outside up to nine (9) feet quarterly to present a neat, clean appearance and shall be free from streaks and smudges.
- C.18.4.3** The interior side of all exterior windows shall be cleaned annually except for those located in the atrium areas above the nine (9) foot level. All interior windows shall have a full cleaning based on a schedule outlined in Attachment A.

**C.18.5 Exterior Doors**

Entry door glass, trim, handles and thresholds will be cleaned and/or polished to present a neat, clear appearance and shall be free from streaks and smudges.

**C.18.6 Lobby**

Lobby areas will be swept, damp mopped and/or vacuumed and carpet spot cleaned on a schedule outlined in Attachment A. Lobby planters will be policed for debris daily and the outside of the container will be cleaned and polished monthly.

**C.18.7 Dusting**

Dusting shall be accomplished on all horizontal surfaces including, but not limited to, horizontal and vertical window blinds, up lighting fixtures, window ledges and trims, door trim and exposed shelving, desks, filing cabinets artificial plants or any surface that may serve as a depository for the accumulation of dust or dirt.

**C.18.8 Metal Surfaces**

Metal push plates, kick plates, name plates, doors, metal protective corner plates, elevator call buttons/plates and other metal fixtures shall be cleaned and polished to present a clean appearance. Spillage and marks on adjacent surfaces resulting from polishing metal surfaces will be removed.

**C.18.9 Furniture/Cabinet Cleaning**

Wood and metal desk tops and sides, table tops and sides, chairs, divans, and all other furniture, including legs thereof, shall be damp wiped so as to remove dust, soil stains and grease. Miscellaneous pencil, ink and other markings shall be removed from furnishings as they occur. This provision and the indicated frequencies also apply to vinyl, plastic and fabric upholstered furniture. Vinyl and/or plastic shall be wiped with damp or wet cloths. Non-washable fabrics will be vacuumed on all exterior surfaces and sides of removable cushions. Metal and wood furniture shall be cleaned using the appropriate cleaning compound. Cleaning of stainless steel and other built-in counters, cabinets and furniture is included in this provision. Tops and exterior of appliances will be cleaned weekly.

**C.18.10 Refrigerators**

The Contractor shall clean the inside of each break room refrigerator quarterly. The OSBI Facilities Manager or designee and Contractor will establish a schedule. The Contractor shall post a sign on each refrigerator at least two (2) working days prior to the proposed cleaning

notifying the employees that the refrigerator will be cleaned and the employee is to remove all dishes and containers from the refrigerator. The Contractor shall dispose of any dishes or containers left in the refrigerator. The Contractor shall not be liable for any dishes or food items that are disposed of. Condiments and dressings may remain the refrigerator; however, the janitorial personnel shall check the expiration date and will dispose of any item that has passed the expiration date.

#### **C.18.11 Trash Removal**

Waste receptacles will be emptied on a schedule outlined in Attachment A. Washing and scrubbing to remove soil will be accomplished as required. New trashcan liners will be placed appropriately in trashcans as required. All trash including books, boxes, and any other items marked trash will be removed and deposited into OSBI provided dumpster and secured to prevent trash from blowing out of the dumpster. Boxes, files, etc., not in trash cans will not be thrown away unless it is plainly marked trash.

#### **C.18.12 Dispensers**

All paper towels, toilet paper and hand soap dispensers shall be maintained with an adequate supply at all times. All dispensers will be damp cleaned in and out prior to filling. Soap dispensers will be cleaned at each refilling or as required. Stocking of refill supplies in the area of the dispensers will not be permitted. Dispensers found defective will be reported to the OSBI Facilities Manger or designee. Dispensers will be serviced as frequently as necessary to insure a continuous supply.

#### **C.18.13 Ceramic/Metal**

Commodes, urinals, washbasins, sinks and drinking fountains shall be cleaned inside and out, including under fixture edges and lips, to remove all deposits and stains, including rust and scale. Brass and chrome fittings shall be cleaned to remove foreign matter and watermarks. Stall partitions, and woodwork that is not washable shall be spot cleaned to remove accumulations of dirt and pencil or other marks. The appropriate detergent solution shall be used in cleaning partitions or woodwork.

#### **C.18.14 Ducts/Louvers/Door Grills**

All intake and exhaust ducts, exterior radiator vents, airway louvers and door grills will be vacuumed to remove dust, lint, dirt and other foreign matter. Cleaning of interior duct ways shall not be the responsibility of the Contractor.

#### **C.18.15 Exterior Maintenance**

- C.18.15.1** Janitorial personnel shall dispose of all trash, litter or other debris within 25 feet of the exterior building entry doors.
- C.18.15.2** All waste receptacles located outside the building will be emptied and trash deposited into designated trash bins.
- C.18.15.3** All smoking urns located outside the building will be emptied. Smoking waste will be collected in metal containers containing sufficient water to cover the contents and then drained and removed to outside collection facilities. Water or sand urns will be refilled as required.

**C.18.15.4** Picnic tables, benches and any other exterior furniture shall be washed or cleaned to present a neat and clean appearance as required. All exterior sidewalks within 25 feet of OSBI facility entrances shall be swept to remove all debris including but not limited to dirt, cigarette butts, leaves, and grass as required. All material will be disposed of in dumpster(s) provided by the OSBI.

**C.18.16 Grout**

The grout in all ceramic tile areas shall be cleaned and sealed in accordance with manufacturer's specifications as detailed on Attachment C.

**C.18.17 Special Services**

**C.18.17.1** Elevators. Cleaning of all interior surfaces of passenger and service elevators shall be done weekly to maintain them in a presentable, polished appearance. All cleaning shall be accomplished in the same manner as indicated for the cleaning of similar surfaces under other provisions of this contract. All light fixtures, ventilator slots, and guide tracks shall be cleaned weekly. All elevator floors shall be buffed and refinished as needed. Elevator tracks and doors on each floor of the facility shall be cleaned.

**C.18.17.2** Stairways. Stairways will be swept weekly and mopped monthly or as required to remove dirt and stains. All stairway doors, handles, light fixtures and handrails will be dusted and/or cleaned as required to maintain and clean and neat appearance. Other cleaning functions shall be performed with a frequency required to keep these areas in a clean and sanitary condition.

**C.18.17.3** Exterior Windows and Interior Lobby Windows above Nine Feet (9'). Exterior Windows and Interior Lobby Windows above Nine (9) Feet. If included in this contract, all exterior windows and interior lobby windows above Nine feet (9') shall be cleaned to present a neat and clear appearance. The windows will have a uniform clean appearance free from dirt and streaks. Windows will be cleaned annually on a schedule determined by the OSBI Facilities Manager or designee and Contractor. Contractor will provide a cost to clean exterior windows and lobby windows above nine feet (9') as an option.

**C.18.17.4** Ceiling Light Lenses/Uplighting. Light lenses and uplighting will be cleaned as required to remove bugs and other debris.

**C.18.17.5** Mechanical Rooms. All mechanical rooms will be swept with a dry mop once every six (6) months. Spot/wet mopping will be completed as required.

**C.19 Desired Results**

While the foregoing definitions of tasks are intended to produce a "minimal acceptable" level of performance, the Contractor is encouraged to expend all possible effort to deliver "optimal achievable" results at acceptable economic levels.

**C.20 Task and Frequency Chart Code Index**

D – Daily	M – Monthly
W – Weekly	2xM – Twice Month
2xW – Twice Week	M3 – Quarterly
AR – As Required for Requested*	M6 – Semi-Annually
A - Annually	

\*The technical provisions of the Task and Frequency Chart that are annotated with a cleaning frequency of “AR” (as required or requested) shall be cleaned as frequently as necessary to maintain a maximum state of aseptic cleanliness and a maximum state of esthetic or visual cleanliness.

## **D. EVALUATION**

- D.1** Bids shall first be evaluated based on the mandatory administration requirements such as incomplete forms, form entries improper, improper alterations, absence of company authorized signature, absence of notary signature and seal, failure of acknowledging amendments, additional bidder terms and conditions, incomplete confirmation of onsite inspection, and absence or incomplete of onsite inspection form. Bidders that do not fully meet mandatory administration requirements, and do not submit and complete documents and information required shall be deemed as non-responsive and shall not be considered further.
- D.2** The OSBI shall evaluate bids in response to the solicitation and will award a contract to the supplier whose bid is determined to be the lowest and best responsive bid from a responsible bidder. Past performance shall be based on information provided by the supplier and any other information the State of Oklahoma may obtain by following up on the information provided by the supplier and/or through other sources (i.e., Supplier's performance on previously awarded delivery orders/contracts and/or contracts with other State entities).

## **E. INSTRUCTIONS TO SUPPLIER**

### **E.1 Response**

Bidder must complete and return the Bidder Response Form to include a minimum of three (3) references of businesses that the Bidder has provided services similar in size and scope or function within the past two (2) years.

### **E.2 Site Inspection**

A Mandatory on site pre-bid is required and will be held at the OSBI Forensic Science Center located at 800 E. 2<sup>nd</sup>, Edmond, Oklahoma on Wednesday, March 21, 2012, 10:00A.M. CDT. No other dates and times will be allowed for a site visit. Upon arrival all bidders should check in with OSBI contact; Nancy Elwell inside the lobby of the building. A confirmation of onsite inspection form will be provided and must be submitted with the bid response.

## **E. CHECKLIST**

- F.1** Responding Bidder Information (Page 2 of DCS/Purchasing – Form 076SA) including said documents required per this page.
- F.2** Bid Non-Collusion Certification (Page 3 of DCS/Purchasing – Form 004SA).

**F.3** Bidder Response Form.

**F.4** Confirmation of Mandatory On-site visit form.

**F.5** Envelope – Insert the name and address of the bidder in the upper left corner of the single envelope, package or container. ITB Number must appear on the face of the single envelope.

**F.6** Initial in ink, each alteration.

**F.7** All amendments signed (if any are issued).

**G. OTHER**

None

**H. PRICE AND COST**

**H.1** Bidder must provide a cost to complete janitorial services as specified in this document on a monthly basis for the initial term and four (4) options to renew.

**H.2** Bidder must provide the number of staff to be assigned to carry out the requirements of the contract.

**H.3** Bidder may provide a cost to complete washing of interior windows above 9' and exterior windows one time per year.





### STEP 3: CLEANING

With an appropriate maintenance program in place, the next step is to follow it. An explanation of recommended cleaning methods, and guidelines for each is listed below.

*Vacuum:* Vacuuming is the most important element in the maintenance of carpet and overall appearance of the facility. Vacuums are designed to remove dry soil, which accounts for 85 percent of soil tracked into a building. Frequent usage captures dirt at the surface before it settles and becomes more difficult to remove. A quality vacuum is vital to prolonging the life of your carpet. When selecting a vacuum, be sure it is certified by the Carpet and Rug Institute (CRI) Vacuum Cleaning Indoor Air Quality Program ([www.carpet-rug.org](http://www.carpet-rug.org)).

*Interim cleaning:* Interim cleaning may be conducted between extractions to reduce the total number of extractions and renew carpet appearance.

- *Low moisture encapsulation:* Low moisture encapsulation systems efficiently improve carpet appearance with limited down time for cleaning and drying. The cleaning agent R2Xtra, or another encapsulating cleaner certified by the Carpet and Rug Institute (CRI) Seal of Approval Program, is applied and mechanically agitated into the carpet pile, allowed to dry, then vacuumed to remove the encapsulated soil. In conjunction with scheduled hot water extraction, the low moisture method helps maintain premium carpet appearance.
- *Other interim systems:* Other methods, such as the Bonnet, provide merely a temporary appearance enhancement because they only absorb at the surface and provide no extraction of deep soil. A spinning bonnet also may damage the pile. Designweave does not recommend the Bonnet method.

*Hot water extraction:* Hot water extraction cleans the oily materials that vacuums can't remove, which accounts for 15 percent of all soil. The frequency of hot water extraction should be defined by the maintenance schedule. If the carpet looks dull or dirty between cleanings the frequency should be increased. Proximity to areas with a high content of oily soil may require more frequent hot water extractions.

- *Steps to follow:*
  1. Thoroughly vacuum all carpet.
  2. Apply a traffic lane cleaner such as R2Xtra, or another cleaner certified by the CRI Seal of Approval Program ([www.carpet-rug.org](http://www.carpet-rug.org)).
  3. Agitate carpet to allow cleaner to penetrate. Allow 10 min. dwell time.
  4. Extract with an extraction unit that can apply rinse water at a rate greater than one gallon per minute, with sufficient recovery power to avoid over-wetting the carpet. Do not use extraction machines that recycle the water.

5. Use fans or air movers to decrease drying times.

- Do not use cleaning agents containing optical brighteners or silicon-based anti-soil treatments.
- Self-contained, walk-behind machines that apply a cleaning solution at a rate balanced with the recovery capability of the machine do not perform as well as a high-performance extractor. These machines should be used as an interim method, supplemented by periodic high-performance cleaning.

**STEP 4: SPOTS AND SPILLS**

Unlike planned maintenance, spot and spill removal is the reaction to an unplanned incident and should *always involve immediate action*. In general, solids should be gently removed and liquids blotted with a white towel, working from the outer edge of the spill toward the center. Next, apply R2Xtra or another spotter certified by the CRI Seal of Approval Program to the stained area. Agitate with a soft bristle brush (do not scrub) and allow solution to dwell on the carpet for a minimum of 10 minutes. When dry, remove by vacuuming. Wet stains, severe stains, or bodily fluids should be removed by a portable extractor. If this does not fully remove the stain, contact a professional cleaner or follow the recommendations on the chart below.

**SPOT AND SPILL REMOVAL**

Adhesive: Carpet	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Alcoholic Beverages	Clean with R2Xtra or another general purpose cleaner.
Asphalt	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Betadine	Clean with a sodium thiosulfate solution or streepene solution for solution dyed carpet. Follow with R2Xtra or another general purpose cleaner.
Blood	Clean with R2Xtra or another general purpose cleaner. If blood is dry, an ammonia solution may be used.
Butter	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.

Chewing Gum	Freeze, then shatter and vacuum. Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Chocolate	Clean with an ammonia solution. Follow with R2Xtra or another general purpose cleaner.
Coffee	Clean with a white vinegar solution or acidic spot cleaner. Follow with R2Xtra or another general purpose cleaner.
Cola	Clean with R2Xtra or another general purpose cleaner.
Cosmetics	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Crayon	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Deicer, Salt	Vacuum and blot. Then clean with R2Xtra or another general purpose cleaner.
Excrement	Blot and clean with R2Xtra or another general purpose cleaner.
Food	Clean with R2Xtra or another general purpose cleaner.
Furniture Polish	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.

Grease	Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.
Ink • Ballpoint • Permanent • Washable	<ul style="list-style-type: none"> <li>• Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.</li> <li>• Clean with a solvent designed for grease removal. Follow with R2Xtra or another general purpose cleaner.</li> <li>• Clean with R2Xtra or another general purpose cleaner.</li> </ul>

**Maintenance Recommendations - Arteffects, Excelon & Standard  
Excelon (Companion Square, Feature Tile/Strips, Stonetex, Imperial  
Texture and MultiColor)**

Maintenance \ Specific Product Maintenance Recommendations\Maintenance Recommendations - Arteffects, Excelon & Standard  
Excelon (Companion Square, Feature Tile/Strips, Stonetex, Imperial Texture and MultiColor)

**Initial Protection Immediately After Installation :**

Smart maintenance programs consist of thorough dirt and grit control, removal of spills and stains, and protection of the floor surface. Walk-off mats, sweeping, mopping, and vacuuming all help in the control of loose dirt and grit. Damp-mopping, spot-cleaning, and washing will remove most spills and stains. Polishing gives the floor an easy to maintain protective coating which enhances both appearance and longevity. Following these maintenance instructions will minimize maintenance costs and maximize appearance and durability.

**NOTE:** Armstrong commercial vinyl composition tile is coated with the Fast Start Factory Finish. Fortunately the Fast Start Factory Finish makes initial maintenance quick and easy and does not require removal after installation. It is compatible with commercial floor polishes such as Armstrong S-480 Floor Polish and reduces the need to strip the tile. Vinyl composition tile require polishing for protection, ease of maintenance and an attractive overall appearance.

**STONETEX NOTE :** Although Stonetex presents a monolithic or solid-colored image, the speckled pattern enables it to look better longer than Feature Tile or other nonpatterned vinyl composition tile. Stonetex may require more frequent maintenance than a typical vinyl composition tile with a more prominent pattern. Darker-colored patterns may be susceptible to scratch whitening. These colors may require more frequent maintenance if used in field areas: 52148, 52149, 52150, 52151, 52152, 52153, 52154, 52157

**FEATURE TILE NOTE :** Feature Tile, like solid-colored floors of any composition, show scratches and soiling more readily than patterned materials. They have been designed for use as decorative bands, borders and spot accent colors in combination with other Armstrong 1/8" Standard Excelon and Excelon Tile. Feature Tile is not suitable for use as an overall floor color and is not recommended or guaranteed for this use. When first installed, their plain-colored surface may reveal a light dusty or powdery film and some directional surface markings. These are common to the production of this type of product, but the markings will be eliminated with regular cleaning and polishing, and they will not affect the performance of the floor.

**IMPERIAL TEXTURE NOTE :** Darker-colored patterns are subject to scratch whitening. These colors may require more frequent maintenance if used in field areas: 51813, 51814, 51816, 51818, 51820, 51821, 51824, 51868, 51869, 51871, 51874, 51878, 51879, 51880, 51882, 51884, 51942, 51943, 51944, 51945, 51946, 51947, 51948.

**ARTEFFECTS NOTE:** Darker-colored patterns may be susceptible to scratch whitening. These colors may require more frequent maintenance if used in field areas: 57207, 57211, 57213.

**Initial Protection**

The typical construction site involves various tradespeople and an equal variety of dirt, soils, traffic and stains all of which can damage the unprotected flooring. The application of several coats of polish immediately after installation will help protect the new flooring and most likely reduce the number of tiles needing replacement before the area is put into actual use.

**Do not wet wash, scrub or strip the floor for at least four or five days after installation (this**

prevents excess moisture from interfering with the adhesive bond).

Scrub the floor with a neutral detergent solution such as Armstrong S-485 Floor Cleaner at 4 to 6 ounces per gallon and a scrubbing pad (3M blue/green, or equal), or equivalent brushes. If the floor is badly soiled and/or scratched, strip it using the same procedure but substituting a stripping solution such as Armstrong S-490 Floor Stripper.

1. Thoroughly rinse floor and allow it to dry.
2. Apply three to five coats of a high-quality commercial floor polish such as Armstrong S-480 Floor Polish. The use of a high-quality stain-resistant sealer such as Armstrong S-495 Floor Sealer should be considered in areas of high traffic, high soil load or high staining potential.

**Daily/ Regular Maintenance :**

1. Sweep or vacuum thoroughly.
2. Damp-mop with a neutral detergent solution such as Armstrong S-485 Floor Cleaner at 3 to 4 ounces per gallon, while carefully scrubbing black marks and excessive soil.
3. Apply two coats of a high-quality commercial floor polish such as Armstrong S-480 Floor Polish.

**Periodic Maintenance :**

1. Sweep or vacuum frequently.
2. Damp-mop or lightly scrub the floor with the appropriate pads or brushes, using a neutral detergent solution such as Armstrong S-485 Floor Cleaner at 3 to 4 ounces per gallon.
3. If the floor has been scrubbed, thoroughly rinse and allow it to dry.
4. If there is sufficient (three to five coats) polish remaining on the floor, spray-buff or burnish to restore gloss.

**Restorative Maintenance :**

Strip the floor only when necessary, following procedures outlined in Preparation for Commercial Traffic above. No-scrub and/or no-rinse strippers are not recommended on tile floors less than two years old, because they may affect the adhesive bond.

# Care and maintenance

care and maintenance

One of the greatest things about ceramic tile is that it's a true low-maintenance material. Minimal effort will keep it looking great for years to come. A few steps taken when a tile installation is completed will simplify maintenance considerably.

## routine tile care

Wipe glazed wall tiles periodically using a cloth or sponge dampened with non-abrasive household cleaner. Vacuum glazed floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge with a water-based all purpose cleaner. Wax cleaners and oil-based detergents may decrease the slip resistance of ceramic tile. Remember not to use ammonia, as it will discolor grout.

Clean unglazed wall and floor tiles in a similar manner using a solution of water and soapless detergent instead of an all-purpose water-based cleaner.

## -grout care

Once the tile has been cleaned and dried (shortly after installation), grout joints should be treated with a silicone sealer. Grout, the material used to fill the spaces between tiles, is porous, and sealing it at this time will simplify maintenance in the future (epoxy grouts do not require a sealer).

We recommend you apply a sealer (grout joint application only) at least twice a year for maximum stain protection.

For all porcelain tiles, we recommend a grout release product to prevent finely powdered pigments from lodging in pores of porcelain surface.

## heavy-duty cleaning

Neglected or heavily trafficked tile may require more intensive cleaning. Clean glazed wall tiles with a scouring powder or all-purpose, water-based cleaner applied to a non-metallic pad. Rinse and wipe dry.

For glazed floor tiles, use a commercial tile cleaner, or apply a strong solution of an all-purpose, water-based cleaner or scouring powder paste. Let stand for five minutes, brush and scrub. Then rinse with clean water and wipe dry.

For heavy-duty cleaning of unglazed wall tiles, make a paste of scouring powder. Apply to surface and let stand for five minutes. Scour with brush, rinse and wipe dry.

Unglazed floor tiles can also be cleaned with a scouring powder paste. Let stand for five minutes before scouring with a brush, rinsing and wiping dry. A small brush is suitable for most floors, but you may want to consider using a scrubbing machine for large areas.

To clean badly soiled countertops, apply a solution of scouring powder and very hot water. Let stand for five minutes, then scrub with a stiff brush and rinse.

Commonly available tile cleaning products can be used to remove soap scum, hard-water deposits and mildew stains. These products are available at local supermarkets or home service centers.

For soft water, use an all-purpose, water-based cleaner. Allow cleaner to stand for five minutes before lightly scrubbing with a sponge. Rinse well.

## cleansers

Prior to usage, consult the manufacturer of the cleaner, cleanser or detergent for more detailed instructions for use and the impact of their cleaning solution to your tile product.

NEVER combine ammonia with products containing bleach — hazardous gases may result.

## do's and don'ts

- Do not use cleansers containing acid or bleach for routine maintenance
- Do not use wax cleaners, oil-based detergents or sealants to maintain your tile (exceptions are made for Quarry). The use of these products may decrease the slip resistance of ceramic tile
- Do not use harsh cleaning aids like steel wool pads or any scouring pads containing metal
- Do not use a cleaning agent that contains color on unglazed tile
- Do not use scouring powders on a small area
- Do use a sealer on grout joints
- Do have a damaged or broken tile removed and replaced only by a qualified tile contractor

## stone maintenance

Stone products require unique care. Proper care will preserve the natural stone's original appearance. Use a neutral cleaner with a pH between 7 and 10. Avoid all purpose cleaners or soaps containing water-soluble inorganic or crystallizing salts, harmful alkali or acids. Stone products should be sealed with either a penetrating or surface coating type sealer, depending on desired look. Sealed surfaces should be tested periodically for effectiveness. Many factors will contribute to the length of time a sealer will last, including the type and texture of stone, wear factors, cleaning methods used, weather conditions and sun exposure.

With proper care, American Olean ceramic tile and stone products will look great for years to come. For answers to other questions about your tile and its maintenance not addressed here:

www.americanolean.com or www.tile.com or call 1-888-AOFTILE for the distributor nearest you.

**OKLAHOMA STATE BUREAU OF INVESTIGATION  
FORENSIC SCIENCE CENTER FACILITY  
JANITORIAL SERVICES**

**BIDDER RESPONSE FORM**

**Solicitation Number:** \_\_\_\_\_  
**Due Date:** April 4, 2012 by 3:00 p.m. CST

**Company Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Contact Person:** \_\_\_\_\_ **Phone Number:** (\_\_\_\_) \_\_\_\_\_

**References:** Provide three (3) references of businesses that you have provided services similar in size and scope or function within the past two (2) years.

1. **Business Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Contact Person:** \_\_\_\_\_ **Phone Number:** (\_\_\_\_) \_\_\_\_\_  
**Time Period Services Provided:** \_\_\_\_\_

2. **Business Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Contact Person:** \_\_\_\_\_ **Phone Number:** (\_\_\_\_) \_\_\_\_\_  
**Time Period Services Provided:** \_\_\_\_\_

3. **Business Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Contact Person:** \_\_\_\_\_ **Phone Number:** (\_\_\_\_) \_\_\_\_\_  
**Time Period Services Provided:** \_\_\_\_\_

**Janitorial Services Monthly Rate**

July 1, 2012 through June 30, 2013	\$ _____
July 1, 2013 through June 30, 2014	\$ _____
July 1, 2014 through June 30, 2015	\$ _____
July 1, 2015 through June 30, 2016	\$ _____
July 1, 2016 through June 30, 2017	\$ _____

**Number of Staff to be Assigned to Carry Out the Contract** \_\_\_\_\_

**Exterior Window Cleaning and Interior Window Cleaning Over 9' (Optional)**

**One Annual Cleaning** \_\_\_\_\_

**Signature:** \_\_\_\_\_  
Owner or Owner's Authorized Representative

**Name/Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_