

STATEMENT OF WORK

JANITORIAL SERVICES

GIFFORD PINCHOT STATE PARK YORK COUNTY, PENNSYLVANIA

I. SCOPE OF WORK:

The Department of Conservation and Natural Resources, Bureau of State Parks, requires janitorial services for the Park Office and cabins at Gifford Pinchot State Park, 2200 Rosstown Road, Lewisberry, PA 17339 (York County).

Questions regarding the technical aspects of this bid shall be directed to Bob Deffner, Park Manager, at 717-432-5011 or fax number 717-432-0367. Questions regarding the bidding or contracting procedures shall be directed to Nancy Weibley at 717-783-4884.

II. CONTRACT TASKS:

The following tasks shall be completed in the performance of this contract.

The contractor shall furnish all cleaning supplies and equipment. Cleaning products must be approved by the Park Manager prior to use. The Park Manager may require manufacturer's specifications and a sample.

PARK OFFICE BUILDING

Weekly Park Office Requirements: (Cleaning to be done during the weekend or possibly another time when the office is not occupied or in operation, if approved by the Park Manager)

1. Remove any cobwebs around Park Office entrance, by sweeping or wiping. Remove marks and dirt from walls, ceilings, windows, and screens as necessary.
2. Sweep and wet mop all tile floors and entranceway with appropriate cleaner. Use a second bucket of clean water solution to rinse the mop.
3. Vacuum all carpets; spot cleaning as necessary including the basement conference room as needed.
4. Empty all garbage receptacles. Place any garbage in the park's dumpster located in the maintenance area. Replace plastic garbage bags in garbage receptacles, as needed. The park will provide the garbage bags. Soiled garbage receptacles are to be washed and cleaned, as needed.

5. Clean restrooms. Clean and sanitize toilets and urinals. Place toilet paper in toilet paper dispenser, if dispenser is empty. Toilet paper will be provided by the park. Clean all sinks and chrome. Wipe down partitions and walls near sinks, toilets, and urinals.
6. Clean kitchen sink by scouring and sanitizing sink and attached chrome fixtures.
7. Clean all mirrors with a cleaner appropriate for windows/mirrors.
8. As needed, dust all woodwork, including but not limited to furniture, counters, shelves, bookcases, windowsills, doorways, tables and fixtures – with the exception of personal work spaces as identified by the park manager.
9. Immediately upon completion of cleaning, report to Park personnel any required maintenance, damaged furniture or appliances, safety hazards, or other items of concern beyond the scope of this contract.
10. At contracted vendor's discretion, check that all items on the "Cabin & Office Cleaning Checklist" have been accomplished. (Sample form is attached)

Semi-Annual Park Office Requirements:

In addition to routine weekly cleaning requirements, the Contractor is to perform the following additional services during a week in the spring and a week in the fall, at times to be determined by the Park Manager. These additional services will be billed separately from required cleaning listed on the "Weekly Cabin & Office Cleaning Schedule." Note: A routine weekly cleaning is still to be performed for the Park Office during the week of the semi-annual cleaning.

1. Wash all windows inside and outside. Clean all screens and window blinds. Vacuum window curtains in basement.
2. Vacuum fabric-coverings on furniture. Must use a vacuum with a high-efficiency particulate arresting (HEPA) air filter. Polish wooden features on furniture, with an appropriate furniture polish.
3. Dust all walls and ceilings. Vacuum and clean all light fixtures and ceiling fans. Must use a vacuum with a (HEPA) air filter. Clean all air vents for heating and cooling ducts.
4. Wipe down and polish all wall paneling, doors and frames, pictures and frames, light switch cover plates, and woodwork so as to remove dust and finger prints.
5. Clean kitchen. Clean and wipe down interior and exterior of stove, oven, and microwave. Clean and wipe down exterior of refrigerator and cabinets. Clean and wipe down splashguards, counter tops, tables, and chairs. Scour and sanitize sink and attached chrome fixtures. Clean and wipe down walls. Follow the owner's manual for oven cleaning.

6. Vacuum carpets, using vacuum attachments for in and around furniture and fixtures. — Must use a vacuum with a (HEPA) air filter. Steam clean carpets. Use spot remover as needed when cleaning the carpets. After steam cleaning, dry carpets with fans provided by the park.
7. Upon completion, initial and date the "Semi-Annual Cabin & Office Cleaning Checklist" at the Park Office. (Sample form is attached)

CABINS

There are a total of 10 cabins to be cleaned. There are 8 of the two-bedroom cabins, and 2 of the three-bedroom cabins.

Peak Season: Summer (Friday-to-Friday Rentals):

During Peak Season, the second Friday in June through third Friday in August, cabin cleaning shall be performed once every week. Each week, cleaning is to be performed on Friday, between the hours of 10:00 a.m. and 2:45 p.m. If a cabin has been vacated earlier than the checkout date/time that week, that cabin may be cleaned before the designated time noted above.

Notification of Services Needed: At times during the Peak Season it is possible that not all cabins will be rented and not require cleaning. The contracted vendor must have a form of communication, either phone, email, or both, through which they are able to be contacted reliably on any day of the week. Each week, the park will use this form of communication to provide the contracted vendor with the next week's scheduled cleaning needs. Weekly scheduled cleaning needs are maintained and accessible at the Park Office on the "Weekly Cabin & Office Cleaning Schedule" form, which will be provided to the contracted vendor upon visit or sent each week if vendor uses email to communicate. (Sample form is attached) The park will communicate updates to the contracted vendor as changes to the schedule occur resulting from cancellations or additional reservations. Due to updates, it is necessary for Contractor to stop at the park office during each visit to review the most recent list of cabins to be cleaned before proceeding to the cabins and prior to cleaning.

Non-Peak Season: Spring, Fall & Winter (Two-Night Minimum Rentals):

During the Non-Peak Season, the third Friday in August through the second Friday in June, cabin cleaning is to be performed as needed throughout the week. When the occupant has vacated and the rental ends, the cabin shall be cleaned that day between the hours of 10:00 a.m. and 2:45 p.m. If a cabin has been vacated earlier than the checkout date/time that week, that cabin may be cleaned before the designated time noted above.

During the Non-Peak Season, rental cabins are a seven-day-a-week operation potentially requiring cleanings to be completed on any day of the week – including holidays. Typically weekends are when the cabins are most consistently occupied, thus requiring the greatest number of cleanings on Sundays and Mondays. At times, during the Non-Peak Season, it is possible that not all cabins will be rented and require cleaning. With the consent of the Park Manager or his designee, individual cabin cleanings may sometimes be delayed to consolidate cleanings into one day.

Notification of Services Needed: The contracted vendor must have a form of communication, either phone, email, or both, through which they are able to be contacted reliably on any day of the week. Each week, the park will use this form of communication to provide the contracted vendor with the next week's scheduled cleaning needs. Weekly scheduled cleaning needs are maintained and accessible at the Park Office on the "Weekly Cabin & Office Cleaning Schedule" form, which will be provided to the contracted vendor upon visit or sent each week if vendor uses email to communicate. (Sample form is attached) As changes to the schedule occur as a result of cancellations or additional reservations, the park will also communicate these updates to the contracted vendor. Due to updates, it is necessary for the Contractor to stop at the park office during each visit to review the most recent list of cabins to be cleaned prior to proceeding to the cabins and prior to cleaning.

During each visit to the park, it is necessary for the Contractor to stop at the park office for reviewing the most recent list of cabins to be cleaned for any updates, before proceeding to the cabins and cleaning.

Weekly/Daily Cabin Requirements ~ Per each cabin each rental:

1. Immediately report to the Park Office or on-duty Park Ranger any critical maintenance needs or safety hazards present in a cabin, as well as the presence of vandalism, neglect, defacement, graffiti, or items requiring cleaning above and beyond the scope of this contract.
2. Remove dust, debris, cobwebs, and bug nests. Immediately report to Park personnel any bug infestations.
3. Sweep tile floors. Then mop tile floors with an appropriate cleaner. Use a separate bucket of clear water solution to rinse the mop and swab the floor again.
4. Vacuum all carpets including behind and under furniture; spot cleaning carpets as necessary. Must use a vacuum with a HEPA air filter.
5. Empty all garbage receptacles placing any garbage left behind in the dumpster at the cabin colony entrance. Line garbage receptacles with a fresh garbage bag, leaving at least three additional garbage bags in the bottom of the garbage receptacle. The park will provide the garbage bags. Soiled garbage receptacles are to be washed and cleaned, as needed.
6. Clean bathroom. Clean and disinfect shower walls and floors. Use a mold and mildew cleaner to clean the entire shower enclosure. Clean and sanitize toilet. Replace toilet paper on holder (place extra rolls of toilet paper on the shelf provided above the water heater). Toilet paper is provided by the Park. Clean the sink, medicine cabinet (inside and out), and all chrome surfaces. Wipe walls adjacent to sink and medicine cabinet.
7. Clean kitchen. Clean and wipe down the exteriors of the stove, oven, refrigerator, microwave, cabinets, splashguards, counter tops, tables and chairs. Scour and sanitize the sink and attached chrome fixtures. As needed, clean and wipe down walls. As

- needed, reline with aluminum foil the stovetop drip pan under each of the heating elements. Heating elements must then be properly reinserted and checked to verify they are operational. As needed, wipe out interior of oven and replace the aluminum foil underneath the oven's heating element. Follow the oven owner's manual for oven cleaning, if the level of cleaning required exceeds the effects of wiping out the oven.
8. Replace light bulbs as needed. The Park will provide light bulbs. If ceiling fan light bulbs need replaced, please contact park office, as park staff will replace them.
 9. Clean all mirrors, with a cleaner appropriate for windows/mirrors.
 10. Dust or wipe with a damp cloth all appropriate furniture, windowsills, doorways, and light fixtures.
 11. Spray disinfectant on tops of mattresses, and wipe down mattresses. Using an LED light, visually inspect mattresses for bed bugs. Immediately report to the Park Office or on-duty Park Ranger, if bedbugs are present. (Mattresses must be flipped monthly.)
 12. Sweep porch. Remove cobwebs on porch walls and ceilings. Empty porch ashtrays.
 13. Remove marks and dirt from walls, ceilings, windows and screens as necessary. Immediately report the presence of graffiti to the Park Office or Park Ranger on duty.
 14. Check for items left by previous occupants. If any items have been found, make a note of the cabin number and give the items to the Park Office.
 15. Close windows and curtains. Between October 1st and April 30th, turn electric heaters to the directed setting after each cabin has been cleaned. Lock door and windows upon exiting each cabin.
 16. Report to the Park Office or on-duty Park Ranger any other routine maintenance needs, as well as any damage to furniture, appliances, or cabin fixtures stemming from general use and wear over time. Also report any potential safety hazards or any other items of concern beyond the scope of this contract.
 17. At contracted vendor's discretion, check that all items on the "Cabin & Office Cleaning Checklist" have been accomplished. (Sample form is attached)
 18. Upon completion of all scheduled cabin cleanings each day, cleaning attendant must return to the Park Office to initial and date the "Monthly Tally Sheet" form. (Sample form is attached)

Semi-Annual Cabin Requirements:

In addition to routine weekly cleaning requirements, the Contractor is to perform the following additional services during a week in the spring and a week in the fall, at times to be determined by the Park Manager. For each of the designated weeks, all of the cabins will be blocked from rentals for one (1) week only. These additional services will be billed separately from required cleanings listed on the "Weekly Cabin & Office Cleaning Schedule". Note: A routine weekly cleaning shall also be performed for each cabin between the last occupancy, prior to a semi-annual cleaning, and the first occupancy after a semi-annual cleaning.

1. Wash all windows, inside and outside. Clean all screens.
2. Vacuum fabric-coverings on furniture. Must use a vacuum with a HEPA air filter. Polish wooden features on furniture, with an appropriate furniture polish.
3. Dust and clean all cabinets, walls, and ceilings with a cleaner and/or polish appropriate for each surface.
4. Visually inspect mattresses for bed bugs using an LED light. Immediately report the presence of bed bugs to Park personnel.
5. Clean and disinfect shower walls.
6. Vacuum and clean electric baseboard heat fixtures, light fixtures, lampshades, and ceiling fans. Must use a vacuum with a HEPA air filter. (Park staff will clean the pedestal and box fans in each of the cabins.)
7. Wash oven hoods and filters.
8. Vacuum curtains in each cabin. Must use a vacuum with a HEPA air filter. Report location of soiled curtains to Park Office by end of first day of semi-annual cleaning.
9. Vacuum and steam clean carpets. Use spot remover as needed. Must use a vacuum with a HEPA air filter. After steam cleaning, dry carpets with fans provided by the park.
10. Upon completion, sign and date the "Semi-Annual Cabin Cleaning Checklist" at the Park Office. (Sample form is attached)

III. CONTRACTOR REFERENCES:

After the bid opening, and prior to awarding of the contract, the Department has the right to request references (names, addresses and telephone numbers) of similar work performed in the previous two (2) years as proof of qualifications to perform the work involved in this contract.

IV. SITE INSPECTION:

A SITE INSPECTION IS MANDATORY prior to bidding for all potential vendors in order to become aware of the scope of work required, the materials and time required, and the notification process for cabin vacancies and cleaning needs.

A site inspection can be scheduled Monday through Friday, between the hours of 8:00 a.m. and 3:00 p.m. after first contacting Bob Deffner, Park Manager, by phone at 717-432-5011, by fax at 717-432-0367, or e-mail at giffordpinchosp@pa.gov to make an appointment.

V. INSURANCE REQUIREMENTS:

The contractor shall purchase and maintain, at its expense, the following types of insurance, issued by companies acceptable to the Commonwealth.

- a. Workmen's Compensation Insurance for all of the Contractor's employees and those of any subcontractor, engaged in work at the site of the project as required by law.
- b. Public Liability and Property Damage Insurance to protect the Commonwealth, the Contractor, and any and all subcontractors from claims for damages for personal injury (including bodily injury), sickness or disease, accidental death and damage to property including the loss of use resulting from any property damage, which may arise from the activities performed under the Contract, or the failure to perform under the Contract, whether such performance or non-performance be by the Contractor, by any subcontractor, or by anyone directly or indirectly employed by either. The minimum amounts of coverage shall be \$250,000 per person and \$1,000,000 per occurrence for bodily injury, including death, and \$250,000 per person and \$1,000,000 per occurrence for property damage. Such policies shall be occurrence rather than claims-made policies and shall not contain any endorsements or any other form designated to limit and restrict any action by the Commonwealth, as an additional insured, against the insurance coverage in regard to work performed for the Commonwealth.

Prior to commencement of the work under the Contract and at each insurance renewal date during the term of the Contract, the Contractor shall provide the Commonwealth with current certificates of insurance. These certificates or policies shall name "**The Commonwealth of PA-DCNR**" as an additional insured and shall contain a provision that the coverage's afforded under the policies will not be cancelled or changed until at least thirty (30) days written notice has been given to the Commonwealth. **These certificates shall include the location and a brief description of the work to be performed under the contract.**

The Commonwealth shall be under no obligation to obtain such certificates from the Contractor(s). Failure by the Commonwealth to obtain the certificates shall not be deemed a waiver of the Contractor's obligation to obtain and furnish certificates. The Commonwealth shall have the right to inspect the original insurance policies.

VI. CONTRACT TERM:

The Contract shall commence upon execution and receipt of Purchase Order and Notice to Proceed notification, or January 1, 2016, whichever is later, and terminate December 31, 2018.

Further, the parties may agree to renew this contract for up to two (2) additional consecutive annual terms, with the final termination date of December 31, 2020, upon the same terms and conditions set forth in the contract.

The Contractor may, upon renewal, increase the unit price by a rate not to exceed 3%. The Contractor shall provide written notification to the Department no later than 90 days prior to renewal if they wish to renew and if such increases are to be requested.

OPTION TO EXTEND:

The Commonwealth reserves the right, upon notice to the contractor, to extend the Contract or any part of the Contract for up to three (3) months upon the same terms and conditions. This will be utilized to prevent a lapse in Contract coverage and only for the time necessary, up to three (3) months, to enter into a new contract. There will be no price change made in the 3-month option to extend period.

VII. PAYMENT TERMS:

Payment shall be made on a monthly basis for actual services rendered.

VIII. SERVICE SLIPS:

To ensure prompt payment, the contractor must provide a service slip to the Park Office. The service slip must be itemized listing the types of cleanings completed, and the amount charged for each, and is to be given to the Park Office daily or weekly depending on the need for services.

IX. INVOICES:

Invoice format shall be in accordance with the IFB-Invitation for Bid and **MUST** be sent to the following address:

Commonwealth of Pennsylvania – PO Invoice
P.O. Box 69180
Harrisburg, PA 17106

All invoices MUST contain the Purchase Order Number and Contractor's SAP Vendor Number on the face of the invoice. Failure to provide this will result in a delay of your payment.

X. LIQUIDATED DAMAGES:

The Department of Conservation and Natural Resources may collect "Liquidated Damages" if the Contractor fails to meet the terms of the contract. Specifically, if the Contractor fails to comply with the terms of the Contract he/she shall be subject to a progressive system of liquidated damages, as listed below:

- If the Contractor fails to meet the cleaning schedule or requirements, he shall be subject to a fine of \$100.00 for the first violation and \$200.00 for any additional violation.
- If the Contractor fails to perform cabin or office cleaning in a satisfactory manner according to the terms of this Contract and industry standard common to the cleaning industry, he shall on first offense be notified in writing by the Park Manager. Should the unsatisfactory practices continue, the price of one cleaning for each unsatisfactorily cleaned cabin or office shall be deducted from the Contractor's invoice(s).
- The Bureau at its sole discretion may terminate this Contract if compliance has not been obtained after two sums for liquidated damages or failure to meet the required cleaning standards that resulted in payment deductions.
- This process in no way constitutes a waiver of Contractor's obligation to comply with all provisions of the Contract. Contractor's failure to comply with any provision of this Contract shall be sufficient cause for the Bureau to terminate this Agreement.

XI. BID AWARD:

The bidder shall complete the **electronic** Invitation for Bid to be found at www.pasupplierportal.state.pa.us, for award of the bid.

Bid will be awarded based on a total sum. In the event of a discrepancy between the unit price and extension of figures, the unit price will prevail.

The Department will only accept out to two (2) decimal points when entering your "Unit Price" figures on the IFB - Invitation for Bid sheet.

The contract quantities herein are estimated only and may increase or decrease depending on the needs of the Department. The contractor shall be paid at the unit price bid for actual work performed.

XII. RECEIPT AND OPENING OF BIDS:

- a. Bids must be submitted via the PA Supplier Portal, to be found at www.pasupplierportal.state.pa.us. Faxed bids and mailed bids will not be accepted.
- b. No responsibility will be attached to any employee of the Department for the premature opening of, or the failure to open, a bid not properly addressed and identified, or for any reason whatsoever.

XIII. BID RESULTS:

Bidder can obtain bid results by accessing <http://www.emarketplace.state.pa.us/>. The bids will be posted no later than 3 business days following the bid opening. The results are the apparent bidders and all bids are under review until final award of the purchase order.

Attachments

Cabin & Office Cleaning Checklist

CABIN #	1	2	3	4	5	6	7	8	9	10	Office
Report critical maintenance, vandalism											
Remove dust, debris, cobwebs, bug nests.											
Sweep & mop tile floors											
Vacuum carpets											
Empty garbage, replace garbage bags											
Clean bathroom and replenish toilet paper											
Clean kitchen.											
Aluminum foil for stove											
Replace light bulbs as needed											
Clean all mirrors											
Dust & wipe furniture, windowsills, doors, lights											
Clean mattresses, check for bed bugs											
Sweep porch, remove cobwebs, empty ashtray											
Remove marks & dirt on walls, ceilings, windows											
Check for items left behind, bring to Office											
Close windows & curtain											
Lock door, turn on heat											
Report routine maintenance to park											

Refer to the Statement of Work in the Janitorial Services contract for detailed cleaning requirements

Semi-Annual Cabin & Office Cleaning Checklist

CABIN #	1	2	3	4	5	6	7	8	9	10	Office
Perform Weekly/Daily Cleaning Requirements											
Wash windows, inside & outside. Clean all screens.											
Vacuum & polish furniture											
Dust & clean cabinets, walls, ceilings											
Inspect for bed bugs											
Clean & disinfect shower walls											
Vacuum & clean baseboard heat fixtures, lamp shades											
Wash oven hood & filter											
Vacuum curtains. Report soiled curtains											
Vacuum and steam clean all carpets. Dry with fans											
DATE COMPLETED											

Refer to the Statement of Work in the Janitorial Services contract for detailed cleaning requirements

WEEKLY CABIN & OFFICE CLEANING SCHEDULE

Sat.	
Sun.	
Mon.	
Tues.	
Wed.	
Thurs.	
Fri.	

Note that this can be an ever-changing list, due to the potential for last-minute reservations and cancellations. To verify that the most recent updates have been taken into account, cleaning attendant must always visit the Park Office and review this form, before beginning to clean the cabins. Thank you.

EMAIL TO CONTRACTED VENDOR

