

# STATEMENT OF WORK

## JANITORIAL SERVICES Gifford Pinchot State Park York County

### I. SCOPE OF WORK:

The Department of Conservation and Natural Resources, Bureau of State Parks, requires janitorial services for the Park Office and ten rental 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 Park Manager, Devin Buzard at 717-432-5011 or by email at [giffordpinchotsp@pa.gov](mailto:giffordpinchotsp@pa.gov). Questions regarding the bidding or contracting procedures should be directed to Carol Durham at 717-783-3309 or [cdurham@pa.gov](mailto:cdurham@pa.gov).

### II. CONTRACTOR QUALIFICATIONS:

This invitation for bid (IFB) is reserved for the Small Business Procurement Initiative as designated in Executive Order 211-09 dated November 21, 2011. Only Self Certified Small Businesses which have been certified by the Department of General Services prior to the bid opening date and time may submit a response to this IFB.

Your self-certification form from the Department of General Services must be submitted along with your IFB response. Failure to produce a valid Self Certified Small Business certificate shall render your submission non-responsive.

For more information on the Department of General Services Small Business Self Certification process please visit: [Small Business Program](#).

### III. CONTRACT TASKS:

The following tasks shall be completed in the performance of this contract. Contractor shall furnish all cleaning products and specified cleaning equipment, including a LED UV flashlight, some type of wet mop, and a vacuum cleaner with high efficiency particulate air (HEPA) filtration. Cleaning products must be approved by Park Management prior to use. Park Management may require manufacturer's specifications, a product sample, or the product's SDS sheet. Before Contractor's onsite cleaning staff begins work, they must participate in a tour of the facilities, receive detailed instructions, cleaning checklists, contact numbers for park staff, and a park-provided tutorial on bed bug identification.

#### **PARK OFFICE BUILDING**

The Park Office Building consists of seven (7) offices, two (2) restrooms, kitchen area and a basement conference room, totaling approximately 3,625 sq. ft.

Regular weekly office cleanings are to be completed outside of office operating hours. Office operating hours are typically Monday through Friday, from 8:00 AM until 4:00 PM.

**Weekly Park Office Requirements:**

1. Remove any cobwebs from around exterior of Park Office entrance.
2. Empty all trash receptacles, place trash in a park dumpster, and clean trash receptacles as needed.
3. Dust all woodwork, including but not limited to, furniture and desks, counters, shelves, bookcases, cabinet exteriors, windowsills, doorways, tables, and fixtures.
4. Remove marks and dirt on walls, ceilings, windows, and screens as necessary.
5. Vacuum all carpets. Must use vacuum with a HEPA filter. Spot clean carpets, as needed.
6. Sweep and wet mop all tile floors and entranceway with appropriate cleaner.
7. Clean restrooms: Clean and sanitize toilets and urinals. Replace toilet paper on holders. Toilet paper will be provided by the park. Clean all sinks and chrome, wipe down partitions and walls near sinks, toilets, and urinals. Wipe clean all mirrors.
8. Clean kitchens: Clean and wipe down interior and exterior of stove, oven, and microwave. Clean and wipe down exterior of refrigerator. Clean and wipe down counter tops, tables and chairs, sink, and chrome fixtures. Clean and wipe down walls as necessary.
9. Report any maintenance/repair needs, damaged furniture, safety hazards, or other items beyond the scope of this Contract, to Park Office personnel immediately after cleaning is completed.

**Semi-Annual Park Office Requirements:**

In addition to weekly cleaning requirements, the following tasks are to be performed, once during the early spring and once during the fall, at times agreed to by Park Management:

1. Wash all windows inside and outside. Clean all screens and window blinds. Clean curtains in basement.
2. Vacuum cloth furniture coverings. Clean and polish non-fabric surfaces with an appropriate furniture polish.
3. Dust all walls, ceilings, vacuum and clean all light fixtures and ceiling fan. 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 to remove dust and finger prints.
5. Clean kitchen. Clean and wipe down interior and exterior of stove, oven, microwave and cabinets. Clean and wipe down exterior of refrigerator. Clean and wipe down splashguards, counter tops, tables and chairs, sinks, chrome fixtures. Clean and wipe down walls as necessary. Follow the owner's manual for oven cleaning.
6. Vacuum carpets. Must use vacuum with a HEPA filter. Spot clean carpets.
7. Steam clean carpets. Turn on ceiling fan and place floor fans over wet carpets, to run over night or until carpets are dry.
8. Upon completion of each task, date and initial the Semi-Annual Cabin & Office Cleaning Checklist, which will be kept with the Weekly Cabin Cleaning Schedule.

## **RENTAL CABINS**

The rental cabins consist of eight (8) two-bedroom units (each approximately 864 sq. ft.), and two (2) three-bedroom units (each approximately 928 sq. ft.).

### **Summer Peak Season rentals: 1-week minimum stay, Friday to Friday**

During the summer peak season (the second Friday in June through the third Thursday in August), cabins are rented in week-long increments, with a turnover in reservations occurring each Friday. Therefore, during the summer peak season, the allotted timeframe for rental cabin cleanings to be completed is after check-out and before check-in, on Fridays, between the hours of 10:00 AM and 2:45 PM. If a customer vacates their rental cabin earlier than 10:00 AM check-out time, then the cleaning of that cabin may be performed earlier than the allotted timeframe.

### **Spring/ Fall/ Winter Non-Peak Season rentals: 2-night minimum stay**

During the Spring/Fall/Winter non-peak season (the third Friday in August through the second Thursday in June), cabins are rented sporadically throughout the 7-day week, with a two-night minimum stay.

Weekend stays with a Sunday or Monday check-out is common, but not the rule, as any day of the week could potentially have check-outs. Therefore, during the non-peak season, the allotted timeframe for cleaning is after any cabin checks-out, between the hours of 10:00 AM and 2:45 PM. If a customer vacates their rental cabin earlier than Friday's 10:00 AM check-out time, then the cleaning of that cabin may be performed earlier than the allotted timeframe.

With the consent of Park Management, a weekday cabin cleaning may sometimes be delayed and consolidated with other scheduled cleanings for efficiency, so long as the delay in cleaning does not interfere with another occupant's check-in.

### **Weekly/Daily Cabin Cleaning Requirements ~ Per each cabin. after each rental:**

1. Arrive at the park office no later than 10:30 AM, and check the cabin cleaning schedule for any late updates. This step is necessary before beginning any work.
2. Gather cleaning supplies from designated supply area within the park's facilities (if supplies of toilet paper, aluminum foil, or plastic trash bags are low, notify park staff).
3. If cabin due for cleaning is still occupied, immediately alert park staff.
4. Sweep porch. Remove cobwebs on porch walls, ceilings, and entryway. Empty porch ashtrays
5. Remove dust, debris, cobwebs, and insect nests from interior of cabin.
6. Vacuum carpets. Vacuum behind and under furniture, as needed. Must use vacuum with a HEPA filter. Do not use the vacuum provided for cabin occupants. Spot clean carpets, as needed.
7. Clean bathroom: Clean and disinfect shower walls and floors. Use a mold and mildew cleaner on shower caulking joints. Clean and sanitize toilet. Replace toilet paper on holder and provide two rolls of extra toilet paper on the bathroom shelf (Park provides toilet paper). Clean the sink, medicine cabinet (inside and out), all chrome fixtures, and wipe adjacent walls.
8. Clean kitchen: Clean and wipe down splashguards, counter tops, tables and chairs, sink, chrome fixtures. Clean and wipe down walls as necessary. Clean and wipe down interior and exterior of stove, oven, refrigerator, microwave, and cabinets. Lift stovetop to clean below drip pans, and

reline drip pans with aluminum foil if needed. (Park provides aluminum foil.) **NOTE: Properly reinsert heating elements.**

9. Replace light bulbs in all light fixtures, as needed. (Park provides light bulbs.) For bulbs needing replaced in ceiling fixtures or secured fixtures, inform Park staff of this maintenance need.
10. Wipe clean all mirrors.
11. As needed, dust or damp wipe all furniture, inside furniture drawers, windowsills, doorways, light fixtures and ceiling fan blades.
12. Visually inspect beds with LED light for signs of bed bugs. If bed bug activity is suspected, stop cleaning and immediately notify Park staff.
13. Spray disinfectant on tops of bed mattresses and wipe off. Flip mattresses monthly.
14. Remove marks and dirt on walls, ceilings, windows and screens as necessary.
15. Sweep and wet mop tile floors with appropriate cleaner in the kitchen, bathroom, and entranceway.
16. Check for articles left by previous occupants. If any items have been found, make a note of the cabin number and give the items to Park staff.
17. Empty all trash receptacles, by removing and tying plastic bag. Replace plastic bag in every trash receptacle leaving an extra plastic bag in the bottom of each. (Park provides plastic bags.) If soiled, trash receptacles shall be washed and cleaned. Place tied plastic bags with discarded trash in the dumpster at the cabin colony entrance.
18. Close windows and curtains. Turn electric heaters to directed setting after cabin is cleaned (October through April). Lock windows and doors upon exiting.
19. Immediately report to Park staff any maintenance/repair needs, damaged furniture or window screens, safety hazards, infestations, trash left at the cabin, excessive soiling/litter, or any other items beyond the scope of this Contract.
20. Return to the Park Office to sign and date the Monthly Tally Sheet. (Sample Monthly Tally Sheet is attached.) This step is necessary to ensure proper billing and payment.

### **Semi-Annual Cabin Cleaning Requirements ~ Once in the Spring and once in the Fall:**

In addition to weekly cleaning requirements, the following tasks are to be performed, once during the early spring and once during the fall. Each cabin will be blocked from reservation for a week-long period, on dates agreed to by Park Management, so that time is allotted for the following tasks to be completed:

1. Remove and clean all screens.
2. Wash all windows inside and outside.
3. Dust and wipe clean interior and exterior of kitchen cabinets. Use solvent or degreaser on and around cabinet door handles. Polish exterior of cabinets.
4. Use degreaser to clean stove's drip pans, underneath the stove's cooking range, and hood above the cooking range.
5. Remove the filter from the hood above the cooking range, soak filter in degreaser, then clean and reinstall in the hood.
6. Wipe grease from bottom of oven, then set the oven to self-clean.
7. Scrub and disinfect shower walls, using a bleaching agent to address all potential mold issues.
8. Dust and remove cobwebs from less accessible areas not addressed in weekly cleanings (e.g., walls, ceilings, rafters, ceiling fans, light fixtures, corners). If using a ladder to access these areas, the ladder must be a safe and stable A-frame type ladder.

9. Clean all furniture (i.e., beds, dressers, nightstands, end tables, living room seating). Remove cobwebs from around and underneath furniture. Wipe clean the wood or metal frame. Vacuum and remove all debris from under seat cushions. Vacuum each seat cushion.
10. Vacuum clean all carpets, all tile floor surfaces, in and around all electric baseboard heating fixtures, as well as all lampshades and other light fixtures. Move furniture to vacuum under and behind those areas. Must use vacuum with a HEPA filter. Do not use the vacuum provided for cabin occupants.
11. Scrub and mop tile floors.
12. After vacuuming, steam clean all carpets. Use spot remover, as needed. Turn on ceiling fan and place floor fans over wet carpet, to run overnight, or until carpets are dry.
13. Upon completion of each task/cabin, date/initial the Semi-Annual Cleanings checklist, which will be kept with the Weekly Cabin Cleaning Schedule. (Sample Semi-Annual Cleanings checklist is attached)

**Notification of Services Needed: A weekly spreadsheet listing cabin rental dates of occupancy and scheduled cleaning needs shall be emailed from the Park Office, a week in advance of the scheduled cleaning week. As reservations are altered and changes occur to the emailed spreadsheet, additional emails with updates will be sent from the Park Office. The spreadsheet is also updated and always available at the Park Office front desk area.**

#### **IV. SERVICE VERIFICATION:**

The Cabin & Office Cleaning Checklist sheets must be provided to the Park Office upon completion; daily or weekly depending on the need for services. To ensure prompt payment and verification of services rendered, the Contractor shall return to the Park Office to sign and date the Service Checklist/Tally Sheets indicating which building was cleaned and verifying date service was performed. This step is necessary to ensure proper billing and payment, prior to submitting the monthly invoice.

#### **V. SITE INSPECTION:**

A site inspection is **mandatory** required of the Contractor prior to bidding, to become aware of and fully view the scope of cleaning needs, become aware of the notification process of cabin vacancies, and to review the cleaning needs and cleaning schedule. Site inspections will take place Monday through Friday by appointment only, between the hours of 8:00 AM and 3:00 PM. To schedule an appointment, contact Park Management by phone at 717-432-5011 or by email at [giffordpinchosp@pa.gov](mailto:giffordpinchosp@pa.gov).

#### **VI. 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.

Similar work is defined as: "prior janitorial services experience in a high volume, high stress environment, that includes the need to meet specific deadlines with a quick turnaround time. Interested vendors should be prepared to show they can prioritize varying, daily workload that includes potential interaction with the public. Experience with overnight accommodation and not just an office-cleaning setting are required/preferred.

References are an optional tool available to the Department to help determine bidder capabilities. If any of these references are requested and the bidder cannot supply the necessary documentation and proof of compliance, the Department reserves the right to reject the bidder. The decision to both request references or reject bidders based on inadequate reference will be made solely at the discretion of the Department.

**VII. INSURANCE REQUIREMENTS:**

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

1. Workmen’s Compensation Insurance sufficient to cover all employees of the contractor working to fulfill this contract.
2. Comprehensive General Liability Insurance, including bodily injury and property damage insurance, to protect the Commonwealth and the contractor from losses which may arise from the activities performed under this contract or the failure to perform under this contract. The minimum amounts of coverage shall be \$250,000 per person and \$500,000 per occurrence for bodily injury, including death, and \$250,000 per person and \$500,000 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.

**VIII. CONTRACT TERM:**

The Contract shall commence upon execution and receipt of Purchase Order and Notice to Proceed letter and shall terminate June 30, 2020.

Further, the parties may agree to renew this contract for up to four (4) additional consecutive annual one (1) year terms with the final termination date June 30, 2024, upon the same terms and conditions set forth in the contract. The Department, based on past contractor performance, may negotiate an increase in the unit price(s) by a rate not to exceed 3%.

The Department will reach out to the Contractor no later than February 28 prior to the termination date to begin renewal discussions.

Once the renewal terms are mutually decided, the Contract shall provide written notification of the intent to renew, including the requested price increase if desired, to the Department no later than March 31 prior to the termination date.

**IX. PAYMENT TERMS:**

Payment shall be made monthly, for actual services rendered, as reflected on the Contractor's completed Service Checklist Verification Sheets.

**X. INVOICES:**

Invoice format shall be in accordance with the IFB – Invitation for Bid.

All invoices for this contract MUST either be:

1. Emailed to the following for a Paperless Email Invoice Option:

Email a copy of the correctly executed invoice to: [69180@pa.gov](mailto:69180@pa.gov).

For information on the Commonwealth's E-Invoicing Program, visit:  
<http://www.budget.pa.gov/Programs/Pages/E-Invoicing.aspx>.

2. Or mailed to the following address:

Commonwealth of PA – PO Invoice  
PO Box 69180  
Harrisburg PA 17106

All invoices MUST have the purchase order number, as well as your SAP Vendor Number on the invoice. The name and address listed on the purchase order must also be listed on each invoice. Failure to provide this information may result in a delay of payment.

**Please Note:** Vendors are reminded to **NOT** include employer identification numbers, Social Security Numbers, bank account information, or other personally identifiable information on their invoices. That information is uniquely tied to your SAP Vendor Number and, for security purposes, should not be explicitly stated on an invoice.

**XI. CONTRACT PROGRESS MONITORING:**

The Department may, as deemed necessary, schedule a performance review meeting via phone, email, or field visit. If such a meeting is requested by the Department, attendance is mandatory for the contractor. Contract progress, challenges, remaining work, potential performance concerns, and other related business may be discussed at the meeting. Follow-up progress meetings may also be required.

If performance concerns persist after the meeting, the Department may input the contractor into the Contractor Responsibility Program and terminate the contract.

**XII. BID AWARD:**

Bidder must complete and return the following:

1. The electronic Invitation for Bid to be found at [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us),
2. A copy of your self-certification form from the Department of General Services and the Small Business Procurement Initiative. Failure to produce a valid Self-Certified Small Business certificate shall render your submission non-responsive.

Bid will be awarded based on the lowest total sum of the bid.

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.

Please note that the Department will only accept out to two (2) decimal points when entering your pricing.

**XIII. RECEIPT AND OPENING OF BIDS:**

Bids will be submitted via the PA Supplier Portal, to be found at [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us). Faxed bids and mailed bids will not be accepted.

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.

**XIV. BID RESULTS:**

Bidder can obtain bid results by accessing <http://www.emarketplace.state.pa.us/BidTabs.aspx>. The bids will be posted within three (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.