

WSACC



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WATER AND SEWER AUTHORITY OF CABARRUS COUNTY

INFORMAL REQUEST FOR BID

FOR

JANITORIAL SERVICES

Main Office

Announced Date: Monday April 6, 2026

Due Date: 2:00 PM Thursday April 30, 2026

INSTRUCTIONS TO PROSPECTIVE BIDDERS

1. In accordance with NC State law (G.S. 143.129), the award shall be made to the lowest responsible, responsive bidder, taking into consideration quality, performance, and delivery time specified in the bid. Any agreement, contract or purchase order resulting from this request for bid shall be governed by the laws of the State of North Carolina.
2. An informal bid proposal must be submitted no later than 2pm on Tuesday April 30, 2026. The proposal must be submitted on the enclosed BID FORM to be accepted. Bids can be submitted by mail, hand delivered or by electronic submission to:

Shelley Farris, Assistant Finance Director
Water & Sewer Authority of Cabarrus County
232 Davidson Hwy
Concord, North Carolina, 28027
sfarris@wsacc.org

3. This is an informal bid per NC General Statute 143-29. No formal public bid opening will be held. Bids will be reviewed and evaluated by staff at a later time and an award will be made at the earliest possible date not to exceed 30 days or upon board approval if deemed necessary. Quotes will be deemed valid for a period of 90 days after submittal. Informal bids are not made public knowledge until after the bid award. Bid tabulation results will be made available after the award and by written request. Bidders will be required to comply with all applicable NC statutes, regulations, and local ordinances, etc. and those specifications attached to and made a part of this proposal. Late bids submitted will not be considered.
4. The submission of a quote from any interested Contractor is in and of itself evidence that the Contractor has (a) examined the RFQ for Janitorial Services thoroughly, and (b) visited the site(s) where the work is to be performed and familiarized him/herself with all conditions affecting the bid and the possible performance of the work. The Contractor shall schedule site visits Monday through Friday from 8:00 am – 3:00 pm.
5. To be in compliance, each bidder must submit a proposal on the enclosed bid form only. The bid form must be signed by an authorized official of the firm to be valid and accepted for consideration. Bids may be rejected if they show any omissions, alterations of the form, additions not called for, conditional bid, or irregularities of any kind. Late bids will not be accepted.
6. Prices shall be submitted on the basis as provided in the enclosed bid form. All prices shall be written in ink or typed. No corrections will be permitted once bids have been opened. Expected quantities are estimated based on historical usage. WSACC will not guarantee quoted estimates within this bid document and is not bound by any verbal agreements.
7. WSACC is subject to all NC sales tax. Any taxes should be omitted from the proposed price. If applicable, vendor should include this as a separate line item when invoices are submitted for payment. WSACC is exempt from federal excise tax and will provide a federal exemption certificate upon request.

8. No additional charges of any kind will be allowed on bidder's invoices, this includes fuel surcharges unless specifically noted in the pricing specifications attached to this bid packet. Any costs of bidder's overhead and expenses shall be reflected and included in bid price.
9. In the event of a tie bid, and all terms, deliveries, etc. are the same; a drawing certified by a Finance representative will choose the successful bidder. This drawing will be done after a careful analysis following the bid opening.
10. All prices are to be quoted F.O.B. WSACC delivered, if applicable. Risk of loss and/or damage shall be upon the seller until the goods have been physically delivered and accepted by the buyer. The successful bidder will be required to submit a Certificate of Insurance upon award of contract.
11. The awarded vendor will be required to submit a written request for payment in the form of an invoice with terms stated. WSACC agrees to pay all approved invoices Net Thirty (30) from the date received provided there is no issues with the invoice for all material received in comparison to delivery tickets and certified acceptable by the Finance Director or their designee. Invoices shall not be submitted until all monthly services have been completed. Invoices should only be emailed to accountspayable@wsacc.org.
12. Prior to the first payment by WSACC under any contract awarded, the successful bidder shall submit a completed W-9 form. Electronic funds transfer (EFT) is WSACC's preferred method of payment to vendors. This information may also be obtained upon bid award.
13. WSACC reserves the right to reject any or all bids, including without limitation the right to reject any or all nonconforming, nonresponsive, unbalanced, or conditional bids, and to reject the bid of any bidder if WSACC believes that it would not be in the best interest of WSACC to make an award to that bidder. WSACC also reserves the right to waive informalities.
14. Non-Collusion/Conflict of Interest: Bidders, by submitting a signed bid proposal, certify that the submitted documents are not the result of, or affected by, any unlawful act of collusion with any other person, company, WSACC board member or employee engaged in the same line of business, or any other fraudulent act punishable under the laws governing the United States or North Carolina.
15. Final notification of the award of the contract will be made in writing within 30-60 business days. WSACC may cancel the awarded contract upon 60 days' notice in writing should goods, for any reason, prove unsatisfactory for the purpose intended or should there be a decline in effectiveness per quantity of material specified, and require bidder to accept all unused product for full credit.
16. All changes in specifications shall be in writing and furnished to all bidders. If there are questions from potential bidders regarding the bid document after its original posting, the questions will only be answered in writing and posted as an addendum to the website(s) where the original bid was posted.
17. All questions concerning bid requirements or specifications should be directed *in writing* to the following:

Shelley Farris, Assistant Finance Director
232 Davidson Highway
Concord, NC 28027
sfarris@wsacc.org

INFORMAL ADVERTISEMENT FOR BIDS

The Water and Sewer Authority of Cabarrus County (WSACC) will receive informal bids for a:

JANITORIAL SERVICES

The quote shall be submitted to the Water and Sewer Authority of Cabarrus County, located at 232 Davidson Highway, Concord, N.C., 28027, **on or before 2:00 p.m. April 30, 2026**, on the enclosed Bid Form. All bids received after the time and date specified will not be considered. Submittal envelope should be marked "Quote – Janitorial Services, Attention: Shelley Farris". Quotes will be considered valid for a period of ninety (90) days after receipt.

N.C. General Statutes, including Section 143.129, and the instructions to bidders and specifications will govern the request for bids and award of this contract. WSACC does not discriminate administering any of its programs and activities. WSACC invites and encourages participation in this procurement process by minority-owned businesses, women-owned businesses and businesses owned by disabled persons.

WSACC reserves the right to accept or reject any or all proposals presented, and the right to waive any informalities or irregularities.

JANITORIAL SERVICES SPECIFICATIONS

GENERAL SCOPE:

The Water and Sewer Authority of Cabarrus County (hereinafter called "WSACC") invites janitorial service firms (hereinafter called "Contractor"), having sufficient experience in providing general janitorial services, to submit a price quotation in accordance with these specifications and cleaning expectations as supplied within this Request for Quote (RFQ).

Contractor Responsibility:

The primary scope of this cleaning contract consists of providing complete and efficient janitorial services for WSACC at one (1) location listed in the facility location section of this document. Services shall be performed in accordance with the specifications within this RFQ. The contractor is solely responsible for the provision of all management of personnel, supervisors, labor, equipment, materials and supplies necessary to complete and maintain the required cleaning of the WSACC facility. These janitorial services include, but are not limited to, regularly scheduled cleaning of all offices, hallways, foyers, closets, meeting rooms, conference rooms, copy rooms, control rooms, storage rooms, including all finished space that has painted walls and tile, carpet or other finished floors. This includes building entrances and exits, all lunch/break rooms, kitchens, countertop areas and meeting areas where food is served, shall be cleaned on a **daily** basis (Monday – Friday); all rest rooms, locker rooms, laboratory areas, shower facilities, and all appurtenant furnishings, such as desks/desktops, tables, chairs, shall be cleaned on a **daily** basis (Monday – Friday). Also, periodic cleaning(s) shall be performed on the various amenities and/or furnishings, such as, but not limited to, dusting of office furnishings and window treatments, cleaning of windows (interiors & exteriors), deep cleaning of carpets, stripping and waxing of floors at the various facilities and/or portions of those facilities.

Equipment and Supplies:

Contractor shall furnish and provide for all cleaning supplies and equipment necessary for the proper execution of this contract, such as, but not limited to, waxes, strippers, all types of cleaner solutions (floor, dusting, disinfectant), buffers, rags, vacuum cleaners, mops and buckets. The Contractor shall provide all equipment and supplies (adequate in kind, quantity and quality) for professionally performing these services in a manner that is satisfactory to WSACC. All chemical products shall be kept in the original container or a properly labeled container and a Safety Data Sheet (SDS) kept on each item, in a clearly marked SDS notebook by the contractor. The contractor shall also supply a copy of all SDS sheets to the WSACC. No chemicals will be used by the contractor with a signal word on the label greater than "Caution".

Contractor shall provide ALL Personal Protective Equipment (PPE) to his/her personnel as may be needed for the safe performance of the required contract services, and, make the necessary provisions to protect personnel, structures, and property from any and all damage arising out of, relating to, or resulting from the performance of the work.

All equipment utilized in performing the work shall be properly equipped with the manufacturer's designed safety features, including but not limited to: shields, guards, chutes, safety-switches, etc.; all such safety equipment shall be maintained, in place, and fully functional as intended by the equipment manufacturer during the use and operation of the equipment. No alterations, modifications, or removal of any safety equipment or features will be allowed. In the event that any safety equipment or features are found to be faulty on a specific piece of equipment, then that equipment shall be temporarily placed out of service until the appropriate corrective and/or repair actions have been taken.

Contractor shall be solely responsible for initiating, maintaining and supervising all safety precautions and programs in connection with the work. Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent damage, injury or loss to:

1. All persons at the facilities, or who may be, affected by the work;
2. And, shall make necessary provisions to protect equipment, structures, and other real property from any and all damage arising out of, relating to, or resulting from this work. Contractor shall be responsible for full restoration of any damages and costs of restoration to structures and property damaged by the contractor's activities.

The contractor shall at all times, comply with all applicable Laws and Regulations relating to the safety of persons or property, or to the protection of persons or property from damage, injury, or loss; and shall erect and maintain all necessary safeguards for such safety and protection. The contractor will keep the premises free from accumulations of waste materials or rubbish caused by the performance of the work, and, upon the completion of the Contract. Contractor shall remove all equipment, supplies and/or materials belonging to Contractor from and about the work area, leaving the premises clean.

Owner Responsibility (WSACC):

The Owner shall furnish all hand soap, paper towels, toilet tissue, and trash can liners, as may be required at the various facilities.

FACILITY INFORMATION/LOCATIONS/CLEANING TIMES:

Main Office Building: 232 Davidson Highway, Concord, NC 28027

- Cleaning services can begin at 5:00 PM Monday – Friday
 - Note – Cleaning Activities on the 3rd Thursday of each month must be performed from 12:00PM-3:00PM
- 1. Main Office Building: Offices, Lobby / Hallway(s), Conference Room, Kitchen, Men's Restroom, Women's Restroom, Printer/Mail Room, Board Room
 - *Approximately 7,500 square feet*
 - *This building requires service (3) days per week, Monday, Tuesday, and Thursday*

CONTRACT PERIOD AND TERMS:

The initial term of this contract will be for a period of twelve (12) months, beginning on July 1, 2026, and ending on June 30, 2027. Upon mutual agreement between WSACC and the Contractor, the contract may be extended for an additional period of one (1) year, thereafter. All changes in the terms and conditions of this contract must be confirmed in the form of a written amendment, which is to be approved by the Maintenance Manager. However, WSACC's obligations to pay the Contractor under this Agreement shall be subject to and dependent upon appropriations being made on an annual basis by the Board of Directors. If during the term of this agreement, the Board of Directors fails to appropriate monies, WSACC shall notify the Contractor on, or before, June 1st, that due to the non-appropriation of monies by the Board of Directors, WSACC will cease to require the services of the Contractor as of July 1, of any such fiscal year.

WSACC reserves the right to extend, renew, or not to renew the contract. WSACC may terminate any contract awarded as a result of this request for proposal at any time after its commencement for cause. WSACC reserves the right to cancel any contract awarded pursuant to this request for proposal without penalty for: lack of appropriated funds; non-performance or default by the awarded proposer; or any other reason, which may be considered to be in direct conflict to the best interest of WSACC. Notice to terminate

will be transmitted by WSACC to the awarded proposer in writing at least sixty (60) days prior to termination date for all reasons other than non-performance or default. If termination is due to non-performance or default, the notice of intent to cancel will be provided to awarded proposer in writing at least fifteen (15) days prior to termination date. WSACC may then seek to procure the same service from the next lowest proposer for the remaining term of the contract.

Unsatisfactory performance by the contractor shall be defined as, frequent and systematic violations of the terms of the contract, such as failure to perform all tasks as described, and failure to resolve deficiencies in a timely manner after notification. Such cancellation notice shall be made by certified mail (return receipt requested) and either received or refused at the office of the Contractor. Upon cancellation, the Contractor's payment for services performed shall be held for a period not to exceed sixty (60) days. During this period, the Maintenance Manager will assess any costs or damages due to WSACC. The Contractor will be liable for any damages due and for excess costs of obtaining the services for the balance of the original contract period.

CHANGES IN SCOPE OF WORK:

WSACC may at any time change the scope of work in the contract by written notice to the Contractor, giving a 30-day notice that the date upon which the change shall become effective. On such effective date, the Contractor shall make the required changes in operations. Upon receipt of a change notice, the Contractor shall submit to the Maintenance Manager an estimate of the change in working hours or increase/decrease in cost resulting from said change. WSACC shall then provide notice to the Contractor that it consents to the change in scope and increase/decrease in costs or that it has determined not to change the scope of work whereby the contract price would remain the same or the parties may negotiate any such changes.

INSURANCE REQUIREMENTS:

The successful bidder shall maintain during the life of the contract the following insurance coverages:

Worker's Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability.

Business Auto Policy: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, hired and non-owned vehicles, and employee non-ownership.

Fidelity Bond: Provide employee dishonesty coverage on all contractors' employees at a limit of not less than \$100,000 each claim, with the addition of Loss Payable endorsement (CR 20 14 08 07), and the Water and Sewer Authority of Cabarrus County named as loss payee.

ADDITIONAL INSURANCE REQUIREMENTS:

The Water and Sewer Authority of Cabarrus County (WSACC) is to be named as an additional insured on the Comprehensive General Liability policy and a Certificate of Insurance must be submitted upon award of the contract. Current, valid insurance policies meeting the above requirements must be maintained for the duration of the project. Renewal certificates shall be sent to WSACC thirty (30) days prior to any expiration date. There shall also be a 30-day notification to WSACC in the event of cancellation or modification of any stipulated insurance coverage. Certificates of Insurance on an Acord 25 (8/84) or similar form meeting the

required insurance provisions shall be forwarded to WSACC. Wording on the Certificate of Insurance which states that no liability shall be imposed upon the company for failure to provide such notice is not acceptable. Original policies or certified copies of policies may be required by WSACC at any time.

SITE ACCESS REQUIREMENTS:

The contractor must ensure that personnel observe all regulations in effect including security sign-in/sign-out procedures. The mentioned sign-in procedure and sign-in sheet will be the official record of employees for all purposes of this contract. This shall be used by staff for contractor employee and work verification purposes. The contractor must develop and maintain an ongoing and current written list of all contractors' personnel used on the contract. This list must be updated and supplied in writing to the Maintenance Manager, or his designee, at least twenty- four (24) hours before a new employee reports for work. This list must include a current active list of the "pool" of back-up employees required under the various staffing requirements of this RFQ. It must include the employee's full name, phone number and date of birth. When new personnel are assigned, an updated list must be provided to the Maintenance Manager immediately, and must be clearly identified as an update, to the initial list. The contractor shall undertake all requirements of insuring and/or bonding of all cleaning personnel prior to submitting the updated list to the Maintenance Manager. The contractor must provide emergency contact names and phone numbers that WSACC can use to contact the appropriate person responsible for managing the janitorial contract.

Any contractor's employee reporting to work without a company identification will not be permitted to remain in the building. Any such employee will not be considered to be in attendance for purposes of meeting the required janitorial services. The contractor is responsible for replacement of the employee as soon as possible but no later than the same business day from the required "pool" of employees. The contractor is fully responsible for the conduct of their employees on WSACC premises. Under no circumstances will the contractor or its personnel represent themselves as employees of the Water and Sewer Authority of Cabarrus County.

JANITORIAL SERVICE STANDARDS:

The Contractor must provide the specified and/or required services per the specific schedule(s) indicated in this RFQ. The tasks must be accomplished during the specified times at each of the listed areas. A WSACC representative will inspect the premises on a routine basis to ascertain whether the services are being provided properly. The contractor shall provide, maintain, and keep current a monthly report form that records all janitorial service functions performed by the contractor's personnel. This form will be submitted monthly to the WSACC representatives for final signature approval. This report will be used to verify work completed and to coordinate approval and processing of the monthly billing invoices.

SUBCONTRACTING or SELLING:

Subcontracting or SEL of any part or the entire contract or utilizing independent contractors or brokering out any part of this contract is not permitted. WSACC reserves the right to make the final determination as to contracted services and award of the contract.

INSPECTION AND WORK CONFERENCE:

The Contractor shall accompany an appointed representative of WSACC on special inspections of the work at any time during business hours of WSACC. WSACC reserves the right to make determinations as to whether service is being performed satisfactorily. The Contractor will meet with the appointed representative(s) for a conference and tour to evaluate the performance of the contract as needed.

DEFICIENT WORK AND RESPONSES:

The Contractor shall correct all complaints and reply to requests for services within a 24-hour time period, or sooner as deemed necessary by the WSACC representative. All complaints shall be investigated and addressed by the Contractor during the same working day, when feasible. Any complaint which cannot be corrected during the same working day or which cannot be dealt with because of reasons beyond the Contractor's control shall be specifically reported to the WSACC representative. WSACC reserves the right to deduct fees from the monthly payment for deficient work, work not performed, and work which is not satisfactorily corrected within a reasonable period. Should WSACC choose to deduct part of the monthly fee; the Contractor will be notified of the reason for, and the amount of the deduction in writing. Written notice of any deduction will be emailed or mailed directly to the Contractor within three days of the incident. Deductions for poor service or services which have been omitted will be determined by the WSACC representative and will be based on the impact the omission or poor quality service has on the area and the frequency of such. Upon written notice, uncorrected complaints, if considered reasonable by the WSACC representative, shall be cause for any and all of the following actions by the Maintenance Manager:

- A. To obtain the services from within its own staff or from another source without prior notice to the Contractor. Costs for these services will be charged to the Contractor and deducted from its next pay request.
- B. To cancel the contract as outlined in the contract period and terms section of this document.

EXPECTATIONS OF CLEANLINESS FOR ALL TASKS:

The contractor must provide cleaning as thoroughly and frequently as specified. Failure to meet the level of cleanliness standards shall lead to formal complaints and possible cancellation of the contract. The level of cleanliness must meet the minimum acceptable standards as indicated below:

- 1) **Clean, Dust or Damp Wipe:** Free of dust, dirt, wax build up, smudges, marks, spots, stains, or film. Thoroughly cleaned and dusted from the complete surface from corner to corner and including corners, edges, sides, top, bottom of the surfaces, molding, crevices, ledges and any hardware attached. Free from spots, smudges, stains, watermarks and rings. No dust streaks. Damp wiping must be dried to provide a uniform appearance.
- 2) **Wipe Dry:** Drying with a suitable cloth, free of smudges, scuffs, marks, streaks and film, buffed for a uniform polished appearance.
- 3) **Sweeping and Damp Mopping:** All floors shall be cleaned and free of dirt from corner to corner, edges and ledges, under the desks, chairs, trash bins, mats, signs, tables and behind doors. No dirt shall be left behind or next to radiators, on landings, on stair treads or on carpet and flooring adjacent to the area being swept and/or mopped.
- 4) **Trash:** There shall be no trash or foreign matter under floor mats, desks, tables, chairs or receptacles. Gum, scuffs and other matter is to be removed by spot cleaning.
- 5) **Sweeping and Scrubbing:** The floors and stairs shall be properly prepared, thoroughly swept, from corner to corner, edges and ledges, under the desks, chairs, trash bins, mats, signs, tables and behind doors. Clean and free of dirt and debris, no water streaks, no mop marks, no gum, tar or other substances on the floor surface. Scrubbing shall be performed by machine. Edges and corners must be clean and free of dirt, debris and build up, hand scrubbing may be required. Properly rinsed and dry mopped to present an overall appearance of cleanliness. Special attention shall be given to floors in restrooms near urinals and toilets for elimination of odors and stains. Appearance shall be uniformly clean.
- 6) **Vacuum:** Thoroughly clean dust and dirt from complete carpet or fabric partitions, from corner to corner, edges and ledges, under the desks, chairs, trash bins, mats, signs, tables, and behind doors.
- 7) **Metal Polishing:** Metal polishing may be performed by damp-wiping and drying with a suitable cloth, free of smudges, scuffs, marks, streaks and film, buffed for a uniform polished appearance. However, if a uniform polished appearance is not produced, the appropriate metal polish must be used for the type of metal surface based on the manufacturer's recommendations and industry standards.
- 8) **Sinks, Urinals and Toilets:** Inside of stalls, bowls and urinals, outside, top, bottom (underside) and sides of fixtures including all hardware shall be clean and free of dirt, mold, mildew, streaks, stains or any build-up of matter. Free of odor.
- 9) **Window Washing and Glass Cleaning:** All glass shall be clean and free of dirt, grime, streaks, tape, sticky substance, cobwebs, excessive moisture, smudges and prints. Glass shall not be cloudy. Surrounding walls, woodwork and trim shall be thoroughly wiped free of drippings and other watermarks.
- 10) **Spot Cleaning:** All walls, floors, carpet, furniture, fabric and metal partitions are to be free of marks, stains, spots, spills, smudges, gum, tar and other foreign matter. Cleaned area must blend into surrounding areas.
- 11) **Floor Finish:** Floor shall be thoroughly clean and free of all dirt, debris, spills, spots, stains, old finish and old finish build up, gum, tar and other foreign matter. No build up in corners or along edges and baseboards. All edges and baseboards must be clean of any dirt or finish residue. No streaks, no film or powder residue on floor surface. Floor should have a uniform shine.
- 12) **Cleaning Blinds:** All blinds are to be free of all dirt, debris, smudges, stains and streaks. Cords and ropes are to be clean and free of all dirt, debris, smudges and stains.

- 13) Computer and other electronic/electric office equipment: Must be dusted with a feather duster or microfiber cloth only. The contractor must NOT clean PC's, computer equipment with cloth, paper towels or liquid sprays, oils, water etc., of any kind.

REGULAR DAILY EXPECTED SERVICES:

Trash and Recycling:

- 1) Empty all trash receptacles. Replace trash liners. Pick up all litter. Wash or damp wipe trash receptacles and as needed to ensure no odor, and clean appearance. Deposit all collected trash in onsite waste dumpsters.
- 2) Recycling receptacles marked with a recycling symbol shall be emptied in onsite recycling dumpsters. Wash or damp wipe trash receptacles as needed to ensure no odor, and clean appearance.

Rest Rooms:

- 1) Scour and scrub the entire seat, toilet and urinal with fresh solution of germicidal cleaner. Wash all metal surfaces including handles with fresh solution of germicidal cleaner and wipe dry.
- 2) Scour and scrub the entire sink with fresh solution of germicidal cleaner. Wash all sink fixtures with fresh solution of germicidal cleaner and wipe dry.
- 3) Remove all trash. Wash or damp wipe trash receptacles as needed with a fresh solution of germicidal cleaner to ensure no odor and clean appearance, and wipe dry. Replace trash liners.
- 4) Sweep and damp mop all floors with fresh solution of germicidal cleaner. Remove all marks by spot scrubbing.
- 5) Wash and polish mirrors. Dust all mirrors ledges.
- 6) Fill all paper and soap dispensers and damp wipe with a fresh solution of germicidal cleaner and wipe dry. Unclog all soap dispensers of interior soap build up.
- 7) Damp-wipe all toilet partitions with a fresh solution of germicidal cleaner and wipe dry. Remove all marks by spot scrubbing.
- 8) Spot clean all walls as needed to remove scuffs, spots, and marks.
- 9) Dust any furniture, lockers, etc., and damp wipe all benches, horizontal surfaces, and ledges.
- 10) Check to make sure all drains are properly draining. If not, use drain cleaner to remove all clogs
- 11) Pour a small bucket of clean water down floor drains.

Kitchen, Counter Areas and Break/Meeting Rooms Serving Food:

- 1) Scour and scrub sink with disinfectant cleanser. Scrub counter tops with disinfectant cleaner.
- 2) Damp-wipe all appliances with a fresh solution of germicidal cleaner and wipe dry.
- 3) Check to make sure all drains are properly draining. If not, notify the Maintenance Manager
- 4) Sweep and then damp mop all vinyl and tile floors with disinfectant cleaner. Spot scrub any stains or marks. Vacuum and spot clean all carpets and mats.
- 5) Damp wipe and spot clean the walls, cabinets, exterior of refrigerators and appliances.
- 6) Wash and polish mirrors. Dust all mirrors ledges.
- 7) Damp wipe all horizontal surfaces, ledges and windowsills.
- 8) Fill all paper and soap dispensers and damp wipe with a fresh solution of germicidal cleaner and wipe dry. Unclog all soap dispensers of interior soap build up.
- 9) Recycle materials (bottles, cans, cardboard, plastics and mixed paper) are to be collected and placed in the appropriate onsite recycling bins. Recycling receptacles are to be washed as needed to ensure no odor and a clean appearance. Hampers or collection bins must be placed in the designated area at the end of each cleaning.

Offices, Lobbies, Foyers, Hallways:

- 1) Dust all wood, vinyl and plastic furniture, lamps and accessories. All open spaces on desks and conference tables are to be thoroughly cleaned using a cloth to wipe clean all dust. Marks and rings shall be cleaned with water and mild detergent dampened cloth.
- 2) Damp wipe all horizontal surfaces, ledges and windowsills. Clean and disinfect all telephones and doorknobs.
- 3) Dust all wall surfaces, diffusers and blinds as needed. Spot clean all smudges, spots and marks as needed using a mild detergent.
- 4) Dust all office equipment with feather duster, or microfiber cloth.
- 5) Thoroughly vacuum all carpets with good commercial upright vacuums with beater bars and brushes using high efficiency filter bags. Backpack vacuums may be used for floor mats, baseboards, edges, chairs, fabric furniture and under desks. Return all chairs, wastebaskets, etc. to the original location. Spot clean any stains as may be required.
- 6) Dust and damp mop all non-carpeted floors. Spot scrub marks and stains with water and mild detergent. Spray and buff floors as needed to maintain a reasonable floor shine.
- 7) Dust and clean all glass, mirror, metal surfaces, railings, and ledges.
- 8) Remove all trash from trash receptacles. Damp wipe all wastebaskets and receptacles and then replace liners. Wash trash receptacles as needed to ensure no odor and a clean appearance. All collected trash is to be deposited in onsite waste bins.
- 9) Recycle materials (bottles, cans, cardboard, plastics and mixed paper) are to be collected and placed in the appropriate onsite recycling bins. Recycling receptacles are to be washed as needed to ensure no odor and a clean appearance. Hampers or collection bins must be placed in the designated area at the end of each cleaning.
- 10) Wipe and sanitize all surfaces of drinking fountains. Clean/clear nozzle. Wipe dry and shine.
- 11) Damp-wipe, spot-clean and sanitize all dining tables and chairs.
- 12) All non-carpeted main lobbies and hallways shall be spray buffed for floor shine.
- 13) Thoroughly vacuum all door mats. Spot clean any stains as may be required.

REGULAR MONTHLY EXPECTED SERVICES:

- 1) All window frames and wall recesses shall be thoroughly dusted and wiped free of dirt and grime
- 2) All HVAC air supply and return registers shall be vacuumed and thoroughly cleaned of dust and dirt.
- 3) All blinds, window frames and wall recesses shall be thoroughly dusted, and wiped free of dirt and grime. All blinds are to be free of all dirt, debris, smudges, stains and streaks. Cords and ropes are to be clean and free of all dirt, debris, smudges and stains.
- 4) All interior glass shall be cleaned or washed free of dirt, grime, streaks, tape, sticky substance, cobwebs, excessive moisture, smudges and prints. Glass shall not be cloudy. Surrounding walls, woodwork and trim shall be thoroughly wiped free of drippings, watermarks, or other residue caused by glass cleaning.

REGULAR BI-ANNUAL EXPECTED SERVICES- Main Office Building:

- 1) Carpet Shampoo: provide wet shampoo of all readily accessible interior carpet surfaces by use of a commercial carpet cleaner / carpet cleaning system. Finished cleaned carpets shall be as dry as practically possible with carpet cleaning equipment in order to minimize musty odors or mold growth. If excessive carpet moisture is identified by WSACC, contractor shall make remedy by means of wet/dry vacuuming with commercial grade equipment.
- 2) Lobby/Foyer floors shall be thoroughly clean and free of all dirt, debris, spills, spots, stains, scuff marks, gum, tar, and other foreign matters, and shall be stripped of wax by means of soft dry buffing.

Vacuum residue from walls, kick plates, edges and baseboards and apply two coats of high quality non-slip floor finish. The floors shall be buffed to a uniform luster with no streaks, no film, or powder residue on floor surface. Floor should have a uniform shine.

- 3) Tile/Non-carpeted floors in the Restrooms shall be scrubbed and deep cleaning of tile and grout, thoroughly rinsed and mopped.
- 4) All interior glass shall be cleaned or washed free of dirt, grime, streaks, tape, sticky substance, cobwebs, excessive moisture, smudges and prints. Glass shall not be cloudy. Surrounding walls, woodwork and trim shall be thoroughly wiped free of drippings, watermarks, or other residue caused by glass cleaning.
- 5) All blinds, window frames and wall recesses shall be thoroughly dusted, and wiped free of dirt and grime. All blinds are to be free of all dirt, debris, smudges, stains and streaks. Cords and ropes are to be clean and free of all dirt, debris, smudges and stains.

SUBMISSION OF PROPOSAL/AWARD OF CONTRACT:

Prospective bidders must submit cost proposals on the enclosed Bid Form only, **along with three references of organizations of this size.** Award of contract shall be based on the lowest price offered by the most responsive, responsible bidder and ability to meet the pickup frequency requirements set forth in this document. The proposed price included in the bid shall remain in effect throughout the term of the contract. The submission of a quote from any interested Contractor guarantees that the Contractor has:

- (a) examined the RFQ for Janitorial Services thoroughly and agrees to all instructions and specifications.
- (b) visited the site(s) where the work is to be performed and familiarized him/herself with all conditions affecting the bid and the possible performance of the work.
- (c) the Contractor shall be properly licensed as may be required and shall have been established in the janitorial service contracting business for a minimum of three (3) years in North Carolina.

WATER & SEWER AUTHORITY OF CABARRUS COUNTY

REQUEST FOR QUOTE – JANITORIAL SERVICES

BID FORM

1. Main Office – 232 Davidson Highway, Concord, NC 28027

Monthly Cost _____ * 12 months = _____

Bi-Annual Cost _____ * 2 times per year = _____

Total Annual Cost for Main Office Building \$ _____

TOTAL ANNUAL JANITORIAL SERVICES FOR ALL RRRWWTP LOCATIONS:

\$ _____

Name of Contractor	Contractors Authorized Signature (Print)

Authorized Signature	Authorized Signer's Title	Date