



# **STATE OF NORTH CAROLINA**

**Department of Administration**

**Invitation for Bid #: 13-DOA1271845530**

**Janitorial Services State Lab of Public Health (SLPH) and Office of the Chief  
Medical Examiner (OCME)**

**Date of Issue: October 8, 2024**

**Bid Opening Date: November 5, 2024**

**At 2:00PM ET**

**Direct all inquiries concerning this IFB to:**

**Meredith Swartz**

**Procurement Officer**

**Email: [Meredith.swartz@doa.nc.gov](mailto:Meredith.swartz@doa.nc.gov)**

**Phone: 984-236-0083**



## STATE OF NORTH CAROLINA

### Invitation for Bid #

**13-DOA1271845530**

For internal State agency processing, including tabulation of bids, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your bid.  
Failure to do so may subject your bid to rejection.**

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Vendor Name

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Vendor eVP#

**Note:** For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

<b>STATE OF NORTH CAROLINA</b>	
<b><i>Department of Administration</i></b>	
<b>Refer <u>ALL</u> Inquiries regarding this IFB to the procurement lead through the Message Board in the Sourcing Tool. See section 2.6 for details.</b>	<b>Invitation for Bid #: 13-DOA1271845530</b>
	<b>Bids will be publicly opened:</b>
<b>Using Agency: Facility Management Division</b>	<b>Commodity No. and Description: 761115 - General building and office cleaning and maintenance services</b>
<b>Requisition No.: RQ145798</b>	

**EXECUTION**

In compliance with this Invitation for Bid (IFB), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this bid, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this bid is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this bid, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this IFB, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the IFB, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this bid, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS** incorporated herein. These documents can be accessed from the Ariba Sourcing Tool.

**Failure to execute/sign bid prior to submittal may render bid invalid and it MAY BE REJECTED. Late bids shall not be accepted.**

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
<b>VENDOR’S AUTHORIZED SIGNATURE*:</b>	<b>DATE:</b>	EMAIL:

**VALIDITY PERIOD**

Offer shall be valid for at least ninety (90) days from date of bid opening, unless otherwise stated here: \_\_\_\_\_ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this IFB.

**ACCEPTANCE OF BIDS**

If your bid is accepted, all provisions of this IFB, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

**FOR STATE USE ONLY:** Offer accepted and Contract awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, as indicated on

The attached certification, by \_\_\_\_\_.

**(Authorized Representative of Department of Administration)**

# Contents

- 1.0 PURPOSE AND BACKGROUND ..... 5**
- 1.1 CONTRACT TERM ..... 5**
- 2.0 GENERAL INFORMATION ..... 5**
- 2.1 INVITATION FOR BID DOCUMENT ..... 5**
- 2.2 E-PROCUREMENT FEE ..... 5**
- 2.3 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS ..... 5**
- 2.4 IFB SCHEDULE ..... 6**
- 2.5 SITE VISIT ..... 6**
- 2.6 BID QUESTIONS ..... 7**
- 2.7 BID SUBMITTAL ..... 7**
- 2.8 BID CONTENTS ..... 8**
- 2.9 ALTERNATE BIDS ..... 8**
- 2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS ..... 9**
- 3.0 METHOD OF AWARD AND BID EVALUATION PROCESS ..... 9**
- 3.1 METHOD OF AWARD ..... 9**
- 3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION ..... 9**
- 3.3 BID EVALUATION PROCESS ..... 9**
- 3.4 PERFORMANCE OUTSIDE THE UNITED STATES ..... 10**
- 3.5 INTERPRETATION OF TERMS AND PHRASES ..... 10**
- 4.0 REQUIREMENTS ..... 11**
- 4.1 PRICING ..... 11**
- 4.2 INVOICES ..... 11**
- 4.3 VENDOR EXPERIENCE ..... 11**
- 4.4 WORK PLAN AND EQUIPMENT INVENTORY LIST ..... 12**
- 4.5 FINANCIAL STABILITY ..... 12**
- 4.6 HUB PARTICIPATION ..... 12**
- 4.7 REFERENCES ..... 12**
- 4.8 BACKGROUND CHECKS ..... 12**
- 4.9 PERSONNEL ..... 14**
- 4.10 VENDOR’S REPRESENTATIONS ..... 15**
- 4.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION ..... 15**
- 5.0 SPECIFICATIONS AND SCOPE OF WORK ..... 15**
- 5.1 OBJECTIVE ..... 15**

**5.2 WORK LOCATION AND BUILDING HOURS ..... 15**

**5.3 BUILDING DATA ..... 16**

**5.4 SPECIAL REQUIREMENTS ..... 16**

**5.5 VENDOR REQUIREMENTS AND STAFFING ..... 16**

**5.5.1 VENDOR REQUIREMENTS..... 17**

**5.6 CLEANING AND MAINTENANCE DUTIES ..... 20**

**5.7 EQUIPMENT AND SUPPLIES..... 23**

**5.8 BUILDING MAINTENANCE ..... 24**

**5.8 PERFORMANCE ..... 25**

**5.9 DEFAULT AND PENALTIES ..... 26**

**5.10 SPECIAL PROVISIONS ..... 27**

**6.0 CONTRACT ADMINISTRATION ..... 27**

**6.1 CONTACT INFORMATION..... 27**

**6.2 POST AWARD MEETINGS ..... 28**

**6.3 CONTINUOUS IMPROVEMENT ..... 28**

**6.4 ACCEPTANCE OF WORK ..... 28**

**6.5 TRANSITION ASSISTANCE..... 28**

**6.6 DISPUTE RESOLUTION ..... 29**

**6.7 CONTRACT CHANGES..... 29**

**6.8 ATTACHMENTS ..... 29**

**ATTACHMENT A: PRICING ..... 30**

**ATTACHMENT H: PERFORMANCE GUARANTEE ..... 31**

**APPENDIX A: NCSLPH/ OCME JANITORIAL ROOM LIST..... 32**

**APPENDIX B: MAPS ..... 33**

**APPENDIX C: FLOOR SCHEDULE ..... 40**

**APPENDIX D: ROOM NOTICES..... 47**

**APPENDIX E: INSPECTION REPORT CHECKLIST..... 55**

## 1.0 PURPOSE AND BACKGROUND

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The North Carolina Department of Administration (NCDOA), Facility Management Division (FMD) (Contracting Agency) is responsible for providing efficient, healthy, and safe janitorial service for State buildings. The State Lab of Public Health (SLPH) and Office of the Chief Medical Examiner (OCME) are located at 4312 District Drive, Raleigh, North Carolina. The building is a mixed-use facility with limited office space and large areas dedicated to clinical and environmental laboratory testing as well as medical investigations for deaths of a suspicious, unusual, or unnatural nature. Therefore, with this Invitation for Bids (IFB), the Contracting Agency is seeking bids from experienced, qualified Vendors to provide janitorial services in a professional and workmanlike manner, in strict and complete compliance with the specifications and subject to the terms and conditions herein specified. The Contracting Agency (Facility Management Division) shall perform the administration of the contract.

The intent of this solicitation is to award an Agency Contract.

### 1.1 CONTRACT TERM

The Contract shall have an initial term of one year, beginning January 1, 2025.

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than thirty (30) days before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

Bids shall be submitted in accordance with the terms and conditions of this IFB and any addenda issued hereto.

## 2.0 GENERAL INFORMATION

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### 2.1 INVITATION FOR BID DOCUMENT

This IFB is comprised of the base IFB document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

### 2.2 E-PROCUREMENT FEE

**ATTENTION: This is an NC eProcurement solicitation facilitated by the Ariba Network. The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.**

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

#### What is the Ariba Network?

The Ariba Network is a web-based platform that serves as a connection point for buyers and vendors. Vendors can log in to the Ariba Network to view purchase orders, respond to electronic requests for quotes, participate in Sourcing Events, and collaborate with buyers on contract documents.

For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site:

<http://eprocurement.nc.gov/training/vendor-training>.

### 2.3 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this IFB and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this IFB.

If Vendors have questions or issues regarding any component of this IFB, those must be submitted as questions in accordance with the instructions in the BID QUESTIONS Section. If the State determines that any changes will be made as a result of the questions

asked, then such decisions will be communicated in the form of an IFB addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s bid or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s bid that purports to vary any terms and conditions or Vendors’ instructions herein or to render the bid non-binding or subject to further negotiation. Vendor’s bid shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

**The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this IFB Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon during negotiations and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s bid as nonresponsive.**

## 2.4 IFB SCHEDULE

The table below shows the *intended* schedule for this IFB. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue IFB	State	October 8, 2024
Hold Mandatory Site Visit	State	October 22, 2024 @ 9:00AM ET
Submit Written Questions	Vendor	October 24, 2024 @ 2:00PM ET
Provide Response to Questions	State	October 28, 2024
Submit Bids	Vendor	November 5, 2024 @ 2:00PM ET
Contract Award	State	December 1, 2024
Contract Effective Date	Vendor	January 1, 2024

The Department of Administration will be conducting live bid openings over Microsoft Teams conference call. Below is the call-in information for this procurement’s bid opening scheduled for 11/5/2024 @ 2:00PM

### Microsoft Teams [Need help?](#)

#### [Join the meeting now](#)

Meeting ID: 226 910 727 97

Passcode: SzAxDH

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### Dial in by phone

+1 984-204-1487,,255347424# United States, Raleigh

[Find a local number](#)

Phone conference ID: 255 347 424#

### Join on a video conferencing device

Tenant key: ncgov@m.webex.com

Video ID: 117 537 661 4

## 2.5 SITE VISIT

### Mandatory Site Visit

Date: 10/22/2024  
Time: 9:00AM Eastern Time  
Location: NCSLPH and The OCME, 4312 District Drive, Raleigh, North Carolina in the LAB CLASSROOM.  
Contact #: Meredith Swartz 984-302-0969

**Special Instructions for Site Visit at NCSLPH:**

- **Closed toe shoes and pants (no shorts) are required attire at Health Lab**
- **All Attendees must show ID**

**Instructions:** It shall be MANDATORY that a representative from each Vendor be present for a pre-bid site visit. Attendees must arrive promptly. All attendees must sign in upon arrival and clearly indicate each prospective Vendor represented on the sign in sheet. LATE ARRIVALS WILL NOT BE ALLOWED TO SIGN IN OR PARTICIPATE IN THE SITE VISIT, NOR SHALL THEIR BID BE CONSIDERED. Once the sign-in process is complete, all other persons wishing to attend may do so to the extent that space and circumstances allow.

**FAILURE TO ATTEND THE MANDATORY SITE VISIT SHALL RESULT IN VENDOR'S BID BEING DEEMED NON-RESPONSIVE AND NOT CONSIDERED FOR AWARD.**

The purpose of this visit is for all prospective Vendors to apprise themselves of the conditions and requirements which will affect the performance of the work called for by this IFB. Vendors must stay for the duration of the site visit. No allowances will be made for unreported conditions that a prudent Vendor would recognize as affecting the work called for or implied by this IFB.

Vendors are cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this IFB, must be confirmed by written addendum before it can be considered to be a part of this IFB and any resulting contract.

## **2.6 BID QUESTIONS**

Upon review of the IFB documents, Vendors may have questions to clarify or interpret the IFB in order to submit the best bid possible. To accommodate the Bid Questions process, Vendors shall submit any such questions by the "Submit Written Questions" date and time provided in the IFB SCHEDULE Section above, unless modified by Addendum.

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified in the IFB SCHEDULE Section of this IFB. Vendors will enter "IFB # 13-DOA1271845530 – Questions" as the subject of the message. Question submittals should include a reference to the applicable IFB section. This is the only manner in which questions will be received.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the Sourcing Tool in the form of an addendum and shall become an Addendum to this IFB. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this IFB, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the IFB and an addendum to this IFB.

## **2.7 BID SUBMITTAL**

**IMPORTANT NOTE: This is an absolute requirement.** Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor's sole responsibility to ensure its bid has been received as described in this IFB by the specified time and date of opening. Failure to submit a bid in strict accordance with instructions provided shall constitute sufficient cause to reject a Vendor's bids(s). Solicitation responses are subject to Sealed Bidding requirements.

Vendor's bids for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

### Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.
5. **Only Bids submitted through the Content Section of the Ariba Sourcing Event will be considered. Bids submitted through the Message Board will not be accepted or considered for award.**

If confidential and proprietary information is included in the bid, also submit one (1) signed, REDACTED copy of the bid. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services, or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the bid with its bid submission, the Department may release an unredacted version if a record request is received.

## 2.8 BID CONTENTS

Vendors shall provide responses to all questions and complete all attachments for this IFB that require the Vendor to provide information and upload them to the Sourcing Event in the Sourcing Tool. Vendor may not be able to submit its response in the Sourcing Tool unless all required items are addressed. Vendors shall provide authorized signatures where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the State rejecting Vendor's bid, in the State's sole discretion.

Vendors shall upload the following items and attachments in the Sourcing Tool:

- a) Title Page: Include the company name, address, phone number and authorized representative along with the Bid Number.
- b) Completed and signed version of all EXECUTION PAGES, along with the body of the IFB.
- c) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- d) Vendor's Response to this IFB. Sections 4.3 Vendor Experience, 4.4 Work Plan, 4.8.5 Background Check
- e) Completed version of ATTACHMENT A: PRICING
- f) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- g) Completed and signed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- h) Completed and signed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

## 2.9 ALTERNATE BIDS

Unless provided otherwise in this IFB, Vendor may submit alternate bids for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate bid must specifically identify the IFB requirements and advantage(s)

addressed by the alternate bid. Each bid must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, Vendor shall follow the specific instructions for uploading Alternate Bids in the Sourcing Tool.

## **2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS**

Relevant definitions for this IFB are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found in the Sourcing Tool, which are incorporated herein by this reference.

## **3.0 METHOD OF AWARD AND BID EVALUATION PROCESS**

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### **3.1 METHOD OF AWARD**

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest.

All responsive bids will be reviewed, and an award or awards will be based on the responsive bid(s) offering the lowest price that meets the specifications provided herein, to include any required verifications set out here in such as but not limited to past performance, references, and financial documents.

While the intent of this IFB is to award a Contract(s) to a single Vendor, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items, or to cancel this IFB in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in bids received.

### **3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION**

While this IFB is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29. of the Instructions to Vendors entitled COMMUNICATOINS BY VENDORS

Each Vendor submitting a bid to this IFB, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's bid or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this IFB or inquiries directed to the purchaser named in this IFB regarding requirements of the IFB (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

### **3.3 BID EVALUATION PROCESS**

Only responsive submissions will be evaluated.

**The State will conduct an evaluation of responsive Bids, as follows:**

Bids will be received according to the method stated in the Bid Submittal section above.

All bids must be received by the issuing agency not later than the date and time specified in the IFB SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the IFB SCHEDULE Section above, unless modified by Addendum, the bids from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids is authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. Cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the bid. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all bids should be complete and reflect the most favorable terms available from the Vendor. Prices bid cannot be altered or modified as part of a clarification.

Bids will generally be evaluated, based on completeness, content, cost and responsibility of the Vendor to supply the requested Goods and Services. Specific evaluation criteria are listed in Section 3.1 METHOD OF AWARD.

Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to the *electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, under the IFB number for this solicitation. Award of a Contract to one Vendor does not mean that the other bids lacked merit, but that, all factors considered, the selected bid was deemed most advantageous and represented the best value to the State.

The State reserves the right to negotiate with one or more Vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

### 3.4 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this IFB, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

### 3.5 INTERPRETATION OF TERMS AND PHRASES

This IFB serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether bids

should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State's needs as described in the IFB. Except as specifically stated in the IFB, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a bid in its entirety.

## 4.0 REQUIREMENTS

This Section lists the requirements related to this IFB. By submitting a bid, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this IFB. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better bid, the Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Bid Questions Section above.

### 4.1 PRICING

Bid price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM within this solicitation document and upload in the Sourcing Tool. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

### 4.2 INVOICES

- a) The Vendor must submit one monthly invoice via email to the Contract Administrator.
- b) Invoices must be submitted to the Contract Administrator in digital form on the Vendor's official letterhead stationery and must be identified by a unique invoice number. All invoice backup reports and spreadsheets must be provided in electronic format.
- c) Invoices must bear the correct contract number and purchase order number to ensure prompt payment. The Vendor's failure to include the correct purchase order number may cause delay in payment.
- d) Invoices must include an accurate description of the work for which the invoice is being submitted, the invoice date, the period of time covered, the amount of fees due to the Vendor, and the original signature of the Vendor's project manager.
- e) All invoices must be submitted to the Contract Administrator within 90 days of completion of services. Any invoices received after the 90 days, may result in non-payment.
- f) Monthly cleaning payment terms are Net 30 end of the month (EOM). Special cleaning, emergency services, and major maintenance invoices will be paid net 30 days upon receipt of the invoice.

***INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.***

### 4.3 VENDOR EXPERIENCE

In its bid, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State of North Carolina. The Vendor shall provide a WRITTEN SUMMARY of the company/corporation, including when the firm was established, the location of its corporate headquarters, the number of current employees, the types of facilities serviced, the current volume of space being cleaned, and similar contracts held over the past three (3) years. **IT SHALL BE A REQUIREMENT FOR AWARD OF THIS CONTRACT THAT THE VENDOR HAS PERFORMED A MINIMUM OF ONE JANITORIAL CONTRACT FOR A HOSPITAL OR HIGH CAPACITY LABORATORY.** The State may check all public sources to determine whether the Vendor has listed all contracts for similar work within the designated period. If the State determines that the list is incomplete or inaccurate and similar contracts were not listed, the State may contact the entities to make an inquiry into the Vendor's performance of those contracts and the information obtained may be considered as "Reference" information. The Vendor must have cleaned an approximate minimum of 149,514 square feet (75% of total net square footage requested in this

proposal). Vendor shall submit experience of any employees, supervisors, or subcontractors to perform Annual Major Maintenance.

#### **4.4 WORK PLAN AND EQUIPMENT INVENTORY LIST**

In its bid, the Vendor must submit a WRITTEN WORK PLAN TO INCLUDE THE FOLLOWING:

- a) Method - The Vendor's Work Plan will describe the method and routine for how the Vendor proposes to clean the building.
- b) Schedule - The personnel to be assigned during the Day Shift, the personnel to be assigned during the Evening Shift, the designated Shift Supervisors and Managers, and Vendor shall name each position and the associated tasks, and their work schedule (lunch and break times). Note: All staff does not have to be hired at time of bid submittal, however, Vendor shall assign duties based on position.
- c) Equipment Inventory List- To include list of equipment that is to be in the building during the duration of the contract for general cleaning, list of equipment that is to be required for emergency services per Section 5.4 (A), and equipment list for Semi-Annual / Annual Major Maintenance (floors and deep clean of restrooms). Note if owned, rented, or sub-contracted.
- d) Proposed Annual Major Maintenance Schedule - for floor maintenance and deep cleaning of restrooms shall accompany the Work Plan. Vendor shall submit any subcontractors and contact information of subcontractors that will be used.

The Vendor's work plan will be used in the contract management for these services. Failure to provide the required Work Plan will be cause for disqualification of the Vendor's bid.

#### **4.5 FINANCIAL STABILITY**

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the Vendor's financial stability.

#### **4.6 HUB PARTICIPATION**

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this IFB will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

#### **4.7 REFERENCES**

Vendor shall upload to the Sourcing Tool at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained may be considered in the evaluation of the Bid.

#### **4.8 BACKGROUND CHECKS**

##### **4.8.1 GENERAL INFORMATION**

It is the policy of the State to provide a safe environment for State Government employees to work. Due to the Contract requirements, the State requires criminal background checks of awarded Vendors, including but not limited to: owners, employees, agents, representatives, subcontractors, and all personnel of their respective companies. All costs and expenses associated with criminal background checks are the responsibility of the Vendor.

The following requirements must be met:

- a) Criminal background checks shall be current and completed within ninety (90) days of the Contract effective date.
- b) The criminal background check shall include a social security verification/check, felonies, misdemeanors, and traffic records covering a minimum of the last seven (7) years for all states and countries where the individual has resided. The criminal background check information shall be first thoroughly reviewed by the Vendor and then sent to the Contract Administrator for review and approval. Out of state searches shall be required for persons living in the state of NC for fewer than seven (7) years. Fingerprint background checks may be required in some instances depending on the facility requirements.
- c) A criminal background check on the awarded Vendor and its employees shall be provided by the Vendor prior to Contract effective date. Copies of the original criminal background check shall be sent to the Contract Administrator for evaluation. In some cases, badging cannot take place until after the evaluation and approval of the Vendor’s criminal checks.
- d) When a new employee or individual is identified to perform Services on this Contract, the Vendor shall provide the Contract Administrator with a criminal background check before the individual can be approved for work. Persons without approved criminal background checks shall not be allowed to work in the relevant buildings until proper documentation is submitted and approved.
- e) The State may require the Vendor to exclude the Vendor’s employees, agents, representatives, or subcontractors based on the background check results. Discovery that one or more employees have convictions does not disqualify the Vendor from award.
- f) Additionally, the State may use The North Carolina Department of Public Safety Offender Public Information or similar Services to conduct additional background checks on the Vendor’s proposed employees.

**4.8.2 BACKGROUND CHECK REQUIREMENTS**

As part of Vendor’s criminal background checks, the details below must be provided to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including but not limited to fraud, misappropriation or deception, of Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project of which Vendor has knowledge, or provide a statement that Vendor is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;
- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term “regulatory sanctions” includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge, or provide a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its bid herein, or provide a statement that there are none.

**4.8.3 BACKGROUND CHECK LIMITATIONS**

Any individual representing the Vendor, who:

- a) In his/her lifetime, has been adjudicated as a habitual felon as defined by GS 14-7.1 or a violent habitual felon as defined by GS 14-7.7, shall not be allowed to work in buildings occupied by State Government employees.

- b) During the last seven (7) years has been convicted of any criminal felony or misdemeanor sexual offense or a crime of violence shall not be allowed to work in buildings occupied by State Government employees.
- c) At any time has an outstanding warrant or a criminal charge for a crime described in (b) above shall not be allowed to work on State property.
- d) The Vendor must ensure that all employees have a responsibility to self-report to the Vendor within twenty-four (24) hours any arrest for any disqualifying offense. The Vendor must notify the Contract Administrator within twenty-four (24) hours of all details concerning any reported arrest.
- e) Upon the request of the Contract Administrator, the Vendor will re-screen any of its employees, agents, representatives, and subcontractors during the term of the Contract.
- f) Vendor’s responses to these background check requests shall be considered a continuing representation, and Vendor’s failure to notify the State within thirty (30) days of any criminal charge, investigation, or proceeding involving Vendor or its then-current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.
- g) If there are problems or delays with performance associated with the completion and compliance with this background check requirements, any Vendor’s performance bond could be used to complete these Services.

**4.8.4 DOCUMENT REQUIREMENTS**

Required documentation to be submitted prior to date Contract is effective and for performing any Services on State property shall include:

- a) A cover letter by the Vendor on company letterhead with a list of the full names matching a required government issued photo ID, addresses, and birth dates of each person representing the contracting company.
- b) Vendor shall also provide a photocopy of the required State or Federal government issued picture ID or Driver License.
- c) A letter on company letterhead is not acceptable proof in itself but can be used to further clarify information on the criminal background check submitted. All documentation shall be submitted at the same time. Submit documents which are clear and legible.
- d) Background checks consisting of:
  1. Original unaltered criminal background check from the organization providing the background check.
  2. The background check provider’s company name, company mailing address, and contact phone numbers.
  3. The full name of the individual, which matches the government issued photo ID.
  4. The current address of individual being checked.
  5. The date the criminal background check search was conducted.

**4.8.5 VENDOR BACKGROUND CHECK AGREEMENT**

Vendor agrees to conduct a criminal background check per the specifications above in this section on all employees proposed to work under this Contract, at its expense, and provide the required documentation to the State in order to perform Services under this Contract:

YES  NO

**4.9 PERSONNEL**

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. “Professional manner” means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractors that may be approved by the State. Names of any third-party Vendors or

subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor’s obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor’s bid result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor’s recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

**4.10 VENDOR’S REPRESENTATIONS**

If Vendor’s bid results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor’s proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

**4.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION**

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- Small Purchases
- Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- Contract value in excess of \$1,000,000.00

**5.0 SPECIFICATIONS AND SCOPE OF WORK**

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**5.1 OBJECTIVE**

To supply personnel capable of providing janitorial services as described below for the North Carolina State Lab of Public Health and the Office of Chief Medical Examiner. The building on District Drive is a mixed-use facility with limited office space and large areas dedicated to clinical and environmental laboratory testing as well as medical investigations for deaths of a suspicious, unusual, or unnatural nature. Vendors personnel will be required, on occasion, to enter areas where active autopsies are being performed or hazardous materials are present. The prospective vendor will provide daily cleaning services, including all necessary labor, supervision, and equipment to keep the contracted areas clean and properly supplied. Types of areas to be cleaned consist of offices, conference rooms, laboratories, restrooms, stairwells, corridors, ancillary spaces, dining and break areas, outdoor patio space, front and rear entrances, loading dock area, exercise room and locker rooms

**5.2 WORK LOCATION AND BUILDING HOURS**

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Building Name:	North Carolina State Laboratory of Public Health (NCSLPH) and The Office of Chief Medical Examiner (The OCME)
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Location:	4312 District Drive Raleigh, North Carolina

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Hours of Operation      8:00 am – 5:00 pm

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**5.3 BUILDING DATA**

The following building statistical data are estimates. The Vendor is responsible for verifying dimensions and quantities.

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Net Sq Ft	199,352 sf
Floors	4 floors and 1 floor in Maintenance Building
Stairways	6
Rest Rooms	21
Elevator	4
Breakrooms	4

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**5.4 SPECIAL REQUIREMENTS**

*The terms in conditions included in the Special Requirements section of this contract shall supersede requirements in referenced sections.*

1. Training -In addition to the training requirements of the Contracting Agency, all Vendor employees and Vendor Subcontractor employees are required to receive facility specific training provided by the North Carolina State Lab of Public Health and The Office of Chief Medical Examiner. The Agency has the right to request that the Vendor terminate the contract and/or have the untrained employees removed from working in the building. Also, it shall be considered failing if the Vendor fails to follow the training request.
  - a) HIPAA training - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires Covered Entities to protect the protected health information of their clients. In order to ensure that all housekeeping personnel understand and know how to effectively comply with these HIPAA requirements, new housekeeping staff are required to complete HIPAA privacy and security training. Upon hire, and annually, the Vendor/Subcontractor employees will schedule a time with the NCSLPH Security Officer to receive annual HIPAA training. The training and quiz must be completed within two weeks of hire. The NCSLPH Security Officer will keep records for each Vendor/Subcontractor.
  - b) Visitor Safety Training – This training shall be completed prior to working in the building. The link for this training is: [https://rise.articulate.com/share/WsdFI5ZyJxHGw9H\\_Y0VwsdtM25V7TGIC](https://rise.articulate.com/share/WsdFI5ZyJxHGw9H_Y0VwsdtM25V7TGIC). Certificates can be downloaded at the end of the training. Trainees will need to write their name and date on the certificate and all training certificates can be emailed to Anna Liddicoat, [anna.liddicoat@dhhs.nc.gov](mailto:anna.liddicoat@dhhs.nc.gov) Biosecurity/Biosafety Officer.
2. Light Bulb Replacement – Light bulb replacement is not required at this facility. DOA-Facility Management-Electrical is responsible for lighting.
3. Protocol - Until formally notified by the Contract Administrator, the Vendor agrees to:
  - a) adhere to any building specific, North Carolina State Agency, or CDC policies or requirements,
  - b) Immediately notify the Contract Administrator (see Section 6.0 for contact information) of any COVID case(s) of Vendor staff working in the contracted building.
4. See Appendix A for additional daily cleaning instructions and requirements.

**5.5 VENDOR REQUIREMENTS AND STAFFING**

The Vendor agrees to be responsible for and shall provide general supervision of all employees and subcontractor employees working under this agreement. The Vendor is required to ensure all employees assigned to perform on this contract conduct themselves in a professional manner, by using appropriate language, being of good integrity and character.

### 5.5.1 VENDOR REQUIREMENTS

#### 1. Office Location

- a) The Vendor must maintain a management office within one hour's drive of the building location (Raleigh, North Carolina). Location of staff and response personnel must be within one hour's drive of building location (Raleigh, North Carolina)

#### 2. Subcontractor

- a) The normal day-to-day cleaning cannot be subcontracted and must be performed by employees of the Vendor.
- b) Unscheduled Cleaning Duties, as outlined in Section 5.3.2, cannot be subcontracted, and must be performed by employees of the Vendor.
- c) The major maintenance portions of the contract may be subcontracted by the Vendor.

#### 3. Background Check

- a) Vendor agrees to the BACKGROUND CHECK Section of this IFB.

### 5.5.2 SERVICE AND STAFFING REQUIREMENTS

#### A. Schedule of Performance

The Daily General Cleaning Duties of the Daytime Personnel, for this contract, will be performed between the hours of 7:30 AM and 5:00 PM. The exact hours to be worked and times will be coordinated with the Contract Administrator.

The Daily General Cleaning for Evening Personnel nightly cleaning duties, for this contract, will be performed between the hours of 5:00 PM and 11:00 PM. The exact hours to be worked and the times will be coordinated with the Contract Administrator.

#### B. Staffing Requirements

##### 1. Daytime Service

- a) Number of required staff to perform daily daytime janitorial services: **three (3) day porters**
- b) Required Daytime Staff to perform designated janitorial services in the building: 7:30 am – 5:00 pm, Monday through Saturday.
- c) When a scheduled daytime staff fails to arrive at the work location, the Vendor will be required to provide a replacement daytime person within one (1) hour of notification of the absentee.
- d) The daytime staff is considered separate from and is not to be used, during daytime hours, to perform duties considered Daily Evening General Cleaning Duties.

##### 2. Evening Service

- a) Number of required staff to perform daily evening janitorial services: **No less than four (4) required evening staff** to perform designated janitorial services in the building between 5:00 pm – 11:00pm daily (Monday – Saturday).
- b) One member of evening staff shall be designated as Supervisors.
- b) The evening staff is considered separate from and is not to be used to perform duties considered Daily Daytime General Cleaning Duties.

##### 3. General Supervision

- a) The Vendor, to ensure proper onsite general supervision, shall designate one of its employees, assigned to perform on this contract during day and night shifts, as their official on-site representative (i.e., Supervisor). Supervisory employees should have at least one year of experience as a cleaning supervisor. The Supervisor will be responsible for having direct supervision of the Vendor's employees assigned to perform on this contract.
- b) The Supervisor must have the ability to communicate fluently in English and in the language of the other employees, if different from English. If no other staff member speaks English, then Supervisor must be on site.
- c) The Supervisor shall be the Vendor's representative, authorized to coordinate with the Contract Administrator, and serving as the first line of resolution in work or occupant employee situations or concerns.

### 5.5.3. BADGING AND KEYS

**1. Badge Issuance and Use**

Refer to Section 4.8 of this contract for required background checks that must be performed before any Vendor employee can receive a State issued identification and access badge to work in State buildings.

- a) Prior to any new employee commencing work in State building(s) Vendor shall submit a request for badging to Contract Administrator or designated representative on company letterhead to include new employee name, phone number, date of birth, and driver’s license number. The Vendor employee is responsible for arranging badging appointment and for badge pick- up with the District Drive Badge Access Team Anna Liddicoat- [anna.liddicoat@dhhs.nc.gov](mailto:anna.liddicoat@dhhs.nc.gov) or Samantha Zelin-[samantha.zelin@dhhs.nc.gov](mailto:samantha.zelin@dhhs.nc.gov)) to request a new badge and to help coordinate setting up badge appointment.
- b) Vendor employees shall visibly display the State issued identification and access badge(s) at all times while working in State buildings.
- c) Employee shall use only the State issued identification and access badge(s) assigned to them to access State building (s). Use of another employee’s badge for access to any State building will result in a Vendor Warning or Vendor Complaint.
- d) Vendor shall notify Contract Administrator of any lost or damaged badges. Facility Management will submit a work order for a replacement badge to be issued. The Vendor employee is responsible for picking up replacement badge at the Security Office located at the Phillips Building - 109 E North St, Raleigh, NC 27601. There is a \$6.00 fee for replacement badges and will be collected at time of issuance.

**2. Badge Return and Termination of Use**

- a) Vendor is required to notify Contract Administrator via email of any employee resignation and last day access is required to perform services. Access badge must be returned to Contract Administrator within twenty-four (24) hours of last day. Failure to comply will result in Vendor Warning or Vendor Complaint.
- b) Vendor is required to notify Contract Administrator immediately via phone or email of any employee termination. Access badge of said employee must be returned to Contract Administrator within twenty-four (24) hours. Failure to comply will result in Vendor Warning or Vendor Complaint.

**3. Keys**

- 1. Keys for entry to areas of the building that require them will be provided by Facility Management.
  - a) There is a \$100.00 charge for replacement keys and payment is due upon receipt of such key.
  - b) A charge of \$100.00 per key for keys lost or not returned will be required at the termination of the contract.

**5.5.4. SAFETY AND TRAINING**

Vendor personnel are to be aware and have the proper training and certifications to work in this facility where there are areas with risks not found in typical office or business spaces

**1. General Required Training**

- a) The Vendor must ensure the below listed training is provided to each employee assigned to State buildings and that said employee has successfully completed the training within thirty (30) days of the effective date of the contract or within thirty (30) days of a new employee’s effective date. Each employee assigned to State Buildings must receive the following training on a yearly basis.
  - 1) Blood borne pathogens, per OSHA requirements & NC Admin Code 13NCAC 7C.0101 (a) (96)
  - 2) Hazard Communications
  - 3) Fire Extinguisher
  - 4) Personal Protective Equipment
  - 5) Asbestos and Mold Awareness
  - 6) Ladder Safety
  - 7) Fluorescent Lamp/Bulb Storage and Recycling

*References: OSHA’s Bloodborne Pathogen regulation 29 CFR 1910.1030(d)(4); OSHA’s Hazard Communication Standard 29 CFR 1910.1200(h)(1) 29 CFR 1910.1200(h)(3)-(h)(3)(i ii); OSHA’s Occupational Exposure to Hazardous Chemicals in laboratories 29 CFR 1910.1450(4)(i)(A) ; Asbestos Awareness Standard 29 CFR 1910.1001, 29 CFR 1926.1101; Fluorescent Lamp Recycle Training, CFR 40; art 273 Standard Universal Waste Management July 1999, NC Session Law 2010-180 Appendix A; Housekeeping, Maintenance, and Inspections*

- b) Vendor shall provide Contracting Agency, upon request, with documentation (training certificates and/or rosters) that required safety training for each employee has been completed. The Contracting Agency has the right to request that the Vendor terminate the contract and/or have the untrained employees removed from working in the building. It shall be a breach of contract if the Vendor fails to comply with the training request.
- c) Vendor is responsible for all costs associated with training for employees.

## 2. SLPH/OCME Required Training and Requirements

- a) Vendor shall provide annual GHS Hazard Communication Standard (1910.1200) to their janitorial staff working with hazardous cleaning chemicals and provide proof of training to Industrial Hygiene Consultant. Training shall comply with GHS standard and include all required training elements.
- b) Vendor shall provide hazardous cleaning chemical inventory to SLPH Industrial Hygiene Consultant, on annual basis or as needed when new chemicals are brought on-site.
- c) Vendor shall ensure hazardous cleaning chemical container labels comply with OSHA GHS Standards

## 3. Compliance

- a) The Vendor shall ensure all employees follow the manufacturer's instructions for proper product use of all cleaning and polishing supplies used on flooring, counter-tops and surfaces in the assigned building.
- b) The Vendor is to ensure all Safety Data Sheets (SDS), or previously known as Material Safety Data Sheets (MSDS) are made available and employees are aware of the SDS's use and purpose. Vendor shall keep SDS binder that contains SDS's for hazardous cleaning chemicals they are storing on-site (each janitorial closet/office on each floor would have its own binder that has the SDS's stored in that location)
- c) The Vendor shall ensure all employees are following the established safety practices and utilize the appropriate Personal Protective Equipment (PPE) for any cleaning supplies being used.

## D. DRESS CODE

The Vendor shall ensure all employees and subcontractors assigned to perform on this contract are clothed in attire that meets the specifications as defined in the contract. All Supervisory staff are responsible for correcting any unprofessional appearance by Vendor employees, up to and including sending the employee home to change clothes on their own time. Upon written request of the Contracting Agency to the Vendor, any Vendor employee who fails to abide by these or other rules established by the Department of Administration in this contract will be immediately terminated.

### 1. Attire

- a) Vendor shall provide Vendor employees with a distinct uniform shirt with Vendor's logo permanently affixed. (Minimum size of logo shall be 2" x 4"). Distinct uniform shirts shall be worn by employees anytime while on the building premises.
- b) Khakis or jeans (must be clean and free of rips, tears, and fraying; may not be excessively tight or revealing) are acceptable attire. *Pants must extend to or beyond ankle.*
- c) Acceptable head gear shall baseball style brimmed hats with company logo or blank.
- d) Not considered acceptable include, camouflage, pants worn below the waist or hip line, shorts, logo clothing (sport teams, cartoon characters, etc.), other than company logo, sleeveless tops, halter tops or tank tops, sweatpants, athletic wear, leggings, tight, revealing or otherwise inappropriate clothing.

### 2. Footwear

- a) Vendor employees shall always wear appropriate protective footwear *that completely cover foot*, with rubber soles while performing services in State building to avoid any risk of injury from impacts, punctures, or electrical hazards.
- b) Not considered acceptable include open-toe shoes, crocs, flip flops.

## E. RULES OF CONDUCT

1. Employees shall abide by all rules and regulations set forth by the North Carolina Department of Administration that affect the performance of the work. Employee shall not:
  - a) disturb any papers, boxes, or other materials except in trash receptacles or designated areas for trash or unless such material is properly identified as trash,
  - b) open drawers, file cabinets, or use any telephones except public pay phones unless given specific prior approval by the Contracting Agency,
  - c) leave keys in doors or admit anyone in any building or office who is not a designated employee of the Vendor (i.e., children, relatives, friends, etc.); all doors, which were locked upon entry, will be immediately re-locked,
  - d) engage in idle or unnecessary conversation with State employees, other employees of the Vendor, tenants, or visitors to the building,
  - e) remove any articles or materials from the premises, regardless of their value or regardless of any employee's or tenant's permission. This is to include the contents of, or any item found in, trash containers in or around the premises. Trash items are to be placed in dumpsters or trash cans designated for that purpose. Items identified as suitable for recycling are to be placed in appropriate recycling containers.
  - f) make or receive personal cell phone calls on the job except during authorized breaks and meal periods, and in the case of any emergency. No personal phone calls should be conducted in office workspace areas.

## **5.6 CLEANING AND MAINTENANCE DUTIES**

### **5.6.1 SCHEDULED GENERAL CLEANING DUTIES**

*NOTE: If any type of routine janitorial duties have been inadvertently omitted, the contract is to be interpreted to include the same to be performed at an acceptable level.*

#### **A. DAILY GENERAL CLEANING DUTIES**

##### **1. Day Shift – General Cleaning Duties for Common Areas and Offices**

Daily Day Time General Cleaning is to be performed by the designated day porter(s) between the hours of 7:30 am and 5:00 pm. Evening Cleaning Duties should not be completed during the day shift by day porters. The primary responsibility for the day porters shall be to maintain and keep all building spaces neat and tidy by completing the following tasks throughout the shift.

- a) Entrance doors to all areas should be cleaned and disinfected on an ongoing basis throughout the day,
- b) Clean marks and handprints from doors, walls, and surfaces
- c) Sweep outside entrances, porches, alleys, loading dock, (hose down, if necessary). All floors must be kept clean, dirt and trash free.
- d) Empty wastebaskets and remove trash to disposal area as needed throughout the building including exterior entrances.
- e) Elevator walls and doors, inside and out, shall be wiped clean and polished. Spot clean if necessary; clean and disinfect control panels inside each elevator and exterior panel on each floor on an ongoing basis throughout the day.
- f) Respond to spills, broken glass, and other messes up as quickly as possible.
- g) Clean and disinfect conference rooms, empty trash, straighten after each meeting.
- h) Maintain a clean restroom, restock dispensers, empty trash as needed, clean, sanitize, shine fixtures, clean mirrors, spot clean partition doors and walls, countertops. Restrooms are required to be checked every two (2) hours during building operating hours. A checklist may be required.
- i) Clean and maintain breakroom(s) - wipe counters and tables, sweep floors, empty trash as needed, restock dispensers, spot clean as needed throughout the day.
- j) Monitor areas and report repairs that are required to Facility Management-Work Control Office (919) 369-1137.
- k) Monitor areas for light bulbs/tubes that are out. Change as necessary and as requested. No light will be out of service for longer than forty-eight (48) hours.
- l) Replace batteries in all dispensers as needed.

- m) Respond to Work Orders issued by Work Control and perform such other emergency cleaning duties as may be directed by the Contract Administrator.
- n) Stock and maintain janitorial closets/supply rooms in a clean and orderly manner.
- o) Maintain terrace café(s) and breakrooms throughout day. Wipe down tables, chairs, counters as needed

## 2. Evening Shift– General Cleaning Duties for Common Areas and Offices

Daily Evening General Cleaning is to be performed by the designated evening staff between the hours of 5:00 pm and 11:00 pm. Evening staff are not to begin Evening Cleaning Duties before 5:00 pm. The primary responsibility for the evening shift personnel shall be to clean the building spaces by completing the following tasks throughout the shift.

- a) Empty wastebaskets and remove trash to disposal area as needed throughout the building including exterior entrances. (Wash if needed). Plastic liners may be used if cans are cleaned initially. Plastic liners must be changed twice a month or more often when needed. All collected trash must be taken to a designated compactor/container for the building daily. Plastic liners in break areas and café must be changed daily.
- b) Collect and breakdown all cardboard boxes and appropriately deposit them in designated containers/area for recycling.
- c) Sweep and damp mop all uncarpeted floors and mats (including elevators, hall, office, and entrance areas). All floors must be kept clean, dirt and trash free. Spots or stains should be removed immediately.
- d) Sweep stairwells, landings, and wipe down handrails.
- e) Clean up trash, (paper, cigarettes, pigeon droppings) and sweep outside entrances, sidewalks, porches, loading dock, alleys, and driveways that are located under a portico or a portion of the roof (hose down and scrub if necessary). Empty ash urns and trash receptacles at outside entrances
- f) Vacuum all carpeted floor traffic lanes, workspaces, and all accessible areas, spot and edge clean as needed. Vacuum elevator door tracks.
- g) Dust all horizontal surfaces including chairs, file cabinets, bookshelves, ledges on walls, window ledges, partitions, and other surfaces upon request.
- h) Wash and dry standing plate glass doors and partitions,
- i) Clean and shine all chrome fixtures, including but not limited to, drinking fountains, handrails, elevator walls and control panels.
- j) Clean restrooms to include restock dispensers, empty trash (trash can liners in restrooms must be changed daily), clean sinks, sanitize and polish fixtures, clean mirrors, dust and/or wash all walls, partitions, ledges, grills, and clean partition doors and walls, sweep and wet mop tile floors with disinfectant cleaner or scrub with soap and water, clean/sanitize toilets, and urinals, and deodorize and disinfect all traps and drains.
- k) Fitness Center Restrooms & Showers – Full cleaning daily, scrub and disinfect showers
- l) Wellness Room – clean hard surfaces, vacuum.
- m) Café – wipe down tables and clean microwaves.
- n) Terrace – remove trash and wipe down tables as necessary.

## B. WEEKLY CLEANING DUTIES

### 1. Day Shift – Weekly Cleaning Duties

None specified.

### 2. Evening Shift – Weekly Cleaning Duties

*Outlined duties shall be completed Thursday nights weekly.*

- a) Restroom - dust the vents, wipe and polish the mirrors, brightwork, and faucets, disinfect flat surfaces, clean urinals and toilets in and out, remove watermarks and clean off the spots, scrub the countertops and sinks, sweep and then mop the floors.
- b) Vacuum upholstered chairs in common areas.
- c) Remove all spots from all carpet.

- d) Damp mops all stairs and landings; handrails, stringers, risers wiped clean with damp cloth.
- e) Damp mops all uncarpeted floors.
- f) Clean elevator tracks.

**C. BI- MONTHLY CLEANING DUTIES**

All bi-monthly duties are to be completed on the 2nd and 4th Friday of each month.

**1. Day Shift – Bi-Monthly Cleaning Duties**

None specified.

**2. Evening Shift– Bi-Monthly Cleaning Duties**

- a) Thoroughly sweep, dust and spray buff all tile, polish stone, and terrazzo floors.
- b) Wash and/or dust and spot clean all walls, woodwork, door frames, switch plates, ledges, fire extinguishers, and other areas exposed to dust, handprints, marks, and smudges.
- c) Dust all accessible blinds/shades and windowsills.
- d) Pour bucket of water in all floor drains in building to prevent dry trap and back flow of sewer gases.
- e) Vacuum all wall and ceiling vents for HVAC.
- f) Detail vacuum corners and edges.
- g) Clean accessible baseboards.

**D. QUARTERLY, SEMI-ANNUAL AND ANNUAL MAJOR MAINTENANCE CLEANING DUTIES**

General Cleaning Cost and Major Maintenance, to include Annual Special Floor Maintenance Cost and Annual Restroom Deep Cleaning Cost, are separate line items and should be billed by Vendor when work is completed.

All semi-annual and annual special cleaning shall be scheduled with the Contract Administrator and will require the Vendor to provide a Proposed Schedule of Service. Said schedule will be provided in advance of services and will encompass the current terms services only. Any employees or subcontractors completing these tasks shall have previous experience performing these duties.

**1. Floor Major Maintenance**

The Vendor shall be responsible for professional cleaning of carpet and stripping, seal, wax, and buff, uncarpeted floors once per year according to industry standards and approval of Contracting Agency

- a) The Vendor shall provide a Proposed Schedule of Service to be provided at a minimum of two weeks in advance of services and will encompass the current terms services only.
- b) The approximate floor space with carpet, tile, wood, and cement in the building is listed in the Building Data noted herein.
- c) The Vendor must provide a designated, on-site, responsible supervisor/shift leader at all times when any services are being performed under the terms of this contract. The supervisor/shift leader in charge must check and ensure that all work performed by the Vendor’s employees is properly performed and acceptable.
- d) The Vendor shall notify the Contract Administrator upon completion of major maintenance. The Contract Administrator will then have the area inspected to determine that the services have been performed to an acceptable level.
- e) Floors are to be maintained throughout the year until the next major maintenance is performed.

**2. Restroom Deep Clean**

The Vendor shall be responsible for professional deep cleaning of all restrooms at a minimum of **two (2) times** per year according to industry standards and approval of Contracting Agency

- a) The Vendor shall provide a Proposed Schedule of Service to be provided at a minimum of two weeks in advance of services and will encompass the current terms services only.
- b) The number of restrooms in the building is listed in the Building Data Paragraph 5.3, noted herein.

- c) The Vendor must provide a designated, on-site, responsible supervisor/shift leader at all times when any services are being performed under the terms of this contract. The supervisor/shift leader in charge must check and ensure that all work performed by the Vendor’s employees is properly performed and acceptable.
- d) The Vendor shall notify the Contract Administrator upon completion of major maintenance. The Contract Administrator will then have the area inspected to determine that the services have been performed to an acceptable level.

**5.6.2. UNSCHEDULED GENERAL CLEANING DUTIES**

*The Vendor is to include this cost per square foot for Special Request Cleaning Duties and Emergency Special Cleaning on Attachment A. Special Request Cleaning Duties are to be performed only upon request from the Contract Administrator at the quoted rate*

**A. SPECIAL CLEANING REQUESTS**

- 1. Vendor may be requested to clean designated areas after plumbing issues, spills, tenant requests, etc. that are not included in scheduled cleanings. The Contract Administrator will contact the Vendor to request a quote and schedule. Payment to the Vendor will be made after completion and inspection of work request.
  - a) The Vendor is responsible for professional shampooing or steam cleaning carpet and stripping, sealing, waxing, and buffing uncarpeted floors on an as requested basis. All major floor maintenance will be performed on a per square foot basis.
  - b) The Vendor is responsible for the deep cleaning/Kaivac of restroom on an as requested basis.
  - c) When required, the Contract Administrator will notify the Vendor of the requirement and coordinate a schedule and the date(s) and time(s) for the service to be provided.
  - d) The Vendor must provide a designated, on-site, responsible supervisor/shift leader at all times when any services are being performed under the terms of this contract. The supervisor/shift leader in charge must check and ensure that all work performed by the Vendor’s employees is properly performed and acceptable.
  - e) The Vendor must notify the Contract Administrator upon completion of the requested requirements. The Contract Administrator will then have the area inspected to determine that the service has been performed to an acceptable level.

- B. Emergency Special Clean Up Services
  - 1. Vendor may be requested to clean designated areas after plumbing issues, spills, tenant requests, etc. that are not included in scheduled cleanings. The Contract Administrator will contact the Vendor to request a quote and schedule. Payment to the Vendor will be made after completion and inspection of work request.
    - a) The Vendor must respond to emergency requests within one (1) hour after contact from the Contract Administrator or designated representative from Facility Management.
    - b) Vendor must own fans and wet vacuums and include in its work plan equipment list The Vendor must provide necessary equipment to extract water from carpet and floors, to remove debris, trash, dirt, or mud resulting from leaks, floods, or overflows.
    - c) Emergency Special Clean Up Services may not be sub-contracted out.
    - d) Vendor must notify Contract Administrator of any additional rental fees for additional equipment prior to acquiring equipment. Costs incurred for securing rental equipment without approval will be the responsibility of the Vendor.

**5.7 EQUIPMENT AND SUPPLIES**

**A. EQUIPMENT**

- 1. Daily Cleaning Required Equipment
  - a) The Vendor shall furnish all necessary equipment and accessories (i.e., buckets, mops, carts,) necessary for professionally performing all work in the contract.
- 2. Emergency Special Clean Up Equipment

- a) In order to respond to Emergency Special Clean Up Service, Vendor is required to have a Pickup Vac or Wet Vac (also known as a wet vacuum designed to clean up liquid spills and wet debris, along with dry dust and dirt), and dry blower fans.
- b) If additional equipment is required, Vendor must notify Contract Administrator prior to acquiring any rental equipment. Vendor is responsible for all costs incurred if Vendor fails to notify and receive approval to secure said rental equipment.

3. Major Maintenance Equipment

- a) Vendor shall furnish equipment for Major Maintenance to include an upright buffer machine, wet vacuum(s), dry blower fans, and a restroom grout/wall cleaning machine such as a Kaivac machine or similar.
- b) Vendor is responsible for all costs incurred if rental equipment required for Major Maintenance work.
- c) The Vendor will reimburse losses to the Contracting Agency caused by inferior work quality, equipment, or materials.

**B. SUPPLIES**

1. Available Supplies in the Facility Management Warehouse

- a) Consumable supplies (i.e., light tubes and bulbs, toilet tissue, paper towels, rest room soaps, chemicals, deodorizers, cleaning supplies and trash can liners).
- b) Proper soaps, chemicals, deodorizers, and cleaning supplies as recommended by the flooring, countertop and surface manufacturer's products used in the building.

2. Supply Order

- a) The Vendor will submit consumable supply request(s) via email to the Facility Management Supply Warehouse (warehouse@doa.nc.gov) prior to 12:00PM the workday before the items are to be picked up. The Vendor will pick up the consumable supplies at the Facility Management Division Warehouse, located at 431 N. Salisbury Street, Raleigh, NC 27603. Vendor must pick up all requested supplies the next workday after a request is submitted during the hours of 8:00 AM - 12:00 PM and 1:00 PM - 4:00 PM only. Items not picked up on the scheduled date will be returned to the warehouse stock and a new request must be submitted.
- b) All supplies that are provided by Facility Management should always remain in the building where assigned.
- c) For supplies requiring a Safety Data Sheet (SDS), said SDS will be available from the warehouse and must be maintained in the Storage Closet of the building where the supplies are kept.

**C. STORAGE**

The Contracting Agency will provide the Vendor with sufficient storage space for equipment and materials.

- a) The Contracting Agency will provide security to protect the Vendor from loss of equipment and supplies through the normal security procedures in effect with the building.
- b) The Vendor shall keep all janitorial closets, storage rooms, and other space assigned to Vendor's use clean, orderly, and locked at all times. Any exceptions must have prior written approval from the Contracting Agency.

**5.8 BUILDING MAINTENANCE**

**A. ROUTINE MAINTENANCE**

1. Light Bulbs and Tube Replacement

- a) Vendor will be responsible for replacing light bulbs and tubes with like bulbs and tubes as needed from a 6, 8, 10, or 12-foot ladder (maximum 14-foot ceiling height). The Facility Management Electrical Shop will be responsible for all light bulbs, tubes, and fixtures not accessible from a 12-foot ladder (14+-foot ceiling height).
- b) The Vendor can designate certain personnel to change the light tubes or bulbs, however, the Vendor agrees that only properly trained staff will change light bulbs.

- c) Vendor shall notify Facility Management-Work Control Office (919) 369-1137 of any outages that cannot be resolved either if ceiling height is 14+ foot ceiling or if replacement of bulb does not resolve the issue by either contacting Facility Management to enter Work Request or by noting on existing request issued "Height Restriction" or "Electrical Issue" when signing off on work request.
- d) Vendor shall recycle and dispose of CFLs and other bulbs that contain mercury. Used bulbs should be stored in a manner and in containers that prevent them from breaking (i.e., their original boxes). Full boxes should be taped shut and delivered to the Facility Management – Warehouse for recycling.

2. Battery Replacement

- a) Vendor will be responsible for replacing batteries in dispensers (i.e., paper, hand sanitizer, hand soap) as needed.
- b) All used batteries that require recycling (i.e., rechargeable batteries) should be taken to the Facility Management – Warehouse. Single use alkaline batteries can be disposed of in trash. To prevent any fire risk single use batteries should be collected in a container that will not cause a spark (cardboard box or plastic tub) and by taping 9-volt terminals before disposing.

**B. WORK CONTROL SERVICE REQUESTS**

Service Requests for janitorial services are issued through Facility Management – Work Control via email to the Vendor.

- 1. The Vendor shall take action to respond to and investigate all service requests that may arise during the hours of operation in the building the same working day complaint or request is received and corrected within twenty-four (24) hours, forty-eight (48) hours for light replacement.
- 2. Completed service requests must be submitted to Contract Administrator or designated representative indicating action taken, name of person completing order, hours charged, completion date, and the Vendor’s signature verifying response time and completion of the order.

**C. REPAIRS**

The Vendor shall notify Contract Administrator or directly to Facility Management-Work Control Office (919) 369-1137 of any item(s) which malfunctions and requires repair to include all dispensers, fixtures, and lighting which do not operate properly after bulb replacement.

**5.8 PERFORMANCE**

The Vendor must provide all services no less frequently than the schedule specified. Inspections and Compliance Checks of the building will be performed to ascertain whether the services, as outlined in the contract, are being satisfactorily provided.

**A. ADJUSTMENT PERIOD**

The Vendor shall be given a thirty (30) days adjustment period from the start date of the contract to bring the building up to acceptable janitorial standards. Inspections with a 'Failing Rating' during the first thirty (30) days of the contract period will not be counted against the Vendor nor counted in the cumulative total failings used for cancellation of contract.

**B. INSPECTIONS**

- 1. Unaccompanied Random Inspections
  - a) At a minimum, an inspection will be performed once per month and can be performed daily as needed. Unaccompanied Inspections are unannounced and made at the discretion of the Contracting Agency and will be conducted at any time, day, or night. (See Attachment H- Inspection Checklist).
  - b) The rated Inspection results and a Corrective Action Form will be emailed to the Vendor provided email address, A score of 80% or higher is considered Passing, 79% and below is considered Failing.
  - c) Vendor shall correct any noted deficiencies and return a signed Corrective Action Form via email to Facility Management – Housekeeping ([fmd.house.keeping@doa.nc.gov](mailto:fmd.house.keeping@doa.nc.gov)) within twenty-four (24) hours confirming the deficiencies have been cured.

- d) Failure to perform corrective actions and submit signed Corrective Action Form in a timely manner or agreed upon time with Contract Administrator will be considered a failed inspection.
- e) If the Corrective Action is signed and submitted as complete and Corrective Action follow-up inspection finds it was not, it will be considered a Failed Inspection.

2. Accompanied Inspections

- a) Accompanied Inspections are scheduled at the Contracting Agency’s discretion and conducted with a Contracting Agency representative and a Vendor representative during normal business hours.
- b) Any janitorial issues reviewed during Accompanied Inspection shall be corrected within twenty-four (24) hours or at an agreed upon time.

3. Compliance Check

- a) Compliance Checks are unannounced and made at the discretion of the Contracting Agency at any time, day, or night.
- b) Compliance checks ensure Vendor is compliant with contract specifications regarding staffing, attire, etc.
- c) Any unbadged Vendor staff found in the building during the Compliance Check will result in an automatic Failed Inspection.

**C. WORK CONTROL SERVICE REQUESTS**

Service Requests for janitorial services are issued through Facility Management – Work Control via email to the Vendor.

- a) Vendor shall take action to respond to and investigate all complaint(s) and service requests that may arise during the hours of operation in the building the same working day complaint or request is received and corrected within twenty-four (24) hours.
- b) Any complaint/service request which cannot be corrected within twenty-four (24) hours, or which cannot be dealt with for reasons beyond the Vendor’s control shall be specifically reported to the Contract Administrator on the same day.
- c) Failure to respond to and cure work request within twenty-four (24) hours will result in a Failed Inspection.

**D. CORRECTIVE ACTIONS**

- 1. Inspections - Upon receipt of Inspection, Vendor shall correct any noted deficiencies and return a signed Corrective Action Form via email to Facility Management – Housekeeping (fmd.house.keeping@doa.nc.gov) within twenty-four (24) hours confirming the deficiencies have been cured. Failure to perform corrective actions and/or submit a Corrective Action Form within twenty-four (24) hours or agreed upon time with Contract Administrator will be considered a Failed Inspection.
- 2. Work Service Requests/Complaints - Within 24 hours (48 hours for light replacement) of receipt of service request/complaint, Vendor shall perform necessary actions to complete the requested service or take corrective action to cure the complaint. Vendor must submit completed service requests to Contract Administrator or designated representative indicating action taken, name of person completing order, hours charged, completion date, and the Vendor’s signature verifying response time and completion of the order. Failure to do so will be considered a Failed Inspection.
- 3. If Vendor fails to perform services as written, services may be obtained from within the Contracting Agency’s own staff or from another available source without prior notice to the Vendor.

**5.9 DEFAULT AND PENALTIES**

**A. CAUSE FOR DEFAULT**

- 1. Vendor’s failure to consistently provide passing services and adhere to the requirements as listed herein will be considered default. Please refer to NC-DOA Vendor Complaint Policy and Procedures. [www.ncadmin.nc.gov/businesses/fiscal-management](http://www.ncadmin.nc.gov/businesses/fiscal-management). It shall be considered as grounds for default and grounds for immediate termination if:

- a) Vendor receives three (3) Formal Vendor Complaints over the life of a contract.
  - b) Vendor receives three (3) failing inspection ratings within the most recent six (6) month period.
  - c) It shall be considered as grounds for default and immediate termination if a Vendor fails to follow the Contract Complaint Procedures defined in the contract and identified in the Formal Vendor Complaint.
2. Upon termination, the Vendor’s Performance Guarantee in its entirety will be forfeited
  3. The Vendor will be liable for any damages due and for any excess costs of obtaining the services for the balance of the original contract period, or twelve (12) months, whichever is less.

**5.10 SPECIAL PROVISIONS**

**A. PERFORMANCE GUARANTEE**

A performance bond or other suitable performance guarantee will be required from the successful Vendor as provided by law and without expense to the Contracting Agency. See ATTACHMENT H: PERFORMANCE GUARANTEE for options on providing Performance Guarantee.

1. Monies will be deducted from monthly billings (10% of Daily Cleaning Monthly for three (3) months and 5% the following nine (9) months. If no contract defaults exist, all monies collected will be returned at the conclusion of the completed contract.
2. In the event of default by the Vendor:
  - a) Vendor will forfeit all Performance Guarantee monies.
  - b) The Contracting Agency may procure the services from other sources and hold the Vendor responsible for excess cost occasioned through the default.

**B. ENERGY CLAUSE**

If mandatory conservation measures are applied to State Facilities, the Vendor will be expected to alter his work schedule and work procedures as required for compliance.

**C. UTILITIES**

The Contracting Agency will provide the Vendor with all normal utilities necessary for performing this contract (electricity, lights, water, etc.). Upon written request from the Contracting Agency, the Vendor will comply with all energy conservation requirements initiated by the State Government.

**6.0 CONTRACT ADMINISTRATION**

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor’s planning purposes.

**6.1 CONTACT INFORMATION**

**A. CONTRACTING AGENCY CONTACT INFORMATION**

1. The State shall designate and make available to the Vendor a Contract Manager. The Contract Manager shall be the State’s point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service.

<b>Contract Manager Point of Contact</b>	
Name:	Sara Joyce, DOA – Facility Management
Office Phone:	984-236-0407
Mobile Phone:	919-986-4197
Email:	sara.joyce@doa.nc.gov

Mailing Address	1313 Mail Service Center, Raleigh, NC 27699-1313
Physical Address:	431 North Salisbury Street, Raleigh, NC 27603

**B. VENDOR CONTACT INFORMATION**

1. The Vendor shall be required to designate and make available to the State a customer service contact
  - a) The Vendor shall provide the Contract Administrator with a current local office location (address), a business office number, 24-hour emergency contact number, cell phone number(s) for Owner, Supervisors, and Day Porters, and email address where communications are to be sent. The vendor shall notify the Contract Administration within twenty-four (24) hours of any changes in contact information.
  - b. The Vendor or a responsible management official of the firm shall always respond within one (1) hour after telephone contact from the contract administrator.

<b>Vendor Customer Service Point of Contact</b>	
Name:	
Office Phone :	
Mobile Phone :	
Email:	
Mailing Address	
Physical Address:	

**6.2 POST AWARD MEETINGS**

The Vendor, at the request of the State, shall be required to meet at a designated schedule as set by the Contracting Agency with the State for Performance Review meetings. The purpose of these meetings will be to review project progress, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement, and cost saving ideas, and discuss any other pertinent topics.

Vendor shall notify Contract Administrator if Vendor is unable to attend in a timely manner at which time an alternate date and time for meeting may be scheduled. Failure to notify the Contract Administrator of absence will result in a Vendor Warning. Three (3) undocumented absences during the term of contract may result in a Vendor Complaint.

**6.3 CONTINUOUS IMPROVEMENT**

The State encourages the Vendor to identify opportunities to reduce the total cost to the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

**6.4 ACCEPTANCE OF WORK**

Performance of the work and/or delivery of Goods shall be conducted and completed at least in accordance with the Contract requirements and recognized and customarily accepted industry practices. Performance shall be considered complete when the Services or Goods are approved as acceptable by the Contract Administrator.

**6.5 TRANSITION ASSISTANCE**

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to (6) six months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to

facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

## **6.6 DISPUTE RESOLUTION**

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State’s Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor’s Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute. [www.ncadmin.nc.gov/businesses/fiscal-management](http://www.ncadmin.nc.gov/businesses/fiscal-management)

## **6.7 CONTRACT CHANGES**

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be made through the Contract Administrator.

## **6.8 ATTACHMENTS**

Attachment A: Pricing and Attachment and H: Performance Guarantee are below within this solicitation document. All other attachments to this IFB are found within the Ariba Sourcing Tool, and are incorporated herein, and shall be submitted by responding in the Sourcing Tool.

**ATTACHMENT A: PRICING**

The Vendor will be required to provide sufficient labor hours, equipment, and materials to complete all requirements as listed in this contract to a passing level as determined by the Contracting Agency.

**A. SCHEDULED GENERAL CLEANING DUTIES**

	Frequency	Per			Total
General Cleaning Cost	Monthly	\$	per month	x 12 =	\$
Major Maintenance - Floors	Annual	\$	annual	x 1 =	\$
Major Maintenance – Restroom Deep Clean	Annual	\$	biannual	x 2 =	\$

Total Annual Cost \$

**B. UNSCHEDULED GENERAL CLEANING DUTIES**

Dry clean, shampoo or steam-clean carpet, as requested	\$	Per SF
Strip, seal, wax, and buff tile and terrazzo floors as requested	\$	Per SF
Kaivac / Hot Steam Clean/Disinfection	\$	Per SF

**Emergency Services Special Clean-Up**

When special or unusual conditions not covered by the specifications warrant such action, the Contracting Agency may call upon the Vendor to perform additional or supplemental services. No guarantee of any hours is made, services will only be as required and requested by the Contract Administrator. Labor and equipment will be furnished under these requirements.	\$	Per Hour/Per Person
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THIS PAGE MUST BE COMPLETED IN ITS ENTIRETY AND INCLUDED IN YOUR BID IN ORDER FOR A BID TO BE CONSIDERED.

**ATTACHMENT H: PERFORMANCE GUARANTEE**

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Vendor shall select one option below to be associated to the contract. This attachment must be signed and returned with a proposal.

- The face amount of the performance bond shall equal one-third of the Vendor’s annual cleaning cost and will remain in force for the duration of the contract, including extensions. The bond must be delivered to the Office of Fiscal Management-Purchasing Section within fifteen (15) days after written notification of award. Failure to deliver a bona fide bond within the above-specified time will be cause for immediate cancellation of contract award. In lieu of the above, the Vendor may elect to provide one of the following as a performance guarantee.
- For the first three months of the contract, the Vendor agrees to invoice the Contracting Agency ten (10) percent less than the amount of the monthly invoice, and for the next nine (9) months of the contract, the Vendor agrees to invoice the Contracting Agency five (5) percent less than the amount of the monthly invoice. **This amount will be refunded by the Contracting Agency along with final payment at the end of this agreement. In the case of default, this amount will be used to obtain these services from another source and the entire Performance Guarantee collected to date will be forfeited.**
- Within fifteen (15) days after notification of award, the Vendor may submit a cashier's check or money order made payable to the Contracting Agency in the amount of six (6) percent of the annual contract price. **This amount will be refunded by the Contracting Agency along with final payment at the end of this agreement. In the case of default, this amount will be used to obtain these services from another source and the entire Performance Guarantee collected to date will be forfeited.**

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**Vendor acknowledges that in the event of default of contract, Vendor will forfeit all Performance Guarantee monies.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Title

**[This Certification must be signed by an individual authorized to speak for the Vendor]**

**APPENDIX A: NCSLPH/ OCME JANITORIAL ROOM LIST**

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1. Restricted Space

Janitorial staff shall not at any time enter the following room:

SLPH	L106, L107, L108, 1102, 1103, 1109, 1111, 1122,1356, 2144, 2203, 2304, 2501, , 3133, 3133A, 3303, 3304, 3305, 3306, 3307, 3308, 3309, 3310,3702, 3711, 3711A, 3711B, 3710, 3901, 3902, 3905, 3906, 3907, 3908, 3909, 3911, 3912, 3914, 3915, 3916, 3919, 3921, 3922, 3923.
OCME	2207, 2401, 2601, 2602, 2607, 2611, 2612
	All mechanical room for the entire building including the 3rd floor over OCME wing; and the 4th (penthouse) floor.

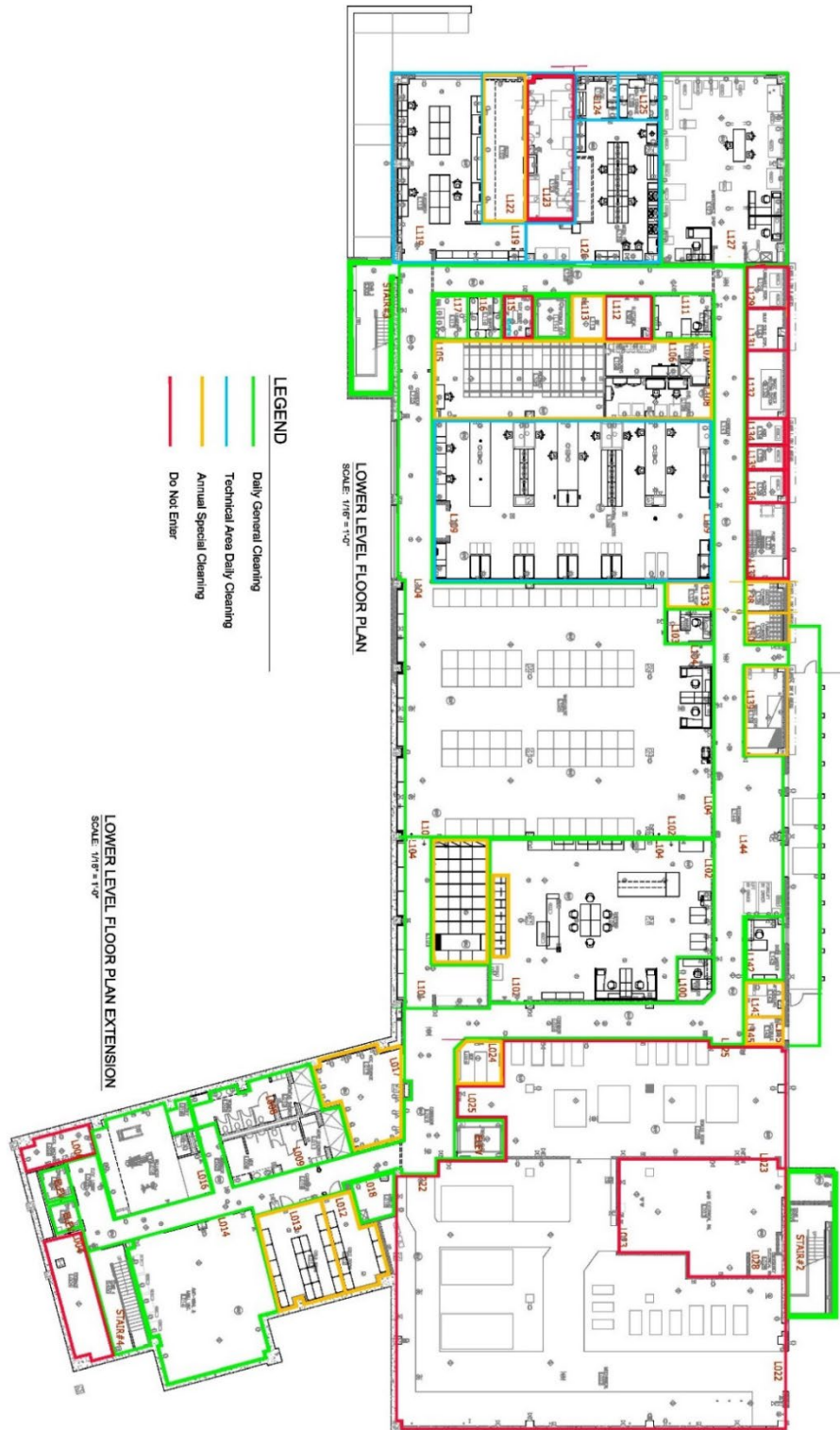
NCSLPH and The OCME staff will set trash receptacles from these areas out in adjacent corridors for regular trash pickup.

2. Special Cleaning Times

- a) Technical Area Daily Cleaning for The OCME Toxicology Laboratory suite (designated Rooms 2601-2611) must be done BY VENDOR DAYTIME PERSONNEL and must be scheduled in advance in coordination with The OCME Toxicology staff.
- b) SLPH Labs must be cleaned in accordance with schedule on Appendix D: Room Notices

### APPENDIX B: MAPS

#### LOWER LEVEL



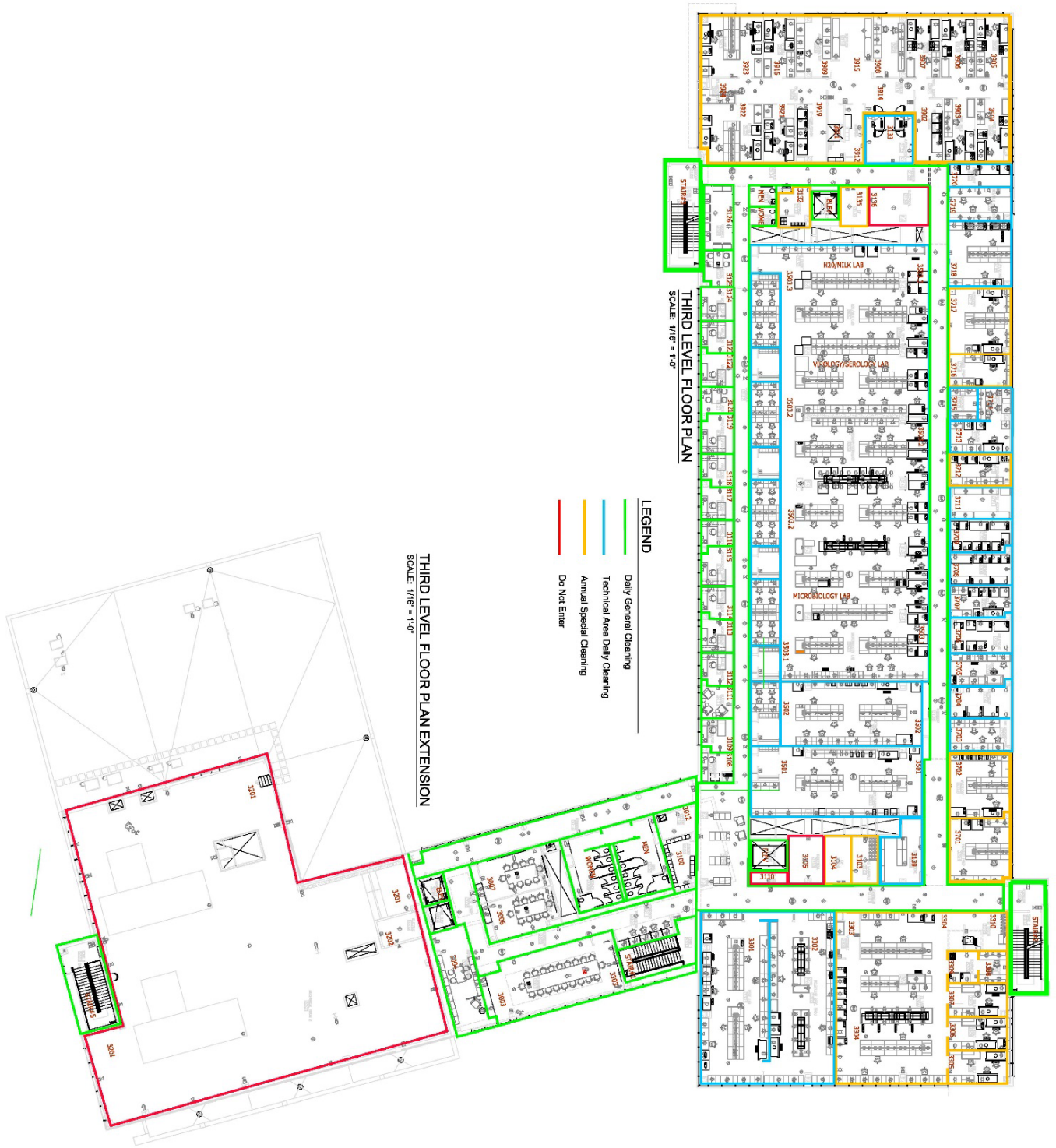
FIRST LEVEL



SECOND LEVEL

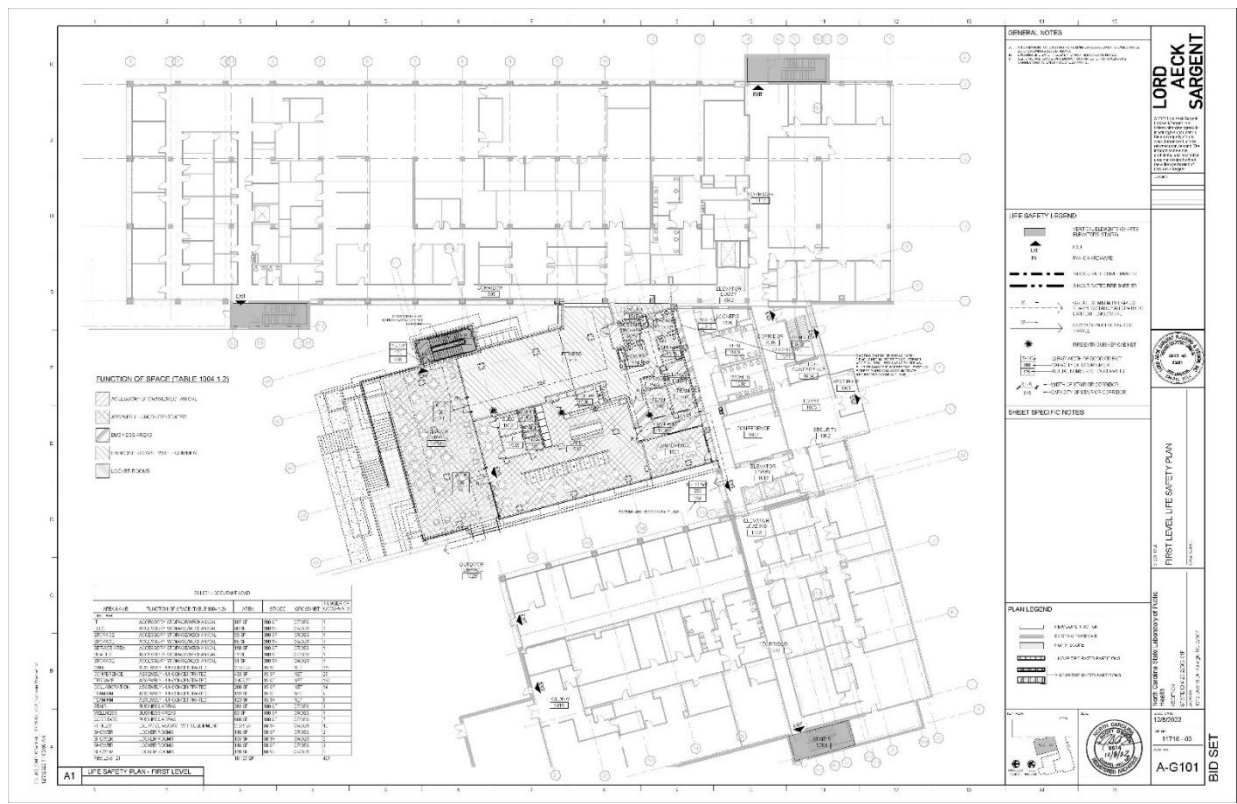
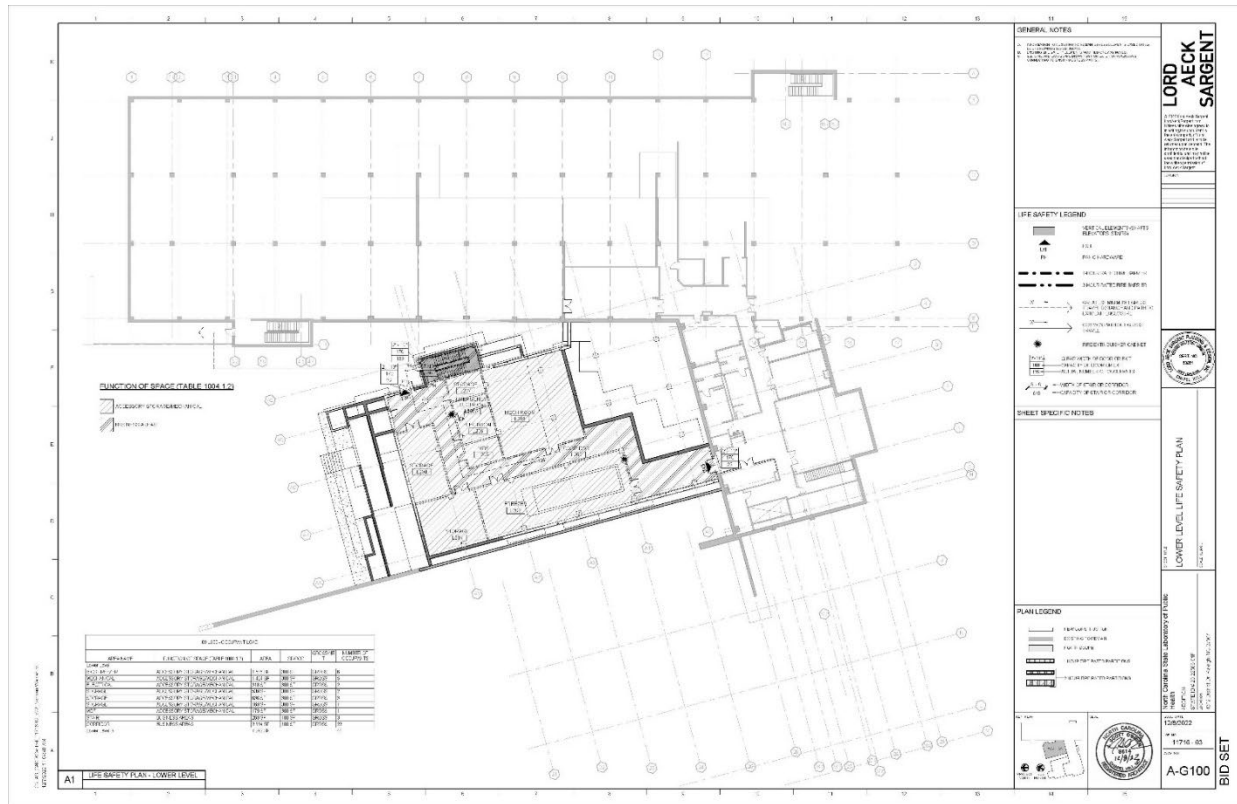


THIRD LEVEL





NEW ADDITION - BUILDING





**APPENDIX C: FLOOR SCHEDULE**

ROOM NAME	NUMBER	FLOOR TYPE	CLEANING CATEGORY	AREA in Sqft
PASS ELEV 1	L001	SV	D	43
PASS ELEV 2	L002	SV	D	43
ELEV. LOBBY	L003	PC	D	209
STORAGE	L004	PC	DNE	306
CORRIDOR	L005	PC	D	108
WOMEN	L008	CT3	D	364
MEN	L009	CT3	D	320
WOMENSSHOWER	L010	CT2	D	130
MENSSHOWER	L011	CT2	D	144
COLD ROOM 1	L012	PC	A	463
COLD ROOM 2	L013	PC	A	266
PREP STORAGE	L014	PC	D	668
STORAGE	L015	PC	D	466
WELLNESS	L016	AF	D	398
CLOSET	L016B	AF	D	50
NOC STORAGE	L017	PC	A	444
JANITOR	L018	VCT1	D	111
CORRIDOR	L019	PC	D	504
FREIGHT ELEV.	L021	DS	D	187
CORRIDOR	L026	PC	D	966
CORRIDOR	L027	PC	D	439
MAIL MANAGER	L100	VCT1	D	101
STOCKROOM	L101	PC	D	930
SHIPPING	L102	PC	D	2,228
W. MANAGER	L103	VCT1	D	165
WAREHOUSE	L104	PC	D	4,974
ARCHIVES	L105	VCT1	A	884
UNKNOWNNS	L106	SEP	DNE	179
ANTEROOM	L107	SEP	DNE	89
EVID. STORAGE	L108	SEP	DNE	268
CENTRAL ACCESS	L109	SEP	T	2,797
MEDIA SUPERVISOR	L111	VCT1	D	93
SPECIMENELEV	L114	DS	D	67
MEDIA SUPPLY	L116	VCT1	D	92
LAUNDRY	L117	VCT1	D	92
GLASSWASH	L119	CT4	DNE	1,064
CORRIDOR	L120	VCT1	D	450
DECON	L122	CT4	DNE	393
EQUIPMENT	L123	PC	DNE	429
QA/QC	L124	CT4	DNE	112
MEDIA STORAGE	L125	CT4	DNE	100
MEDIA PREP	L126	CT4	DNE	864
MAINTENANCE SHOP	L127	PC	D	1,390
CORRIDOR	L128	VCT1	D	1,332
FLAMMABLE STOR.	L129	SEP/FGR	DNE	108
FLAMMABLE CYLINDER	L130	PC	A	147
BULK SOLID STORAGE	L131	SEP/FGR	DNE	100
ACID NEUTRALIZATION	L132	SEP/FGR	DNE	104
SPILL RESP.	L133	SEP/FGR	A	67
ACID	L134	SEP/FGR	DNE	59
BASES	L135	SEP/FGR	DNE	59
ALCOHOL	L136	SEP/FGR	DNE	85
PUMP ROOM	L137	SEP	DNE	182
OXIDIZER CYLINDER	L138	PC	A	147
WASTE STOR.	L139	SEP/FGR	A	228
CORRIDOR	L141	VCT1	D	1,011
DOCK MASTER	L142	VCT1	D	164
AFTERHOURS	L143	PC	A	89
RECEIVING	L144	PC	D	690
VESTIBULE	L145	PC	A	56
STAIR 1	S101	RT	D	304
STAIR 1	S102	RT	D	353
STAIR 1	S103	RT	D	277
STAIR 2	S200	RT	D	359
STAIR 2	S201	RT	D	283

FLOOR TYPE		Area in Sqft
AF	Atheltic Flooring	448
ASF	Anti-Static Flooring	347
CPT	Carpet Tile	43,078
CT	Ceramic Tile	9,174
DS	Diamond Pattern Steel	254
LIN	Linoleum	3,363
PC	Painted Concrete	16,026
RT	Rubber Tile and StairTreads	5,142
SEP	Seamless Epoxy Flooring	3,934
SEP/FGR	Fiberglass Grating	810
ST	Stone	2,651
SV	Sheet Vinyl Flooring	13,431
VCT	Vinyl Composite Tile	69,224
<b>TOTAL</b>		<b>167,883</b>

**CLEANING CATEGORIES (on this list)**

A= Annual, D= Daily, DNE = Do Not Enter, T= Technical

	Area in Sqft
Annual	16,736
Daily	93,829
Do Not Enter	2,227
Technical	55,091
<b>TOTAL</b>	<b>167,883</b>

ROOM NAME	NUMBER	FLOOR TYPE	CLEANING CATEGORY	AREA in Sqft
STAIR 2	S202	RT	D	237
STAIR 2	S203	RT	D	286
STAIR 2	S204	RT	D	350
STAIR 3	S300	RT	D	340
STAIR 3	S301	RT	D	195
STAIR 3	S302	RT	D	261
STAIR 3	S303	RT	D	261
STAIR 3	S304	RT	D	328
STAIR 4	S400	RT	D	219
STAIR 4	S401	RT	D	150
STAIR 5	S501	RT	D	319
STAIR 5	S502	RT	D	315
STAIR 5	S503	RT	D	305
VESTIBULE	1001	ST1	D	272
SECURITY	1002	ST1	D	162
LOBBY	1003	ST1	D	362
VENDOR CONF.	1004	CPT4	D	167
VESTIBULE	1006	ST2	D	75
CONFERENCE	1007	CPT4	D	476
WOMEN	1008	CT3	D	406
MEN	1009	CT3	D	424
VENDOR TOILET	1011	CT3	D	77
ELEVATOR LOBBY	1012	ST2	D	422
CORRIDOR	1013	ST1	D	131
CORRIDOR	1014	ST1	D	520
JANITOR	1015	VCT1	D	128
CORRIDOR	1016	ST1	D	636
TOUCHDOWN	1017	ST2	D	71
LI TABLE	1102	VCT2	DNE	155
STORAGE RM	1103	VCT2	DNE	194
LI CHEM	1104	VCT2	T	295
LI CHEM	1105	VCT2	T	282
LI TRAINING	1106	VCT3	T	1,920
LI TRAINING	1107	VCT2	T	888
LI PREP/SUPPLY	1108	VCT2	T	289
LI BSL3	1109	SV	T	295
LI BSL3	1111	SV	T	295
LI EQ/DECON	1112	VCT2	T	285
CORRIDOR	1117	CT1	D	994
CORRIDOR	1118	CT1	D	364
MEN	1119	CT3	D	208
WOMEN	1121	CT3	D	214
CLOSET	1122	VCT1	DNE	86
SMALL LI CLASSROOM	1123	CPT3	D	670
LARGE LI CLASSROOM	1124	CPT3	D	932
CORRIDOR	1125	CPT3	D	123
CORRIDOR	1126	CT1	D	68
CAFE	1127	CT1	D	179
CLOSET	1132	VCT1	D	81
CLOSET	1133	VCT1	D	81
MEORECEPTION	1201	CPT2	D	174
RECEPTION	1202	CPT2	D	476
ADMIN OFFICES	1203	CPT3	D	241
VIDEO CONF.	1204	CPT3	D	276
CONFERENCE	1205	CPT3	D	583
AUTOPSY STAFF	1206	CPT2	D	433
DATA/COLL	1207	CPT2	D	190
BREAKROOM	1208	LIN1	D	347
CORRIDOR	1208A	CPT2	D	422
CORRIDOR	1209	CPT2	D	259
FILES	1211	VCT1	A	540
AUTOPSY FACILITY MANGER	1212	CPT3	D	100
UNASSIGNED	1213	CPT3	D	97
CHILD FATALITY	1214	CPT3	D	133
CHILD FATALITY	1215	CPT3	D	108
CHILD FATALITY	1216	CPT3	D	90
CORRIDOR	1217	CPT2	D	183
MAIL	1222	CPT2	D	195
ELEV. LOADING	1223	VCT1	D	147

ME SPECIALIST	1224	CPT3	D	97
INVESTIGATIONS SUPERVISOR	1225	CPT3	D	96
INVESTIGATIONS	1226	CPT3	D	228
CORRIDOR	1227	CPT2	D	356
OPEN OFFICE	1228	CPT2/VCT1	D	1,605
CHIEF/MED. OFF.	1229	CPT3	D	263
FELLOW OFFICE	1231	CPT2	D	197
DEP. CHIEF OFF.	1232	CPT3	D	237
PATHOLOGIST	1233	CPT3	D	177
PATHOLOGIST	1234	CPT3	D	179
PATHOLOGIST	1235	CPT3	D	179
PATHOLOGIST	1236	CPT3	D	179
PATHOLOGIST	1237	CPT3	D	179
PATHOLOGIST	1238	CPT3	D	195
CORRIDOR	1239	VCT1	D	292
LOCKERS	1300	VCT3	D	156
CHAIR STORAGE	1301	VCT1	D	427
ELEVATOR LOBBY	1302	CPT1	D	197
CORRIDOR	1303	CPT1	D	841
LC UNIT	1304	CPT3	D	159
LC STAFF	1305	CPT3	D	130
CORRIDOR	1306	CPT2	D	186
LC STAFF	1307	CPT3	D	117
LC STAFF	1308	CPT3	D	120
LI TECH	1309	CPT3	D	109
LI TECH	1311	CPT3	D	106
LI TRAINING	1312	CPT2	D	273
LI TECH	1313	CPT3	D	129
LI TECH	1314	CPT3	D	120
COPY/WORK	1315	CPT2	D	206
CORRIDOR	1316	CPT2	D	237
LC PREP	1317	VCT1	T	234
LI WORK	1318	CPT3	D	704
HUDDLE	1319	CPT3	D	239
LI OFFICE	1321	CPT3	D	168
LI OPEN.	1322	CPT3	D	109
LI SUPERVISOR	1323	CPT3	D	168
DATA TECH	1324	CPT2	D	708
NOC TEAM	1325	CPT3	D	195
NOC STAFF	1326	CPT2	D	1,590
NOC TEST/WORK	1328	ASF	D	227
NOC OFFICE	1329	CPT3	D	151
NOC SUPR.	1331	CPT3	D	167
NOC SECURE	1332	CPT3	D	221
SP OFFICE	1333	CPT3	D	254
DATA ENTRY	1334	CPT2	D	603
CORRIDOR	1335	CPT2	D	415
CUSTOMER SERVICE	1336	CPT2	D	348
HUDDLE	1337	CPT3	D	247
BTEP OFFICE	1338	CPT2	D	240
BTEP OFFICE	1339	CPT2	D	245
NB DATA/VS DATA	1341	CPT2	D	2,275
CORRIDOR	1342	CPT1	D	570
BIOSAFETY OFFICER	1343	CPT3	D	144
ACCOUNTING	1344	CPT3	D	239
CORRIDOR	1345	CPT2	D	351
BT ADMIN	1346	CPT3	D	136
BTEP MANAGER	1347	CPT3	D	208
OPEN	1348	CPT3	D	139
CC DATA	1349	CPT2	D	177
DATAMANAGER	1351	CPT3	D	160
BREAKROOM	1352	VCT1	D	85
COPY/WORK	1353	VCT1	D	181
RECORD STORAGE	1354	CPT3	D	176
SUPPLY STORAGE	1358	CPT3	D	200
CORRIDOR	1359	CPT2	D	456
MEN	1361	CT3	D	150
WOMEN	1362	CT3	D	65
CORRIDOR	1363	CPT1	D	64
FACILITIES SUPER	1364	CPT3	D	166

FACILITIES MGR	1365	CPT3	D	149
FACILITIES/DOA	1366	CPT3	D	128
QA	1367	CPT3	D	176
HRRECORDS	1368	CPT3	D	140
PURCHASING	1369	CPT2	D	1,029
EXEC. ASST.	1371	CPT3	D	129
ADMIN. OFFICE	1372	CPT3	D	131
PURCHASING	1373	CPT3	D	136
ACCOUNTING	1374	CPT3	D	136
PURCHASE	1375	CPT3	D	136
QA/QC	1376	CPT3	D	136
ADMINISTRATIVE ASST	1377	CPT3	D	129
CORRIDOR	1379	CPT2	D	551
DEPUTY SECT	1381	CPT3	D	278
QA MANAGER	1382	CPT3	D	251
CONFERENCE	1383	CPT3	D	259
ASST. DIR. TECH.	1384	CPT3	D	259
ASST. DIR. OPS.	1385	CPT3	D	251
DIRECTOR	1386	CPT3	D	272
CORRIDOR	1387	CPT1	D	72
VESTIBULE	1400	VCT3	D	73
CORRIDOR	1401	SV	D	255
MEN'SLOCKERS	1402	CT3	D	35
SHOWER	1403	CT2	D	310
WOMEN'SLOCKERS	1404	CT3	D	51
SHOWER	1405	CT2	D	87
OCME PPE ROOM	1407		D	
HISTOLOGY	1408	SV	T	662
ARCHIVE	1409	SV	T	118
PATH. CLEANING/STOCK RM	1411	SEP	D	23
OCME OSTEOLOGY	1413		D	
OCME ISOLATION	1415		D	663
OCME ISOLATION ANTEROOM	1418		D	69
WAITING	1421	SEP	D	159
TOILET	1422	SEP	D	67
OBSERVATION	1423	SEP	D	96
OCME AUTOPSY	1427		D	1052
TOUCHDOWN	2001	LIN2	D	70
CORRIDOR	2002	LIN1	D	257
QUIET ROOM	2003	LIN1	D	168
BREAKROOM	2004	LIN2	D	298
VENDING	2005	LIN2	D	162
FOYER	2006	LIN2	D	148
DINING	2007	LIN1	D	602
INTERNET CAFÉ	2007A	LIN1	D	15
WOMEN	2008	CT3	D	414
MEN	2009	CT3	D	418
CORRIDOR	2011	LIN2	D	242
JANITOR	2012	VCT1	D	88
ELEVATOR LOBBY	2016	LIN2	D	168
CORRIDOR	2017	LIN1/LIN2	D	886
CORRIDOR	2101	VCT1	D	968
CORRIDOR	2102	VCT1	D	105
CORRIDOR	2107	VCT1	D	200
LOCKERS	2108	VCT1	D	198
TOUCHDOWN	2109	CPT3	D	76
CT MANAGER	2111	CPT3	D	101
CT MANAGER	2112	CPT3	D	124
CT ASST	2113	CPT3	D	86
IN-ORGANIC SUPER.	2114	CPT3	D	101
ORGANIC SUPER	2115	CPT3	D	116
ES MANAGER	2116	CPT3	D	86
ES ASST	2117	CPT3	D	100
NBS	2118	CPT3	D	101
NEWBORN	2119	CPT3	D	101
NEWBORN	2121	CPT3	D	101
NEWBORN	2122	CPT3	D	116
NEWBORN SUPER	2123	CPT3	D	85
HUDDLE	2124	CPT3	D	226
NEWBORN	2125	CPT3	D	103

HUDDLE	2126	CPT3	D	100
FILE	2127	CPT3	D	80
RAD SUPER	2128	CPT3	D	100
CORRIDOR	2129	VCT1	D	153
CORRIDOR	2131	VCT1	D	1,217
WOMEN	2133	CT3	D	63
MEN	2134	CT3	D	63
CYLINDER	2135	VCT1	A	121
CORRIDOR	2137	VCT1	D	243
CORRIDOR	2141	VCT1	D	172
CORRIDOR	2142	VCT1	D	456
CORRIDOR	2143	VCT1	D	303
EVIDENCE	2144	VCT2	DNE	209
CORRIDOR	2201	VCT1	D	208
STAGING	2202	VCT1	D	319
AL DISP	2203	SEP	DNE	75
WASTE HOLDING	2207	VCT1	DNE	53
CORRIDOR	2208	VCT1	D	356
CORRIDOR	2209	VCT1	D	373
CORRIDOR	2211	VCT1	D	96
CYL STORAGE	2212	VCT1	A	1,715
BLOOD LEAD	2301	VCT2	T	1,582
VOLATILE	2302	SV	T	1,167
CT LAB	2303	SV	DNE	688
CT PREP LAB	2304	SV	DNE	101
TOX. WORKSTATIONS	2401	CPT2	DNE	1,545
CONFERENCE	2402	CPT3	D	168
ARCHIVE RECORDS	2403	CPT3	D	237
CASE STORAGE	2404	CPT3	D	220
CORRIDOR	2405	CPT2	D	302
COPY/FAX	2406	VCT1	D	126
SENIOR CHEMIST	2407	CPT3	D	151
QA/QC	2408	CPT3	D	157
CHIEF TOXICOLOGIST	2409	CPT3	D	274
TOX MAN	2411	CPT3	D	144
DEP CHF TOX	2412	CPT3	D	181
CORRIDOR	2413	CPT2	D	63
CT VOC	2501	VCT2	DNE	416
INORG. SAMP./SUPPLY	2502	VCT2	T	416
INORG. GLASSWASH	2503	VCT2	T	416
INORG. EQUIP.	2504	VCT2	T	207
INORG. TRACE	2505	VCT2	T	603
SAMPLE	2506	VCT2	T	207
EQUIPMENT	2507	VCT2	T	210
VOLATILE INSTRUMENT	2508	VCT2	T	416
PUNCH RM	2509	VCT2	T	206
SAMPLE STOR EQUIP	2511	VCT2	T	416
NBS PREP	2512	VCT2	T	210
MOLEC. AMPLIFICATION	2513	VCT2	T	207
MOLEC. DETECTION	2514	VCT2	T	210
RECORDS	2515	VCT2	T	207
NBS ARCHIVE	2516	VCT2	T	416
TOXICOLOGY LAB	2601	VCT3	DNE	2,487
INSTRUMENT	2602	VCT3	DNE	1,700
BALANCE RM	2603	VCT2	T	172
CHEM. STOR.	2604	VCT2	A	83
WASTE	2605	VCT2	A	75
SPECIMEN PREP	2606	VCT2	T	189
CORRIDOR	2608	VCT3	T	115
EVIDENCE STORAGE RM	2607	VCT3	DNE	75
TOX. SUPPLY	2609	VCT3	T	162
TOX. ACCESS	2611	VCT3	DNE	181
WALK IN EQUIPMENT RM	2612	RT	DNE	333
INORGANIC WATER	2701	VCT2	T	1,297
2ND FLOOR OPEN LAB	2702	VCT1,2,3	T	7,853
NEWBORN	2703	VCT3	T	1,891
OCME	2801	CPT2	D	2,642
CORRIDOR	2802	CPT2	D	192
OCME	2803	CPT3	D	184
OCME	2804	CPT3	D	131

OCME	2805	CPT3	D	175
OCME	2806	CPT3	D	182
CORRIDOR	2807	CPT2	D	185
OCME	2808	VCT3	T	365
IMAGING	2809	VCT3	T	275
MOLE. PRE	2811	VCT3	T	901
RAD GENERAL	2901	VCT2	T	1,972
RAD EQUIPMENT	2902	VCT2	T	1,643
SAMPLE STORAGE	2903	VCT2	T	210
HOT LAB	2904	VCT2	T	207
SPEC. PROJECTS	2905	VCT2	T	253
TOUCHDOWN	3001	VCT1	D	70
CORRIDOR	3002	VCT1	D	441
CONFERENCE 3	3003	CPT3	D	818
REFERENCE LIBRARY	3004	CPT3	D	352
ELEVATOR LOBBY	3005	VCT3	D	387
CONFERENCE 2	3006	CPT3	D	289
CONFERENCE 1	3007	CPT3	D	256
WOMEN	3008	CT3	D	407
MEN	3009	CT3	D	390
CORRIDOR	3011	VCT1	D	151
JANITOR	3012	VCT1	D	150
CORRIDOR	3013	VCT1	D	180
CORRIDOR	3014	VCT1	D	837
LOCKERS	3100	VCT3	D	198
CORRIDOR	3101	VCT1	D	934
CORRIDOR	3102	VCT1	D	85
CORRIDOR	3107	VCT1	D	200
TOUCHDOWN	3108	CPT3	D	76
MOLECULARE SUPER	3109	CPT3	D	196
FIRE RISER	3110	PC	D	109
MOLECULAR MGR	3111	CPT3	D	101
BTEP/MOLE SUP	3112	CPT3	D	109
MICROBIOLOGY 2	3113	CPT3	D	101
MICROBIOLOGY 1	3114	CPT3	D	109
MICROBIOLOGY SUPR. IV	3115	CPT3	D	124
V/S SCIENTIST	3116	CPT3	D	82
VIRO/SERO 4	3117	CPT3	D	105
VIRO/SERO 3	3118	CPT3	D	105
VIRO/SERO SUPR. IV	3119	CPT3	D	124
HUDDLE	3121	CPT3	D	86
VIRO/SERO 2	3122	CPT3	D	101
VIRO/SERO 1	3123	CPT3	D	105
ES MICRO SUPR.	3124	CPT3	D	105
OPPEN OFFICE	3125	CPT3	D	112
RECORDS	3126	CPT3	D	179
CORRIDOR	3127	VCT1	D	1,192
CORRIDOR	3128	VCT1	D	135
WOMEN	3129	CT3	D	60
MEN	3131	CT3	D	60
STORAGE	3132	VCT1	A	127
AUTOCLAVES	3133	SV	DNE	238
CORRIDOR	3134	VCT1	D	267
IDF	3135	ASF	A	120
CORRIDOR	3137	VCT1	D	248
CORRIDOR	3138	VCT1	D	1,317
SUPPLY ALCOVE	3139	VCT1	D	226
PFGE LAB	3301	VCT2	T	1,122
SPECIAL PROJECTS	3302	SV	T	1,094
VESTIBULE	3303	VCT3	DNE	119
TB LAB	3304	SV	DNE	1,918
TB BSL3	3305	SV	DNE	201
TB BSL3	3306	SV	DNE	210
TB BSL3	3307	SV	DNE	208
MICROSCOPE ROOM	3308	SV	DNE	96
EQUIPMENT	3309	SV	DNE	99
TB DECON	3310	SV	DNE	172
AMPLIFICATION	3501	VCT2,3	T	1,294
EXTRACTIONS	3502	VCT2,3	T	1,158
3RD LEVEL OPEN LAB	3503	VCT2,3	T	7,851

REAGENTPREP.	3701	VCT2	A	416
MYCOLOGY	3702	SV	DNE	416
MICROSCOPY	3703	VCT2	T	207
EQUIPMENT	3704	VCT2	T	210
PARASITE	3705	VCT2	T	207
EQUIPMENT	3706	VCT2	T	210
VIRAL CELL CULTURE	3707	VCT2	T	208
EQUIPMENT	3708	VCT2	T	208
EQUIPMENT	3709	VCT2	T	208
SUPPLYALCOVE	3711	VCT2	T	208
VIRAL SPECIMEN	3712	VCT2	A	207
VIROLOGY	3713	SV	T	210
RABIES MICROSCOPY	3714	SV	T	112
MICROSCOPE	3715	VCT2	T	95
RABBIES PREP.	3716	SV	DNE	210
NECROPSY	3717	SV	DNE	416
DAIRY PLATTING	3718	VCT2	T	416
MICROSCOPE	3719	VCT2	T	207
EQUIPMENT	3720	VCT2	T	159
CORRIDOR	3901	SV	DNE	332
EQUIP/DECON	3902	SV	DNE	188
VIRO BSL3	3903	SV	DNE	212
VIRO BSL3	3904	SV	DNE	227
VIRO BSL3	3905	SV	DNE	225
VIRO BSL3	3906	SV	DNE	220
VIRO BSL3	3907	SV	DNE	218
REAGENT	3908	SV	DNE	81
AMPLIFICATION/DET	3909	SV	DNE	133
SHOWER	3911	CT2	DNE	177
GOWNING	3912	SV	DNE	222
CORRIDOR	3914	SV	DNE	172
SUPPLIES	3915	SV	DNE	253
BT-BSL3	3916	SV	DNE	185
EQUIP/DECON	3919	SV	DNE	174
BT-BSL3	3921	SV	DNE	205
BT-BSL3	3922	SV	DNE	360
BT-BSL3	3923	SV	DNE	385
MICROSCOPE ROOM	3924	SV	DNE	89
CORRIDOR	3925	SV	DNE	284

TOTAL      **167,883**

**APPENDIX D: ROOM NOTICES**

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These labs must be cleaned before any other lab on 2<sup>nd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

# #1

## **Room 2512 –Molecular Reagent Preparation**

Room 2808 – Molecular Pre-Amplification

Room 2811 – Molecular Post-Amplification

These labs must be cleaned before any other lab on 2<sup>nd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

# #2

Room 2512 – Molecular Reagent Preparation

**Room 2808 – Molecular Pre-  
Amplification**

Room 2811 – Molecular Post-Amplification

These labs must be cleaned before any other lab on 2<sup>nd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

#3

Room 2512 – Molecular Reagent Preparation

Room 2808 – Molecular Pre-Amplification

**Room 2811 – Molecular Post-Amplification**

These labs must be **cleaned** before any other lab on 3<sup>rd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

# #1

## **Room 3701 – Molecular Reagent Preparation**

Room 3502 – Molecular Extraction

Room 3301 – Molecular Epidemiology

Room 3302 – Molecular Special Projects

Room 3501 – Molecular Amplification

These labs must be **cleaned** before any other lab on 3<sup>rd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

# #2

Room 3701 – Molecular Reagent Preparation

**Room 3502 – Molecular Extraction**

Room 3301 – Molecular Epidemiology

Room 3302 – Molecular Special Projects

Room 3501 – Molecular Amplification

These labs must be **cleaned** before any other lab on 3<sup>rd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

# #3

Room 3701 – Molecular Reagent Preparation

Room 3502 – Molecular Extraction

**Room 3301 – Molecular Epidemiology**

Room 3302 – Molecular Special Projects

Room 3501 – Molecular Amplification

These labs must be **cleaned** before any other lab on 3<sup>rd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you cannot re-enter the previous room that day.

#4

Room 3701 – Molecular Reagent Preparation

Room 3502 – Molecular Extraction

Room 3301 – Molecular Epidemiology

**Room 3302 – Molecular Special Projects**

Room 3501 – Molecular Amplification

These labs must be **cleaned** before any other lab on 3<sup>rd</sup> floor. Please enter these rooms in this order. Once you have entered the next room you *cannot* re-enter the previous room that day.

# #5

Room 3701 – Molecular Reagent Preparation

Room 3502 – Molecular Extraction

Room 3301 – Molecular Epidemiology

Room 3302 – Molecular Special Projects

**Room 3501 – Molecular Amplification**

# APPENDIX E: INSPECTION REPORT CHECKLIST

## SAMPLE



FACILITY MANAGEMENT

### INSPECTION REPORT CHECKLIST

BUILDING: \_\_\_\_\_

DATE & TIME: \_\_\_\_\_

VENDOR: \_\_\_\_\_

INSPECTOR: \_\_\_\_\_

Possible Score Per Floor:	69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68
Per Floor Score:	69	69	72	71	71	71	71	71	68	68	68	68	68	68	68	68
Per Floor Grade %:	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS	PASS
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Building Average Score: **100**      Scoring: Percentage of 70% or less = FAIL      71%+ = PASS

**EXTERIOR**

	B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
1 Entrance - Exterior	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
2 Entrance - Exterior	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
3 Doors	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
4 Trash Cans	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

**ENTRANCE - MAIN LOBBY**

	B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
5 Baseboards	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
6 Directory Board	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
7 Doors / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
8 Floor - Carpet/Tile/Other	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
9 Horizontal Surfaces	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
10 HVAC Returns	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
11 Overhead Lights	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
12 Security Desk	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
13 Walls	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
14 Window / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

**COMMON AREAS**

	B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
15 Baseboards	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
16 Directory Board	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
17 Doors / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
18 Elevator Door Tracks	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
19 Elevator Doors	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
20 Floor - Carpet/Tile/Other	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
21 Horizontal Surfaces	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
22 HVAC Returns	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
23 Janitor Closets	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
24 Overhead lights	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
25 Polished Metal	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
26 Trash Cans / Liners	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
27 Walls	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
28 Water Fountains	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
29 Window / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

BUILDING: \_\_\_\_\_

DATE & TIME: \_\_\_\_\_

VENDOR: \_\_\_\_\_

INSPECTOR: \_\_\_\_\_

OFFICE / WORK AREAS	B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
30 Baseboards	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
31 Window / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
32 Doors / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
33 Floor - Carpet/Tile/Other	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
34 Horizontal Surfaces	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
35 HVAC Returns	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
36 Overhead Lights	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
37 Partitions	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
38 Trash Cans / Liners	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
39 Walls	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

RESTROOMS	B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
40 Baseboards	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
41 Basins	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
42 Commodes	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
43 Dispensers	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
44 Doors	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
45 Floor	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
46 HVAC Vents	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
47 Mirrors	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
48 Overhead Lights	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
49 Partitions	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
50 Polished Metal	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
51 Supplies (Soap & Paper)	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
52 Trash Cans / Liners	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
53 Urinals	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
54 Walls	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

BREAK ROOMS	B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
55 Baseboards	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
56 Basin	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
57 Doors / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
58 Floor - Carpet/Tile/Other	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
59 Horizontal Surfaces	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
60 HVAC Returns	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
61 Overhead Lights	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
62 Trash Cans / Liners	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
63 Walls	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
64 Window / Sills	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

ELEVATORS (____)			1	2	3	4	5	6								
65 Floor			S	S	S	S	S	S								

BUILDING: \_\_\_\_\_ DATE & TIME: \_\_\_\_\_

VENDOR: \_\_\_\_\_ INSPECTOR: \_\_\_\_\_

66 Polished Metal  
67 Walls

		S	S	S	S	S	S								
		S	S	S	S	S	S								

**STAIRWAYS (\_\_\_\_)**

68 Landings  
69 Railings  
70 Steps  
71 Walls

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

**LOADING DOCK (S)**

72 Dock

B	G	1	2	3	4	5	6	7	8	9	10	11	12	13	14
S	S	S													

**DEFINITIONS:**

- Exterior Entrance: Area outside entrance doors and undercovering
- Entrance - Main Lobby: First impression area; Area immediately inside entrance on main floor
- Common Area: Elevator lobbies, halls,
- Office / Work Areas: Offices and partitioned areas, conference rooms,
- Break Rooms: Rooms built out as break rooms.
- Elevators: Interior of elevators
- Stairways: Emergency stairways
- Loading Dock: