



Request for Proposal

RFP # 2018 - 264

Janitorial Services

Proposal Submission Deadline:

October 19, 2018

No later than 12:00 PM PST

Whatcom Transportation Authority

4011 Bakerview Spur Road

Bellingham, WA 98226

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Part 1 – Introduction

Whatcom Transportation Authority (WTA) Public Transportation Benefit Area (PTBA), defined by RCW 36.57A, providing fixed route and paratransit service throughout Whatcom County, Washington. Whatcom County is in the northwest corner of Washington State. The transit revenue fleet consists of 61 fixed route buses, 42 paratransit vehicles, and 31 vanpools.

WTA's mission is to enhance our community by:

- Delivering safe, reliable, efficient and friendly service
- Offering environmentally sound transportation choices
- Providing leadership in creating innovative transportation solutions
- Partnering with our community to improve transportation systems

Additional information about WTA can be found at www.ridewta.com.

Proposers are required to adhere to the terms and conditions of this solicitation packet. WTA will not negotiate any aspect of the required service or contract once the Intent to Award is issued. WTA will not make any concessions for proposers who are not completely familiar with the scope or contract requirements.

WTA is currently seeking a full-service janitorial service contractor to maintain five (5) of its existing facilities:

1. Maintenance, Operations, Administration Base (MOAB) located at 4011 Bakerview Spur, Bellingham
2. Bellingham Transit Station (BTS) located at 205 E. Magnolia, Bellingham
3. Cordata Transit Station (CTS) located at 4194 Cordata Parkway, Bellingham
4. Lynden Transit Station (LTS) located at 1945 Front Street, Lynden
5. Ferndale Transit Station (FTS) located at 1675 Main Street, Ferndale

All submittals become the property of WTA and are subject to public disclosure after award.

Throughout this RFP the terms vendor, contractor, and proposer are used interchangeably.

Equal Opportunity: Small, minority and women-owned Disadvantaged Business Enterprises (DBE), as defined in 49 CFR Part 26, are encouraged to submit proposals in response to this solicitation. WTA ensures non-discrimination in the award and administration of all contracts, creates a level playing field where DBE's can compete fairly, and remove barriers to the participation of DBE's in our contracts.

Part 2 – Scope of Work

2. A Introduction

WTA's service area includes the cities of Bellingham, Ferndale, and Lynden, as well as incorporated regions surrounding these communities. In 1993 the Lummi/Marietta area was annexed and incorporated into the WTA service area, and in 1994 the Western Whatcom County area (Blaine/Birch Bay/Semiahmoo/Cherry Point) was also annexed and incorporated.

WTA employs over 260 employees, consisting of a General Manager, operators, fleet maintenance, administrative, and support services personnel.

On the fixed route service, WTA provides approximately 4.6 million boardings each year. Fixed route transportation services include 30+ routes, operating 7 days a week at various times from 5:50 a.m. to 11:24 p.m.

Fixed route transportation amenities include the Downtown Bellingham Station; the Cordata Station & Park and Ride; the Ferndale Station & Park and Ride; and the Lynden Station & Park and Ride.

2. B Background

WTA's Maintenance, Operations and Administration Base (MOAB) is located at 4011 Bakerview Spur in Bellingham. MOAB is used as WTA's Operations and Dispatch center, administrative offices, fleet maintenance shop, facilities and route maintenance shop, and a Fuel Island that houses an additional staff restroom. WTA currently has two (2) temporary trailers located in its bus yard housing a project office and an Employee Maintenance Center. Nearly all 260+ employees report to MOAB and utilize it in some way during each work day. Public visitors and contracted vendors also use this site.

Bellingham Transit Station (BTS) is located at 205 East Magnolia Street in Bellingham and is the downtown Bellingham hub of the public transit system in Whatcom County. The facility includes public restrooms, a lobby, and expansive outdoor waiting areas as amenities for its riders. Staff also use this facility with supervisor offices, an employee lunchroom, patio, and restrooms, and a Customer Service office. Bellingham Police Department also maintains an office at BTS to provide security.

The Cordata Transit Station (CTS) & Park and Ride facility is very similar in function to the downtown Bellingham Station. Public amenities include a public restroom, a public parking lot, and an expansive outdoor waiting area. WTA staff have access to a breakroom, a customer service space, and restrooms.

Lynden Transit Station (LTS) is located at 1945 Front Street, Lynden, WA. This facility is leased to Grant's Burgers and is a functioning restaurant. Janitorial service to the Lynden

Station facility covered under this contract will be monthly floor care of the hard surface flooring, and monthly deep cleaning of the single carpeted room.

Ferndale Transit Station (FTS) & Park and Ride facility is not staffed, nor does it include public facilities for use. However, there is a staff only breakroom and expansive outdoor waiting. Janitorial service to the Ferndale Station will be stripping & resealing of the hard surface flooring in the 561 square foot staff breakroom at six-month intervals.

Janitorial services are provided seven (7) days per week at BTS and six (6) days a week (Sunday – Friday) at CTS and MOAB. LTS and FTS services are at the intervals described previously.

2. C General Technical Requirements – All Sites

WTA’s Project Manager will provide an initial orientation at each site. The Contractor is responsible for all training and subsequent orientation of personnel who will be performing the work.

Occasionally, WTA experiences a service need outside of the agreed on schedule. WTA may request the Contractor provide an on call clean up if needed by trained and equipped custodial service.

Contractor-owned vacuums used inside WTA facilities must meet filtration ratings at HEPA standards, and therefore must be rated to retain all particles to 0.3 microns in size at an efficiency rating of 99% or higher. HEPA-rated exhaust filtration and HEPA disposable vacuum bags are required. The awarded Contractor may be asked to provide documentation that equipment meets this requirement. Using equipment that fails to meet this standard will be considered a breach of contract.

The Contractor must provide

- Commercial quality carpet & upholstery cleaning machine for use at all facilities.
- Adequate floor care equipment to perform stripping, scrubbing, spray buffing, burnishing, and polishing of hard flooring.
- Outdoor sidewalk and concourse cleaning equipment including, but not limited to automated scrubbing and pressure washing equipment, and equipment capable of reclaiming all outdoor wash water.

Carpet cleaning must a deep cleaning, such as extractor or encapsulation methods. Upholstery cleaning will be a deep cleaning, with an upholstery cleaning machine.

Contractor may store some cleaning equipment on-site, where space is available and at their own risk. Contractor will be responsible for labeling, repair and maintenance of contractor-owned janitorial equipment. WTA will not be responsible for maintenance, repair or replacement of any Contractor equipment stored on any WTA site.

Contractor will protect storm water from contaminants and reclaim wash water runoff disposing in a sanitary sewer. All outdoor cleaning will keep cleaning agents and wash water (tap water) from entering storm drains, even if no soaps or cleaning agents are used. All chemicals used must be environmentally friendly and used in minimal amounts. No drainage to sewage system is available outside of the buildings. Contractor is responsible for protection of the work area and the public from any equipment and chemicals used. Any wash down of outside surfaces must not take place on any night when there is a chance the water on the ground might freeze.

Cleaning methods must be in compliance with storm water pollution prevention best management practices.

Failure to comply with storm water pollution prevention mandated practices of each City and State of Washington Department of Ecology Best Management Practices for prevention of storm water pollution will be considered a breach of contract. WTA reserves the right to terminate for cause based on the Terms and Conditions found in Appendix A. Copies of the Best Management Practices are available upon request.

2. C.1 MOAB Technical Requirements

The janitorial work requested covers approximately 27,000 square feet of floor space. This includes the entire 1st and 2nd floors of the Operations and Administrations south portion of the building. In the north portion of the main building where the maintenance shop and warehouse is, this includes the mechanics' wash-up sink and drinking fountain area (including countertop, walls, floor and fixtures), the restroom, lunchroom, office areas, and all windows including windows in the overhead garage and people doors. In the Fuel & Wash building this includes the restroom, and the Money Room. The janitorial work also includes two portable trailer buildings located near the South East section of the main building.

The janitorial scope covers all interior and exterior windows, including both portable trailers and all windows in overhead doors and people doors throughout the maintenance shop. Exterior window cleaning requires a contractor supplied articulated boom lift.

Janitorial work must be completed prior to 4:45 AM weekday mornings. Work in the immediate vicinity of the Dispatch and Call Center must be done between the hours of 11:30 pm and 4:45 am. The Dispatch Center and Call Center must be cleaned and vacuumed 6 nights per week. Some office doors are to remain shut and not locked, some office doors are to remain open, and some office doors must be shut and locked. WTA will assist custodial crew which doors need to be in which state. Leave only designated lights on at night.

Janitorial work in the Maintenance offices and Maintenance lunchroom area must not be performed during the staff break & lunch hours, which currently are (weekdays):

- 6:00 to 6:20 PM
- 7:00 to 7:35 PM

- 8:30 to 9:15 PM
- 10:00 to 10:35 PM
- 11:00 to 11:20 PM

Janitorial work on the second floor south may be performed any time after 5:30 PM each weekday evening, and any hours on Sunday. Appendix B provides detail about the floor plan and frequency for cleaning.

All periodic hard surface floor care work such as stripping, scrubbing, buffing, and waxing, must be done only during the following hours:

- South portion of the building 11:30 PM to 4:30 AM Sunday through Thursday nights and 11:30 PM to 6:00 AM Friday and Saturday nights.
- North portion of the building (Maintenance offices and lunchroom) between the hours of 1:00 AM to 4:30 AM weekdays and 1:00 AM to 6:00 AM Saturdays and Sundays.

Contractor is encouraged to perform some of the routine janitorial work during daylight hours on Sundays at the MOAB location, to enable visual inspection for dirt that may be otherwise difficult to see during the evening hours.

For the MOAB site WTA will provide bulk paper supplies, trash can liners, restroom hand soaps, and other cleaning chemicals. Contractor will check out these cleaning supplies from WTA's warehouse. Warehouse storekeepers are normally on duty from 7:00 AM until 11:00 PM Monday through Friday. Contractor will maintain inventory on toilet tissue, hand towels, restroom soap, toilet seat covers, trash can liners, and other disposable janitorial supplies and notify WTA staff when supplies are needed.

Custodial crew must wear a DOT type reflective safety vest any time they are in the bus yard for visibility to buses driven in the yard at night. This includes taking out trash, walking to Money Room, and fuel island restroom.

Sections 2.D.1 and 2.D.2 provide detail about frequencies, floor square footage and floor finishes.

Appendix B provides detail about the floor and site plans and frequency for cleaning.

2. C.2 BTS Technical Requirements

The entire BTS service area is 1.4 acres. Contractor will service the entire Bellingham Station building, including Bellingham Police Department space, totaling approximately 5,213 square feet. Areas requiring janitorial service include an outdoor patio, passenger concourse, terminal expeditor booth, sidewalks on and surrounding the WTA site, and the grounds. The BTS facility is half of a block that includes all areas bordered by Champion Street, Railroad Avenue, Magnolia Street, and the chain-link fence on WTA side of the alleyway on that block.

Janitorial work at BTS will begin:

1. Monday through Friday after 8:30 PM and be completed before 5:00 AM each weekday and before 7:00 AM Saturday.
2. Saturday after 7:30 PM and be completed before 7:00 AM Sunday.
3. Sunday after 7:30 PM and be completed before 5:00 AM Monday.

Before leaving, Contractor will leave on designated lights and secure the building by closing and locking all doors and windows.

Public restrooms must receive mid-day cleaning twice (2) per day every weekday at approximately 10:00 a.m. and 2:45 p.m., and once (1) per day Saturdays and Sundays at 1:00 p.m. The mid-day cleanings will clean, disinfect and sanitize sinks, countertops, toilets, flooring, and walls and any other necessary clean-ups including bio-spills. The rest of the restroom floors will be swept or mopped as needed during these cleanings.

Contractor will provide all equipment including, but not limited to vacuums, floor scrubbers, leaf blowers, and window washing equipment. BTS has very limited storage space, so most equipment will need to be transported by contractor and stored offsite.

Contractor will order, arrange delivery, unpack and store all disposable supplies including, but not limited to bulk paper supplies, trash can liners, restroom hand soaps, and other cleaning chemicals for the BTS location. Contractor will ensure storage is neat and tidy in the limited storage space available. Disposable supplies including, but not limited to, mop heads, paper goods, trash can liners, and chemicals, will be invoiced to WTA at cost each month.

The contractor will ensure that a set of sweep and mop equipment are present, cleaned, sanitized, and put away in the WTA crew side mop closet nightly. This set of equipment is used by daytime WTA personnel to clean up spills & messes. WTA personnel may not always clean the equipment properly after use. Contractor will have replacement mop heads and handles in case the on-site equipment is missing or no longer useable. Contractor will invoice WTA at cost for the mop assembly and brooms.

Work specific to the BTS site includes pressure washing and scrubbing the rooftop of the pedestrian concourse and covered walkway that connects the concourse to the building. This work requires a Contractor supplied articulating boom lift and will be performed as needed. Work will be quoted per side, ½ of the total area of the rooftop as the North West facing side becomes soiled with mossy growth due to low exposure to the sun, while the South East facing side becomes soiled at a slower rate due to high exposure to the sun. This work must be scheduled to take place only on a Memorial Day or Labor Day holiday, when there is no WTA bus service.

Section 2.D.3 provides detail about frequencies for cleaning.

Appendix C provides detail about the floor plan and site plan.

2. C.3 CTS Technical Requirements

Contractor will service the entire 1.9 acre CTS site including 1,502 square feet of buildings, passenger concourses, the sidewalks on and around CTS, and the grounds including the parking lot. In the parking lot specifically, the work will include only the trash and litter, not vegetation debris.

Work at CTS will begin:

1. Monday through Friday, after 7:30 PM and completed before 5:00 AM each weekday and before 8:00 AM Saturday.
2. Saturdays after 7:30 PM and complete before 7:00 AM Sunday.
3. Sundays after 7:30 PM and complete before 5:00 AM Monday.

Before leaving, Contractor will leave on designated lights and secure the building by closing and locking all doors and windows.

CTS requirements and scope are similar to BTS. Concourse roofs at CTS are not included in this scope.

Contractor will provide all equipment including, but not limited to vacuums, floor scrubbers, leaf blowers, and window washing equipment. CTS has very limited storage space, so most equipment will need to be transported by contractor and stored offsite.

Contractor will order, arrange delivery, unpack and store all disposable supplies including, but not limited to bulk paper supplies, trash can liners, restroom hand soaps, and other cleaning chemicals for the CTS location. Contractor will ensure storage is neat and tidy in the limited storage space available. Disposable supplies including, but not limited to, mop heads, paper goods, trash can liners, and chemicals, will be invoiced to WTA at cost each month.

CTS has more outdoor windscreen glass with framework to clean than BTS. Windscreens will only be thoroughly washed twice (2) per month at CTS only. Wash down of outside surfaces must not take place on any night when there is a chance the water on the ground might freeze.

Section 2.D.4 provides detail about frequencies for cleaning.

Appendix D provides detail about the floor plan and site plan.

2. C.4 LTS Technical Requirements

This facility is leased out to Grant's Burgers. Janitorial service at LTS will be limited to monthly floor care of the hard surface flooring, and monthly deep cleaning of the single carpeted room. Hard surface floor care will consist of monthly stripping and recoating all hard surface flooring. The floor care work will take place between the hours of 8:30 PM to

8:00 AM Monday through Saturday, or any time on Sunday. Contractor will coordinate with WTA and Grant's management to schedule the floor care work.

Appendix E provides detail about the floor plan.

2. C.5 FTS Technical Requirement

FTS is currently un-manned and does not require regularly scheduled cleaning in the building.

Every six (6) months, Contractor will strip and recoat the vinyl flooring in the employee break room building.

Appendix F provides detail about the floor plan.



2. D Scope of Work

2. D.1 MOAB FLOOR AREA SQUARE FOOTAGE, FINISHES AND OCCUPIED TIMES

MOAB – Total Square Footage, Routine Cleaning Areas other than Windows = 26,740

Space Name	Room #	Size (In feet)	SQFT	FINISH	SHIFTS	DAYS
OPERATIONS						
Team Room	120		450	Tile	0445-2330	7
Team Room & double stairs	120	34.0 x 56.0	1454	Carpet	0445-2330	7
Quiet Room	108A	11.5 x 13.0	150	Carpet	0445-2330	7
Operations Supervisors	117		619	Carpet	0445-2330	7
Interview/Conference Room	118	10.0 x 12.0	120	Carpet	0445-2330	5
Hall	123	6.0 x 21.5	129	Carpet	0445-2330	7
Work/Copy/FR Planning Room	128	11.5 x 13.5	155	Carpet	0445-2330	7
Hall	130	5.5 x 40.0	220	Carpet	0445-2330	7
Hall	134	6.0 x 51.5	309	Carpet	0445-2330	7
Call Center, Dispatch Center, and adjoining Offices	133, 136, 137A, 138, 139, 140	66.0 x 25.0	1650	Carpet	0445-2330	7
Hall	145	5.5 x 17.0	94	Carpet	0500-2330	7
Vestibule	107	9.5 x 11.0	105	Mat/Carpet	0500-2330	7
Vestibule	141	10.5 x 18.0	189	Mat/Carpet	0500-2330	7
Men's Restroom/Showers/Locker Room	108, 109, 110	28 x 35.0	980	Tile & Textured Vinyl Sheet	0500-0100	7
Women's Restroom/Showers/Locker Room	115&116	34 x 20	680	Tile & Textured Vinyl Sheet	0500-2330	7
Hall	114	5.5 x 29.5	162	Vinyl (VCT)	0500-0100	7
Lunch Room	144	25.5 x 26.0	663	Vinyl (VCT)	0500-2330	7
Hall	111	5.5 x 41.0	226	Vinyl (VCT)	0500-0100	7
Stair	113	9.5 x 25.5	242	Rubber Tread	0730-2100	7
Men's Restroom	125		183	Tile	0500-2330	7
Women's Restroom	126	9.5 x 20.0	190	Tile	0500-2330	7
Janitor	127	5.5 x 13.5	74	Concrete		7
Near Reception	102	19.5 x 21.0	410	Carpet	0730-1730	7
Lobby	101	12.0 x 22.0	264	Tile	0730-1800	7



Elevator		6.0	x	9.0	54	Carpet	0730-1800	7
HR Office	105	11.5	x	12.5	144	Carpet	0730-1730	5
HR Director	106	12.5	x	12.5	156	Carpet	0730-1730	5
Training Office	129	13.5	x	13.5	182	Carpet	0730-1830	5
West Training Room	131	20.0	x	27.5	550	Carpet	0730-1830	6
East Training Room	135	20.5	x	27.5	550	Carpet	0730-1830	6
Safety Supervisor	132	12.5	x	12.5	156	Carpet	0730-1730	5
Executive Assistant	142	11.0	x	13.5	149	Carpet	0730-1830	5
Director of Operations	143	13.5	x	14.5	196	Carpet	0730-1730	5
Administrative Assistant	119	11.0		12.0	132	Carpet	0730-1830	5
Stair, from Lobby 101 (reception stairs)					172	Carpet	0730-1730	5
Storage	121	9.5	x	13.0	124	Carpet	0730-1730	5
Vestibule	100	7.0	x	22.0	154	Mat/Carpet	0730-1730	5
Sub Total					12,437			

Space Name	Room #	Size (In feet)	SQFT	FINISH	SHIFTS	DAYS
ADMINISTRATION						
2nd Floor Offices, Conference Rooms, Workrooms, Common Areas	All 2 nd floor carpeted spaces		9,028	Carpet	Weekdays 0730-1730	5
Exercise Room	223B	15.0 x 20.0	300	Concrete	0700-2000	7
Hall	219	6.0 x 20.6	124	Vinyl (VCT)	0700-2000	7
Women's Restroom	226	11.0 x 13.5	149	Tile	0730-1730	5
Men's Restroom	227	11.0 x 13.5	149	Tile	0730-1730	5
Janitor	218	5.0 x 10.5	53	Concrete		5
Secure Storage	214	8.0 x 13.5	108	Vinyl (VCT)	0730-1730	5
General Storage	216	13.0 x 21.5	280	Vinyl (VCT)	0730-1830	5
Sub Total			10,191			

Space Name	Room #	Size (In feet)	SQFT	FINISH	SHIFTS	DAYS
MAINTENANCE						
Restroom	159	8.0 x 8.0	64	Textured Vinyl Sheet	0500-0100	7
Maintenance wash-up sink and entry area	east wall 153	5.0 x 18.0	90	Concrete	0500-0100	7
Lunch Room	166	13.0 x 23.5	306	Vinyl (VCT)	0500-0100	7



Maintenance Central Office	167	24.0	x	34.0	816	Vinyl (VCT)	0500-0100	7
Fleet & Facilities Director	165	13.0	x	19.0	247	Carpet	0700-1730	5
Maintenance Supervisor	163	12.5	x	13.0	163	Vinyl (VCT)	0600-1800	5
Service Section Supervisor	164	11.5	x	13.0	150	Vinyl (VCT)	0800-2300	5
Hall	171	5.5	x	14.0	77	Vinyl (VCT)	0500-0100	7
Library / Conference Room	170	17.0	x	18.0	306	Vinyl (VCT)	0500-0100	7
Fuel Island Restroom	407	12.0	x	13.0	156	Concrete	0800-2400	7
Sub Total					2,375			

Space Name	Room #	Size (In feet)			SQFT	FINISH	SHIFTS	DAYS
PROJECT TRAILERS								
EMC Wellness Program Trailer	N/A, stand-alone building	23.0	x	39.0	897	Carpet	0700-2000	5
Smartbus Project Office Trailer	N/A, stand-alone building	9.0	x	40.0	360	Vinyl (VCT)	0700-1800	5
Sub Total					1,257			

Space Name	Room #	Size (In feet)			SQFT	FINISH	SHIFTS	DAYS
MISCELLANEOUS								
Money Room - periodic floor care	405	11.0	x	24.0	264	Vinyl (VCT)	0700-1700	periodic
Warehouse Offices - periodic floor care	172 & 173	12.0	x	18.0	216	Vinyl (VCT)	0700-2300	periodic
Sub Total					480			



CUSTODIAL CONTRACT BY AREA			
<i>Area</i>	<i>Five Days per Week</i>	<i>Six Days per week</i>	<i>Total</i>
First Floor Operations & Administration	1,565	10,872	12,567
Second Floor Operations & Administration	9,767	424	10,191
Maintenance Shop and Offices	560	1,659	2219
Trailers	1,257		1,257
Fuel island restroom		156	156
Sub Total	13,149	13,111	26,390
<i>Area</i>	<i>Periodic</i>		<i>Total</i>
Warehouse Offices	216		216
Money Room	264		264
TOTAL AREA of MOAB			26,740

<i>By Floor Finish</i>	<i>Five Days per Week</i>	<i>Six Days per week</i>	<i>Total</i>
Carpet	11,737	6,758	18,495
Vinyl Tile (VCT)	1,061	2,680	3,741
Tile and Textured Vinyl Sheet	298	2811	3,109
Rubber Tread	242	242	242
Concrete, sealed	53	620	673
	<i>Periodic</i>		
Vinyl Tile (VCT)	480		480
TOTAL AREA of MOAB	16,238	10,660	26,740

CLEANED BY WTA STAFF		
BRAKE SHOP	FACILITIES BAY 1	WAREHOUSE MEZZANINE
BUS WASH EQUIPMENT ROOMS	LUBE ROOMS	
COMMON SHOP	SHOP FLOOR (BAYS 2 - 14)	
ELECTRONICS SHOP	WAREHOUSE	



2. D.2 MOAB CLEANING SCOPE AND SCHEDULE

DISPATCH AND CALL CENTER OFFICE SPACES, ROOMS 133, 136, 137A, 138, 139, 140 (approx. 1,650 sq. total)		Daily	3-Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Remove dirt, smudges, debris from ledges, flat surfaces, tables, etc.					
3	Vacuum carpeted areas (incl. under desks, corners, crevices)					
4	Spot clean areas of spillage on carpet and upholstery					
5	Dust and clean counters, computer equipment, workstation surfaces (without moving items on desks), office furniture cupboard doors and fronts of desk drawers, etc.					
6	Clean both sides of all the windows at the Dispatch Center (room 140)					
7	Vacuum office chairs to remove dust etc. from upholstery. Clean chair pedestals, frames & hardware. Spot clean upholstery as needed with an upholstery cleaning machine					
ALL LUNCHROOM AREAS		Daily	3-Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster and appropriate recycling receptacles					
2	Clean and refill all dispensers (hand towels, soaps, etc.). Re-stock dish-washing soap					
3	Clean and disinfect tabletops, countertops, kitchen sinks & faucet fixtures. Remove newspapers and debris from lunchroom tables nightly					
4	Clean chairs in lunchrooms & Team Room chairs nightly to remove crumbs, spills and smudges					
5	Vacuum carpeted areas (incl. under tables, chairs, couches, corners, crevices)					
6	Spot clean areas of dirt and spillage on carpet and upholstery					
7	Clean hard surface floor, damp mop floor with mild disinfectant cleaner					
8	Clean cupboard doors and fronts of kitchen drawers, exterior of refrigerators (including top), interior and exterior of microwave units, kitchen exposed shelving, paper towel dispensers, coffee makers, vending machines, etc.					
9	Vacuum upholstered chairs to remove crumbs, dust, and other debris. Spot clean upholstery as needed					



ALL LUNCHROOM AREAS, continued.		Daily	3-Times Per Week	Weekly	As Needed	Monthly
10	Detail clean hard surface floors, which will include scrubbing, stripping, and applying fresh seal and finish coatings as needed					
11	Thoroughly clean all chairs, chair pedestals, frames & hardware. Some are hard surface chairs and some are upholstered chairs					
12	Clean and sanitize common area telephones					
13	Clean walls near trash containers					
14	Clean walls and wall cove base to remove dust, marks, smudges, dirt build-up, etc.					
15	Neatly arrange furniture after cleaning					
ENTRANCES, HALLWAYS, STAIRWELLS, ELEVATOR		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Spot clean fingerprints, smudges, etc. off of entry doors daily, including door glass & handles					
2	Vacuum entries and hallway flooring and spot clean as needed. Sweep/vacuum up dirt & debris from concrete and mats outside of entry doors					
3	Clean interior and exteriors of all entries, to include all window glass, doors, handles, hardware, framework, and thresholds. The entries are numbered 100, 107, 141 and 134 on Appendix B					
4	Vacuum/sweep/mop stairs and elevator flooring minimum of twice per week, more often as needed. Spot clean daily					
5	Clean handrails and dust/clean wire lattice along stairs and around 2nd floor Team Room handrails					
6	Clean elevator buttons, handrail, etc.					
7	Detail clean hard surface floors, which will include scrubbing, stripping, and applying fresh seal and finish coatings as needed					
8	Clean fingerprints, dust and smudges, etc. off walls, off of objects mounted on walls, light switch cover plates, etc.					
9	Clean walls and wall base trim, elevator doors					



RESTROOMS & SHOWER/LOCKER ROOMS		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster					
2	Clean and refill all dispensers (toilet tissue, hand towels, soap, toilet seat covers, trash can liners, etc.)					
3	Clean and sanitize mirrors, fixtures, fittings, sinks, counters, waste containers					
4	Clean and sanitize toilets and urinals, and associated plumbing fittings. Clean and disinfect tiled walls and partitions around urinals					
5	Clean and sanitize restroom doors and door handles, and push plates					
6	Thoroughly clean & disinfect floors nightly					
7	Scrub floors using automated scrubber machine for open areas plus manual hand scrubbers for tight areas, weekly. Locker room floors and floor in shop restroom will need this frequent scrubbing, due to nature of non-skid flooring material					
8	Clean walls beneath all hand towel dispensers and near trash containers twice weekly minimum, more often as needed					
9	Dust/clean all high surfaces, tops of lockers, and ceiling air vent covers as needed					
10	Thoroughly clean and sanitize all restroom surfaces including walls and cove base					
11	Clean and disinfect shower floors and fixtures					
12	Clean and disinfect shower walls					
13	Clean and disinfect shower curtains					
14	Clean benches and bench framework, in showers and locker rooms					
15	Keep lockers and locker handles free of dust, dirt, smudges and marks					
16	Un-clog toilets and sinks using plunger and/or drain opening chemical as needed					
OUTDOOR PATIO, South end of building		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Clean picnic tables and benches					



TEAM ROOM, RECEPTION, WAITING AREAS, LOUNGE AREAS, QUIET ROOM, OPERATORS' LOCKER AREA		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Spot clean areas of dirt and spillage on carpet and upholstery					
3	Clean and sanitize Team Room tables					
4	Clean Team Room chairs nightly as needed, to remove crumbs, spills and smudges					
5	Vacuum upholstered furniture, including under couch and chair cushions to remove crumbs, dust, and other debris					
6	Thoroughly clean all chairs (hard surface and upholstered), chair pedestals, frames & hardware					
7	Clean hard surface floors; damp mop floors with mild disinfectant cleaner					
8	Detail clean hard surface floors, which will include scrubbing, stripping, and applying fresh seal and finish coatings as needed.					
9	Dust and clean computer equipment, workstation surfaces, wall-mounted items, lockers, etc.					
10	Dust and wipe clean ledges, flat surfaces, window sills, mirror, etc. Pick up decorative plants, magazines, etc. off of tables next to chairs and sofas to clean tabletops					
11	Clean and sanitize telephones					
12	Clean walls and cove base as needed, to remove dust, marks, smudges, dirt build-up, etc.					
13	Dust and clean all high surfaces and grills as needed					
14	Neatly arrange furniture after cleaning					
ALL OFFICE SPACES, WORKSTATIONS, CONFERENCE ROOMS, TRAINING ROOMS, WORKROOMS, STORAGE ROOMS, EXERCISE ROOM, AND PORTABLE TRAILER WORKSPACES		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Refill and restock all soaps and paper goods dispensers.					
3	Clean and disinfect countertops, kitchen-type sinks & faucet fixtures in Conference Rooms and Training Rooms					
4	Thoroughly clean tables in Conference rooms and in Training Rooms.					
5	Clean chairs nightly as needed (pay special attention to Training Room hard surface chairs), to remove greasy handprints, crumbs, spills and smudges, etc.					
6	Clean drinking fountains throughout the facility. Clean paper towel and soap dispensers.					



ALL OFFICE SPACES, etc. continued		Daily	Twice Per Week	Weekly	As Needed	Monthly
7	Dust and clean cupboard doors and fronts of kitchen drawers, exteriors of refrigerators (including top), interior and exterior of microwave units, kitchen areas exposed shelving, etc.					
8	Clean light switch plate covers					
9	Dust and clean countertops and work surfaces in common-use workrooms. Dust exterior surfaces of office equipment such as copy machines, printers, fax machines, paper hole-punch, paper cutter, etc. in workrooms					
10	Dust and clean computer equipment, workstation surfaces (without moving items on desks). Remove dust from floor-based computer equipment, remove dust from desktop computer hard drive cases as long as there are not too many personal user items posted or placed on them. Vacuum dust from behind computer desktop equipment					
11	Pick up items such as plants and magazines sitting on counters and window sills and tables, and remove dust and dirt from surfaces beneath					
12	Dust and clean ledges, flat surfaces, wood and laminate trim work throughout the facility. Remove dust from wall hangings. Clean and remove dust from exposed shelving, office furniture cabinet doors and fronts of desk drawers, filing cabinets, table legs, etc.					
13	Vacuum and spot clean as needed all fabric and laminate covered workstation partitions. Remove dust from tops of workstation cabinets and partitions. Clean exposed portions of shelves attached to workstations. As needed, clean vertical surfaces of desks and workstations such as sides, drawer fronts and handles, edge trim work, legs					
14	Clean and sanitize telephones that are in common use areas. Note: telephones on desks and at workstations will be cleaned by WTA Staff					
15	Remove dirt and greasy fingerprints, smudges, marks from laminate covered workstation partition pieces and other office furnishings, including edge-trim & countertops					
16	Vacuum all flooring (incl. under desks, corners, and crevices) twice per week minimum, and more often as needed. Vacuum spills etc. as needed daily.					
17	Vacuum all Training Room flooring, including under tables, chairs and other furniture.					
18	Vacuum dust from behind and beneath curtains and from hard-to-reach spots behind workstations, under workstation partitions, etc. Move rolling office furniture to vacuum under.					
19	Spot clean areas of spillage on carpet and upholstery					
20	Vacuum chairs to remove dust etc. from upholstery. Clean chair pedestals, frames & hardware					



ALL WINDOWS AND DOORS		Daily	Twice Per Week	Twice Per Month	As Needed	Once Every Four Months
1	Clean and sanitize door handles and places on doors where peoples' hands have left dirt and oils, twice per week minimum, more often as needed on some doors. Entry doors are addressed earlier in this sheet and require more frequent cleaning					
2	Clean high-use (in the main travel pathways) painted metal doors throughout the facility, including door windows, painted door surface, and door handles. Some doors such as shop office entry door will need more frequent cleaning					
3	Clean door push plates and kick plates as needed. Some push plates will need daily cleaning					
4	Clean dirt, dust, smudges or marks from wood doors throughout the facility, including door windows and framework, at a minimum once per month. More often as needed					
5	Dust/wipe clean window ledges, including the relight windows. Remove dirt and dust from window blinds					
6	On windows not addressed elsewhere in this document, clean all interior glass (relight windows)					
7	Clean all exterior facing windows, inside and out					
8	Clean windows in all shop area overhead doors, inside and out (18 overhead doors total)					
9	Clean Plexiglas of workstation partitions					
AREA NEAR MAINTENANCE OFFICE ENTRY		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Clean and disinfect wash-up sink, faucet fixtures, countertop, walls					
3	Clean and refill all dispensers (hand towels, soaps)					
4	Dust and wipe clean walls and floor trim work, cupboard doors, etc.					
5	Clean and disinfect drinking fountains					
6	Clean floors in areas of shop drinking fountains, wash-up sink, and maintenance office entryway. This includes floor under wash-up sink					



MAINTENANCE AREA OFFICES, LUNCHROOM, AND LIBRARY FLOORS		Daily	Twice Per Week	Weekly	As Needed	Quarterly
1	Clean hard surface floor (including under tables, corners, crevices). Damp mop floor with mild disinfectant cleaner					
2	Detail clean hard surface floor, which will include scrubbing, stripping, and applying fresh seal and finish coatings					
WAREHOUSE OFFICES HARD SURFACE VCT FLOORING (Rooms 172, 173)		Daily	Twice Per Week	Weekly	Once Every Four Months	Annually
1	Three (3) times per year, thoroughly clean hard surface office floors. Strip, re-seal and apply finish top coats. Schedule with WTA Project Manager as special access is required.					
MONEY ROOM HARD SURFACE VCT FLOOR (Room 405)		Daily	Twice Per Week	Weekly	Once Every Four Months	Annually
1	Three (3) times per year strip, re-seal and apply finish top coats to Money Room floor. Schedule with WTA Project Manager as special access is required					
PROFESSIONAL CARPET AND UPHOLSTERY CLEANING		Daily	Twice Per Week	Weekly	Once Every Four Months	Once Every Six Months
1	Deep clean and deodorize all carpeted areas on the 1 st floor of the main building					
2	Deep clean and deodorize all carpeted areas on the 2 nd floor of the main building					
3	Clean, deodorize, and disinfect upholstered couches and stuffed chairs in Team Room, 1 st & 2 nd Floor Waiting Areas, and Quiet Room					
OTHER		Daily	Twice Per Week	Weekly	As Needed	Annually
1	Keep janitor closets clean and orderly. Keep inventory storage areas well organized					
2	Clean all interior and exterior trash receptacles as needed, to start each morning with clean units					



2. D.3 BTS CLEANING SCOPE AND SCHEDULE

STAFF AREAS (1ST & 2ND FLOORS)

2ND FLOOR OFFICE		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Clean and dust ledges, flat surfaces, tables, counters, exposed shelving, office furniture cabinet doors and fronts of desk drawers, etc.					
3	Clean and dust workstation surfaces and computer equipment (without moving items on desks). Remove dust from behind desktop and floor-based computer equipment. Remove dust from floor-based computer equipment and around desktop computer equipment as long as there are not too many personal user items posted or placed on them					
4	Remove dirt and fingerprints, smudges, marks, spills from workstation pieces and other office furnishings, including edge-trim & countertops					
5	Vacuum carpeted areas (incl. under desks, corners, crevices) 3-times per week minimum. If there are spills of any kind, vacuum up as needed daily					
6	Spot clean areas of spillage on carpet and upholstery					
7	Vacuum office chairs to remove dust etc. from upholstery. Clean chair pedestals, frames & hardware					
8	Clean interior side of glass windows. Remove dirt and dust from window blinds and window sills					
9	Dust/clean all high surfaces and air vent covers as needed					



STAFF RESTROOM		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster					
2	Clean and refill all dispensers (toilet tissue, hand towels, soap, toilet seat covers, trash can liners)					
3	Clean and sanitize toilet and sink and associated plumbing fixtures					
4	Un-clog toilet and sink using plunger and/or drain opening chemical as needed					
5	Clean & disinfect floor. Scrub floor as needed					
6	Clean and disinfect walls around toilet & TP dispenser					
7	Clean fixtures, fittings, mirror, counters, ledges, doors and door handles, door framework					
8	Clean walls near sink and towel & soap dispensers					
9	Thoroughly clean and sanitize all restroom surfaces including walls, cove base, doors, etc.					
QUIET ROOM & UPSTAIRS HALLWAY		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Vacuum carpeted areas (incl. under desks & tables, corners, crevices)					
2	Dust/wipe clean ledges, shelves, wall-mounted items, etc. Remove dirt and fingerprints, smudges, marks, spills from workstation pieces and other office furnishings, including edge-trim					
3	Thoroughly clean all surfaces including doors and door handles, windows in doors, walls, cove base, etc.					
4	Spot clean areas of spillage on carpet and upholstery					
5	Vacuum furniture to remove dust etc. from upholstery. Clean furnishings pedestals, frames & hardware					
6	Dust/clean all high surfaces and air vent covers as needed					



LUNCHROOM		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Clean and disinfect tabletops, countertop, and kitchen sink & faucet fixtures. Remove newspapers and debris from lunchroom tables nightly					
2	Clean lunchroom chairs nightly to remove crumbs, spills, dirt and smudges					
3	Vacuum carpeted areas (incl. under tables, chairs, couches, corners, crevices)					
4	Spot clean areas of dirt and spillage on carpet and upholstery					
5	Clean interior & exterior of microwave units, & wall beneath paper towel dispensers					
6	Dust and clean cupboard doors and fronts of kitchen drawers, exterior of refrigerators (including top), kitchen exposed shelving, paper towel dispensers, coffee makers, vending machines, etc.					
7	Dust and clean computer equipment workstation surfaces, pedestals & framework of all chairs, etc.					
8	Remove dirt, dust and spills from window ledges					
9	Remove crumbs & debris from upholstered furniture					
10	Vacuum upholstered furniture, including under couch and chair cushions to remove crumbs, dust, and other debris					
11	Dust/clean all high surfaces and air vent covers					
12	Clean hard surface floor, damp mop floor with mild disinfectant cleaner as needed					
13	Detail clean hard surface floor, which may include scrubbing floor					
14	Clean and sanitize telephones					
15	Clean doors, door glass, door handles and framework					
16	Clean walls and cove base as needed, to remove dust, marks, smudges, dirt build-up, etc.					
17	Clean interior of glass windows, including window handles. Remove dirt and dust from window blinds					
18	Neatly arrange furniture after cleaning					



CREW ENTRANCES, HALLWAYS, STAIRWELL, ELEVATOR		Daily	Twice Per Week	Weekly	As Needed	Monthly
1	Remove fingerprints, smudges, grease, etc. from interior and exterior of crew entry doors: including glass, and framework. Clean and sanitize door handles and push bars					
2	Thoroughly clean interior and exterior glass surfaces of entry doors, and glass windows adjacent to entry doors, and framework, handles and push bars					
3	Vacuum entries and hallway flooring, and spot clean as needed. Sweep/vacuum up dirt & debris from concrete and mats outside of entry doors					
4	Vacuum, sweep, mop and/or scrub stairs					
5	Elevator carpet - vacuum twice per week minimum. Vacuum spills & debris as needed daily					
6	Clean and disinfect handrails at stairs and in elevator, and clean elevator buttons					
7	Clean fingerprints & dust off walls, and off of objects mounted onto walls, etc. Clean walls and wall base trim					
8	Dust/clean all high surfaces and air vent covers as needed					
CREW RESTROOMS, 1ST FLOOR		Daily	3-Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster					
2	Clean and refill all dispensers (toilet tissue, hand towels, soap, toilet seat covers, trash can liners, battery operated odor control units and batteries, etc.)					
3	Clean and sanitize mirrors, fixtures, fittings, sinks, counters, waste containers, walls beneath paper towel dispensers and hand dryers, etc.					
4	Clean and sanitize toilets and urinals, and associated plumbing fittings. Thoroughly clean and disinfect walls and partitions around urinal					
5	Un-clog toilets and sinks using plunger and/or drain opening chemical as needed					
6	Thoroughly clean & disinfect floors					
7	Clean and sanitize restroom doors and door handles, and push plates					
8	Clean and sanitize partition assemblies and walls, including walls behind toilets and urinals.					
9	Clean and polish door kick plates and vent screens					
10	Scrub floors using automated scrubber machine for open areas plus manual hand scrubbers for tight areas					
11	Dust/clean all high surfaces and air vent covers					
12	Thoroughly clean and sanitize all restroom surfaces including ceilings and wall cove base					



OUTDOOR PATIO		Daily	3-Times Per Week	Weekly	As Needed	Monthly
1	Gather waste & recycling materials from disposal receptacles, patio grounds, garden area, and dispose of in WTA dumpster and recycling containers					
2	Clean picnic table, benches, and chairs					
3	Sweep patio and patio steps. Remove leaves and debris from trench drain					

PUBLIC AREAS

PUBLIC RESTROOMS, 1ST FLOOR		Daily	Twice Per Week	Weekly	As Needed	Twice Per Month
1	Clean and sanitize any surface where any type of bio-spill is or may be present					
2	Gather waste and dispose of in WTA dumpster					
3	Thoroughly clean and disinfect floors nightly					
4	<u>Thoroughly</u> clean and disinfect walls and partitions surrounding urinals and toilets <u>every night</u>					
5	Clean and sanitize toilets and urinals and associated plumbing <u>every night</u>					
6	Clean and disinfect mirrors, fixtures, fittings, sinks, counters, walls beneath hand dryers					
7	Clean and refill all dispensers (toilet tissue, hand towels, soap, toilet seat covers, trash can liners, battery operated odor control units and batteries, baby changing station supplies, etc.)					
8	Un-clog toilets and sinks using plunger and/or drain opening chemical as needed					
9	Clean and sanitize restroom doors, door handles and push plates					
10	Clean and polish door kick plates and vent covers					
11	Scrub floors using automated scrubber machine for open areas plus manual hand scrubbers for tight areas. This will be done twice weekly at a minimum, and more often if needed.					
12	Dust and clean all high surfaces and grills					
13	Thoroughly clean and sanitize all restroom surfaces including ceilings, walls, cove base, door frames, etc.					



MID-DAY PUBLIC RESTROOMS CLEANING in addition to nightly cleaning		Each Daily Visit	Twice Per Week	Weekly	Monthly	Twice Per Year
1	Un-clog toilet and sinks using plunger and/or drain opening chemical as needed					
2	Clean and sanitize all surfaces where any type of bio-spill is or may be present					
3	Clean and disinfect sink fixtures, fittings, sinks, countertops					
4	Clean and sanitize toilets and urinals, and surrounding floors, walls, and partitions					
5	Refill dispensers as needed, including soaps and toilet paper, etc.					
WAITING AREA AND PUBLIC HALLWAYS/STAIRWELL		Daily	Twice Per Week	Weekly	As Needed	Twice Per Month
1	Gather waste and dispose of in WTA dumpster					
2	Clean and sanitize all furnishings and fixtures including seating, garbage containers, cabinet exteriors, doors, stair and ramp handrails, brochure racks, etc. Remove dirt, crumbs, and grime from seats crevices and framework. Remove chewing gum and other substances from all corners and crevices of floors, from under ledges and chairs, etc.					
3	Dust and wipe clean ledges, flat surfaces, window sills, etc.					
4	Sanitize and clean drinking fountains, telephones, public wall-mount change machine, bus pass sales machine, etc.					
5	Clean fingerprints, smudges, grease, etc. from interior and exterior of public entry doors: door hardware, door glass, and framework. Clean and sanitize door handles					
6	Remove fingerprints, dirt, smudges, marks from doors, walls, partitions, glass, handrails					
7	Sweep, dust mop, damp mop, or vacuum all flooring, as appropriate for floor type. Clean and damp mop terrazzo hard surface floor with appropriate mild cleaning product					
8	Vacuum entry mats					
9	Spot clean areas of spillage on all flooring. Remove gum or other foreign substances					
10	Thoroughly clean public seating, paying special attention to remove gum, etc. stuck to the underside of the seats					
11	Move public lobby seating, brochure racks, etc. as needed to clean lobby floor. Replace to original location after cleaning					
12	Scrub and polish terrazzo floor in entire public waiting area as per manufacturers' recommendations, weekly to keep floor shiny and looking good					



WAITING AREA AND PUBLIC HALLWAYS/STAIRWELL, cont.		Daily	Twice Per Week	Weekly	As Needed	Twice Per Month
13	Clean interior surfaces of all windows that are not addressed elsewhere, including windows in the hallways and along stairwell					
14	Dust and clean walls, baseboards, wood trim					
15	Dust and clean all high surfaces and grills as needed					
ALL ENTRIES		Daily	3 Times Per Week	Weekly	As Needed	Twice Per Month
1	Clean fingerprints, smudges, grease, etc. from interior and exterior of public entry doors including door hardware, door glass, and framework. Clean and sanitize door handles and push bars					
2	Sweep up leaves and debris (exterior of all entryways)					
3	Spot clean areas of spillage on ground, near any entryway, (including exterior surfaces). Remove gum or other foreign substances from ground at all entries (including exterior surfaces)					
CUSTOMER SERVICE (CSR) OFFICE IN PUBLIC LOBBY		Daily	3 Times Per Week	Weekly	As Needed	Twice Per Month
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Clean and remove dust from ledges, flat surfaces, tables, counters, exposed shelving, office furniture cabinet doors and fronts of desk drawers, etc.					
3	Clean and remove dust from workstation surfaces and computer equipment (without moving items on desks). Remove dust from behind desktop and floor-based computer equipment. Remove dust from floor-based computer equipment and around desktop computer equipment as long as there are not too many personal user items posted or placed on them					
4	Remove spills, smudges, fingerprints, marks, dirt from workstation pieces and other office furnishings, including edge-trim & countertops					
5	Thoroughly clean interior of Customer Service window glass, 3-times per week minimum, or more often as needed					
6	Thoroughly clean public side of Customer Service window every day. Clean and polish stainless steel window trim work and countertop at customer service window					
7	Clean interior surfaces of windows which have not already been addressed inside this office (windows other than the Customer Service window). Remove dirt and dust from window blinds and window sills					



CSR OFFICE, cont.		Daily	3 Times Per Week	Weekly	As Needed	Twice Per Month
8	Do a thorough check of all surfaces and clean as needed including doors and door handles, windows in doors, walls, cove base, etc.					
9	Vacuum carpeted areas (incl. under desks, corners, crevices)					
10	Spot clean areas of spillage on carpet and upholstered chairs					
11	Vacuum office chairs to remove dust etc. from upholstery. Clean chair pedestals, frames & hardware					
12	Dust and clean all high surfaces and grills as needed					
POLICE OFFICE		Daily	Twice Per Week	Weekly	As Needed	Twice per Month
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Clean and remove dust from ledges, flat surfaces, tables, counters, computer equipment, workstation surfaces (without moving items on desks), office furniture cupboard doors and fronts of desk drawers, chairs and chair pedestals, etc.					
3	Dust and clean all high surfaces and grills as needed					
4	Vacuum carpeted areas (incl. under desks, corners, crevices) twice per week minimum. Vacuum spills etc. as needed daily.					
5	Spot clean areas of spillage on carpet and upholstery					
6	Vacuum office chairs to remove dust etc. from upholstery. Clean chair pedestals, frames & hardware					
7	Clean interior side of glass windows, and both sides of window facing hallway					
8	Clean handrail					
9	Do a thorough check of all surfaces and clean as needed including doors and door handles, door kick plates, windows in doors, walls, cove base, etc.					



OUTDOOR PUBLIC AREAS

CONCOURSE, SIDEWALK, TERMINAL EXPEDITER BOOTH, ETC		Daily	Twice Per Week	Weekly	Twice Per Month	Monthly
1	Gather waste from trash cans, WTA grounds, landscape areas, expeditor booth etc., and dispose of in WTA dumpster. Replace trash can liners					
2	Clean and disinfect exterior and interior surfaces of outdoor trash can units					
3	Sweep/remove trash and litter from sidewalks, concourse and runway, and dispose of in WTA dumpster					
4	Walk entire site outlined by Champion Street, Railroad Ave, Magnolia Street, and alley, including bicycle parking area to gather waste including cigarette butts from grounds, landscaped areas and near/under fences, and dispose of in dumpster					
5	Keep ground surrounding WTA dumpster clean and free of broken glass and trash					
6	Remove and clean spills, gum, sticky substances, chewing tobacco, etc. from sidewalks, pedestrian concourse, and benches					
7	Remove graffiti from all surfaces					
8	Sanitize and clean drinking fountains, telephones, public wall-mount change machine, bus pass sales machine, etc.					
9	Clean glazing and framework of passenger information kiosks (maps and bus schedules) display units					
10	Clean surfaces of all outdoor signage that can be reached from the ground or by using a 6-foot ladder, with mild cleaner					
11	Wash down entire pedestrian concourse using pressure washing and automated scrubbing machine equipment					
12	Wash down sidewalks/walkways surrounding terminal building using pressure washing and automated scrubbing machinery equipment					
13	Clean brickwork plaza on the corner of Railroad and Magnolia. Scrub clean problem areas					
14	Remove leaves and debris from storm drain covers on entire site					
15	Clean the window glass and framework on all "windscreens" along the concourse (black framed windows behind the benches). Clean the overhead rainshields, topside and underside, attached to these windscreens.					
16	Clean concourse benches. Dry off benches after cleaning					
17	Clean exterior and interior of Terminal Expeditor (Info) Booth. To include but not limited to: clean interior flooring, clean windows, clean outside surfaces of the booth (the white fiberglass exterior walls).					
18	Pressure wash and scrub the rooftop of the pedestrian concourse and covered walkway	As Needed				



MISCELLANEOUS

CARPETS & UPHOLSTERED FURNITURE – Professional Cleaning		Daily	Twice Per Week	Weekly	Monthly	Once Every 4 Months
1	Deep clean, deodorize, and disinfect all carpeted areas, including offices and entryways					
2	Deep clean, deodorize, and disinfect all fabric upholstered furniture, including office chairs.					
3	Move furniture as needed for carpet cleaning					
4	Properly arrange furniture after completion of cleaning and drying					
ALL WINDOWS AND DOORS		Daily	Twice Per Week	Twice Per Month	As Needed	Once Every 4 Months
1	Clean and sanitize door handles and places on doors where peoples' hands have left dirt and oils, twice per week minimum, more often as needed on some doors. Entry doors are addressed earlier in this sheet and require more frequent cleaning					
2	Clean dirt, dust, smudges or marks from doors throughout the facility, including door windows and framework, at a minimum once per month. More often as needed					
3	Dust/wipe clean window ledges, including the relight windows. Remove dirt and dust from window blinds					
4	On windows not addressed elsewhere in this document, clean all interior glass (relight windows)					
5	Clean all exterior facing windows, inside and out					
OTHER		Daily	Twice Per Week	Weekly	Monthly	Once Every 4 Months
1	Keep janitorial storage spaces clean and orderly. No overflow of stock allowed in Lost & Found room. Stocking level in Lost & Found Room must be kept to designated shelving space					
2	Clean all interior and exterior trash receptacles as needed, to start each morning with clean units.					



2. D.4 CTS CLEANING SCOPE AND SCHEDULE

BUILDINGS

EXPEDITER/CUSTOMER SERVICE OFFICE IN NORTH BUILDING		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster or appropriate recycling receptacle					
2	Clean and remove dust from ledges, flat surfaces, tables, counters, exposed shelving, office furniture cabinet doors and fronts of desk drawers, etc.					
3	Clean and remove dust from workstation surfaces and computer equipment (without moving items on desks). Remove dust from behind desktop and floor-based computer equipment. Remove dust from floor-based computer equipment and around desktop computer equipment as long as there are not too many personal user items posted or placed on them					
4	Remove spills, smudges, fingerprints, marks, dirt from workstation pieces and other office furnishings, including edge-trim, fronts of drawers, cupboard doors, & countertops					
5	Thoroughly clean interior of Customer Service window glass once per week, and more often if needed					
6	Thoroughly clean exterior side of Customer Service windows <u>every day</u> . Clean and polish public side of window trim work, countertop, and counter edgework at customer service window <u>every day</u>					
7	Clean interior surfaces of windows which have not already been addressed inside this office (windows other than the Customer Service windows). Remove dirt and dust from window blinds and window sills					
8	Do a thorough check of all surfaces and clean as needed including doors and door handles, windows in doors, walls, cove base, etc.					
9	Vacuum carpeted areas (incl. under desks, corners, crevices) 3-times per week minimum. If there are spills of any kind, vacuum up as needed daily					
10	Spot clean areas of spillage on carpet and upholstered chairs					
11	Vacuum office chairs to remove dust etc. from upholstery. Clean chair pedestals, frames & hardware					
12	Dust and clean all high surfaces and grills as needed					



CREWROOM/LUNCHROOM/STORAGE & UTILITY ROOMS		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Clean and disinfect tabletops, countertops, and kitchen sink & faucet fixtures. Remove newspapers and debris from lunchroom tables					
2	Clean lunchroom chairs nightly to remove crumbs, spills, dirt and smudges					
3	Vacuum carpeted areas (incl. under desks & tables, corners, crevices) nightly					
4	Spot clean areas of spillage on carpet and upholstery					
5	Clean interior and exterior of microwave units, and walls beneath paper towel dispensers and walls near trash receptacles					
6	Dust and clean cupboard doors and fronts of kitchen drawers, exterior of refrigerators (including top), kitchen exposed shelving, paper towel dispensers, coffee makers, vending machines, etc.					
7	Clean and remove dust from workstation surfaces and computer equipment (without moving items on desks). Remove dust from behind desktop and floor-based computer equipment. Remove dust from floor-based computer equipment and around desktop computer equipment as long as there are not too many personal user items posted or placed on them					
8	Clean and sanitize telephones					
9	Remove dirt, dust and spills from window ledges					
10	Vacuum upholstered furniture, including under couch and chair cushions to remove crumbs, dust, and other debris					
11	Dust and clean pedestals & framework of all chairs and furnishings					
12	Clean hard surface floor, damp mop floor with mild disinfectant cleaner					
13	Detail clean hard surface floors using automated scrubber for open areas and manual scrub brush for tight spaces					
14	Remove spills, smudges, fingerprints, marks, dirt from workstation pieces and other office furnishings, including edge-trim, fronts of drawers, cupboard doors, & countertops					
15	Clean walls, doors, shelves, and cove base as needed, to remove dust, marks, smudges, dirt build-up, etc.					
16	Clean fingerprints & dust off walls, off of objects mounted on walls, etc. Clean walls and wall base trim					
17	Clean interior of glass windows, including window handles. Remove dirt and dust from window blinds.					
18	Dust/clean all high surfaces and air vent covers					
19	Properly arrange furniture after cleaning					



EMPLOYEE RESTROOMS		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Gather all waste and dispose of in WTA dumpster					
2	Clean and refill all dispensers (toilet tissue, hand towels, soap, toilet seat covers, trash can liners, battery operated odor control units and batteries, etc.)					
3	Clean and sanitize mirrors, fixtures, fittings, sinks, counters, waste containers, walls beneath paper towel dispensers and hand dryers, etc.					
4	Clean and sanitize toilets and urinals, and associated plumbing fittings. Thoroughly clean and disinfect walls and partitions around urinal, every night					
5	Un-clog toilets and sinks using plunger and/or drain opening chemical as needed					
6	Thoroughly clean & disinfect floors nightly					
7	Clean and sanitize restroom doors and door handles, and push plates					
8	Clean and sanitize partition assemblies and walls					
9	Thoroughly clean and disinfect partitions and walls behind and beside toilets and urinals, three times per week at a minimum and more often as needed					
10	Dust/clean all high surfaces and air vent covers					
11	Detail clean hard surface tiled floors using automated scrubber for open areas and manual scrub brush for tight spaces					
12	Thoroughly clean and sanitize all restroom surfaces including ceilings and cove base.					
DOORS & ENTRIES, PUBLIC AND EMPLOYEE BUILDINGS		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Clean fingerprints, smudges, grease, etc. from interior and exterior of entry doors: including door hardware, painted surfaces, and framework. Clean and sanitize door handles, push plates and push bars					
2	Sweep/vacuum up dirt, leaves & debris from concrete and mats outside of entry doors					
3	Spot clean areas of spillage on ground, near any entryway, (including exterior surfaces). Remove gum or other foreign substances from ground at all entries					
4	Clean and polish kick plates on all doors					
5	Thoroughly clean interior and exterior glass surfaces of entry doors, and glass windows adjacent to entry doors					



PUBLIC RESTROOM EXTERIOR ALCOVE AREA		Daily	3 Times Per Week	Weekly	Twice Per Month	As Needed
1	Clean and sanitize surfaces where any type of bio-spill is or may be present					
2	Sanitize and clean drinking fountain					
3	Thoroughly clean concrete floor using automated scrubbing machine once per week at a minimum and more often when needed					
4	Clean the metal louvered partition sections which are the wind screen walls for the alcove at the restrooms entrance area					
5	Clean exterior building wall surfaces as needed					
PUBLIC RESTROOMS INTERIORS		Daily	3 Times Per Week	Weekly	As Needed	Twice Yearly
1	Clean and sanitize any surface where any type of bio-spill is or may be present					
2	Gather waste and dispose of in WTA dumpster					
3	Thoroughly Clean and disinfect floors nightly					
4	Thoroughly clean and disinfect walls and partitions surrounding urinals and toilets every night					
5	Clean and sanitize toilets and urinals and associated plumbing every night					
6	Clean and disinfect mirrors, fixtures, fittings, sinks, counters, walls beneath hand dryers					
7	Clean and refill all dispensers (toilet tissue, hand towels, soap, toilet seat covers, trash can liners, battery operated odor control units and batteries, baby changing station supplies, etc.)					
8	Un-clog toilets and sinks using plunger and/or drain opening chemical as needed					
9	Clean and sanitize restroom doors, door handles and push plates					
10	Scrub hard surface tiled floors using automated scrubber for open areas and manual scrub brush for tight spaces. This will be done weekly at a minimum and more often if needed.					
11	Dust and clean all high surfaces and grills as needed					
12	Thoroughly clean and sanitize all restroom surfaces including ceilings, walls, cove base, door frames, etc.					
13	Clean and polish door kick plates and vent covers					



OUTSIDE - CONCOURSE WAITING PLATFORMS, SIDEWALKS, PASSENGER AMENITIES,		Daily	3 Times Per Week	Weekly	Twice Per Month	Twice Yearly
1	Gather waste from trash cans, WTA grounds, landscape areas, etc., and dispose of in WTA dumpster. Replace trash can liners					
2	Clean and disinfect outdoor trash can units					
3	Sweep/remove trash and litter from sidewalks, concourse, runway, and parking lot, and dispose of in WTA dumpster.					
4	Walk entire site to gather waste from grounds, landscaped areas and near/under fences, and dispose of in dumpster.					
5	Keep ground surrounding WTA dumpster clean and free of broken glass and trash					
6	Remove and clean spills, gum, sticky substances, chewing tobacco, etc. from sidewalks, pedestrian concourses, and benches					
7	Remove graffiti from any surfaces					
8	Clean exterior metal siding surfaces of north building at entries and in SW alcove next to Customer Information office					
9	Sanitize and clean drinking fountains, telephones, public wall-mount change machine, bus pass sales machine, etc.					
10	Clean obvious smears & smudges from "windscreen" glass panels					
11	Clean glazing and framework of passenger information kiosks (maps and bus schedules) display units					
12	Clean surfaces of all outdoor signage that can be reached from the ground or by using a 6-foot ladder, with mild cleaner					
13	Wash down entire pedestrian concourse using pressure washing and automated scrubbing machinery equipment					
14	Remove leaves and debris from storm drain covers on entire site					
15	Clean the window glass and framework on all "windscreens" along the concourse (framed windows behind and around the benches). Also, clean the window glass and framework on the Bicycle Parking Shelter					
16	Thoroughly clean concourse seating and seating framework. Dry off seats after cleaning					
OTHER		Daily	3 Times Per Week	Weekly	Monthly	Twice Yearly
1	Clean all interior and exterior trash receptacles as needed, to start each morning with clean units					



2. D.5 LTS CLEANING SCOPE AND SCHEDULE

ALL HARD SURFACE FLOORS (vinyl sheet and VCT)		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Thoroughly clean, strip off old finish and apply new finish coats					
CARPETED ROOM		Daily	3 Times Per Week	Weekly	As Needed	Monthly
1	Deep clean, deodorize, and disinfect all carpeted area.					

2. D.6 FTS CLEANING SCOPE AND SCHEDULE

EMPLOYEE BREAK ROOM BUILDING FLOOR (VCT)		Daily	3 Times Per Week	Weekly	As Needed	Twice Yearly
1	Thoroughly clean, strip off old finish and apply new finish coats					

Part 3 - Submission Guidelines

All submittals become the property of WTA.

3. A Procurement Schedule

Activity	Date - 2018
Procurement Request Released	September 19
Non-Mandatory Site Inspection	October 10, 11:00 AM PST
Clarification Deadline	October 12, 2018
Submissions Due	October 19 no later than 12:00 PM PST
Finalist In Person Interviews*	October 25
Final Selection *	October 31
Notice of Intent to Award**	November 1
Estimated Award Date	November 15, 2018

* WTA reserves the right to award a contract(s) without interviews or a Best and Final Offer.

**Issuance of a Notice of Intent to Award is not a substitute for a contract and can be revoked.

WTA reserves the right to modify the Procurement Schedule through written addenda.

WTA **may** invite the top one (1) to three (3) firms (competitive range) for a semifinal interview/presentation. Any interviews will be scheduled no later than close of business on October 23. Requirements of the interview will be provided when the interview is scheduled.

3. B Proposal Guidelines

Proposers should fully inform themselves of the conditions, requirements, and specifications before submitting a proposal. The submission of a proposal constitutes Proposers acceptance of the terms and conditions of this solicitation request, including the underlying contract terms and conditions which are set out herein.

The Proposer is responsible for all costs related to the preparation of the proposal, demonstrations or interviews. Any costs associated with the project not specifically set forth in this Request for Proposal will be the responsibility of the Proposer, and will be deemed included in the fees and charges proposed.

WTA reserves the right to:

- Award to one or more vendors
- Accept or reject any or all proposals and their Proposers
- Reject any or all proposals until a contract is signed with the Proposer
- Reject this solicitation and issue a new one for any reason
- Waive deviations from the requirements
- Waive any informality or minor irregularity in proposals received
- Issue changes to the solicitation in the form of written addenda

- Request additional information to fully evaluate a proposal

A proposal will be rejected when:

- It is late
- Not in the required format
- The Proposer fails to meet the minimum qualifications listed in Part 3.C
- The Proposer is determined to be not responsible as described in Part 4.C
- Any required form is not signed
- Vendor information, references, or any other form is incomplete or incorrect
- Any other reason determined to be in the best interest of the WTA
- It does not meet required terms and conditions, or formatting requirements
- The details of the proposal have been altered
- A Proposer fails to timely respond to a request for additional information
- It fails to contain any of the requested information in the required format
- A conflict of interest is not properly disclosed
- Proposer fails to acknowledge in writing an addenda

Proposals may not be modified after opening unless requested by WTA. Prior to opening, proposals may be withdrawn at any time.

WTA may request that information be displayed differently than presented (for example, request a bundled pricing structure be itemized).

Proposal pricing shall be valid for a period of 120 days from proposal or BAFO deadline, if a BAFO occurs.

WTA may request clarification or additional information, including, but not limited to, financial statements.

3. C Minimum Proposer Qualifications

At the time of proposal, Proposers must meet the following minimum qualifications:

- Have a current State of Washington Unified Business Identifier (UBI), or provide proof one has been applied for, and all required local government business license(s) and endorsements¹.
- Be registered with SAM.gov and not be suspended or debarred.
- Not be disqualified from bidding under RCW 39.06.010 or 39.12.065 (3).
- In the last three-years (3), not received a final and binding citation and notice of assessment issued by the department of labor and industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in RCW 49.48.082, any provision of chapter 49.46, 49.48, or 49.52 RCW.

¹ The awarded vendor will be required to obtain a City of Bellingham endorsement as a condition of contract award.

- Before award of a public works contract, a bidder shall submit a signed statement in accordance with RCW 9A.72.085 verifying under penalty of perjury compliance with the responsible bidder criteria requirements as set out under RCW 39.04.350.
- Demonstrate there are no outstanding and/or repetitive violations with Labor and Industries, Department of Revenue, or Employment Security.
- Possess all permits, registrations, and licenses as required by city, state, and Federal ordinances, rules, laws, and regulations. When requested by WTA, Proposer shall provide documents confirming that he/she/it has obtained any local business registrations or permits that may be required.
- Offer a fixed cost for project services
- Performed janitorial services similar to the required scope for no less than 4 years.

3. D Proposal Submission

Proposals via email or a dedicated CD/USB Flash Drive is the preferred method of submission.

Unbound hard copies will also be accepted instead of an electronic copy. Proposals will not be bound with staples, combs, three ring binders, etc. All hard copy submissions should be in a plainly marked envelope "Sealed Proposal RFP #2018 - 264." Proposal should be submitted to:

Magan Waltari, CPPB
Procurement & Grants Coordinator/DBELO
Whatcom Transportation Authority
4011 Bakerview Spur Rd.
Bellingham, WA 98226
(360) 788-9332
procurement@ridewta.com

Proposals submitted by mail or express carriers (i.e. UPS, FedEx, DHL) must arrive by the due date.

3. E Submission Packages

Proposals should conform to the following: pages of the proposal should be numbered; sections clearly identified; single spaced; no columns; minimum 12 point font, and no more than 10 double sided pages, including forms requested in the Exhibits.

All proposals should include the following information:

- A brief history and description, including organizational structure, capabilities, number of years in business, size, business activities and services provided, and areas of specialization. Mention any awards or special accreditations that the firm or individuals assigned to the WTA account have received.

- Describe in detail how your agency will properly clean outdoor common areas in accordance with state and local storm water protection requirements. Include in your description the tools and equipment which will be used.
- Please provide a detailed staffing plan for each of the four (5) WTA facilities during the times listed, duties outlined in Appendices B through F.
 - This should include how your firm intends to meet the twice a day weekdays and once a day Saturdays and Sundays, mid-day cleanings schedule at the downtown Bellingham Station public restrooms.
- Please provide a detailed staffing plan for emergency on-call availability.
- Describe in detail the employee training program in place.
- Who will the day-to-day point of contact be?
- How will your firm facilitate last minute cleaning requests after normal business hours that need to be addressed the same day?
- Describe in detail your firm's experience with customers who have similar needs as the WTA. (7 day/week cleaning, time restrictions onsite, size of buildings and scope at each, public common areas)
- Convey any exceptions to the terms and conditions of the RFP. By submitting a Proposal, the Proposer represents that it has carefully read and agrees to be bound by WTA's Terms and Conditions. Identify any item you take exception to, propose alternative language and describe why it is in WTA's best interests to adopt the alternative language.

3. F Conflict of Interest

WTA officers, employees, agents, or Board members will not solicit or accept gifts, favors, or anything of monetary value from Proposers. Any WTA officer, agent, employee, or Board member with a perceived or actual financial or other interest in the award of this contract will recuse himself/herself from any evaluation or decision on any proposal.

Proposers and their staff must declare any perceived or actual conflict of interest. For example, a conflict of interest would arise if a Proposer or staff did the following:

- Assists in the creation of the scope of work. This includes, but is not limited to reviewing and commenting on the preliminary scope in whole or part, assisting staff in specification writing, or recommending the use of a particular brand or supplier/distributor in the specification or evaluation of proposals.
- Assists in the creation of a project budget.

- Has a personal or professional relationship or affiliation (past or present) with a member of the evaluation or project team.
- Has a financial gain from the recommendation and/or purchase of a particular good or service relating to a contract or potential contract. (e.g. distributor/manufacturer relationship)

WTA will review all conflict of interest statements and notify the Proposer of its decision to allow or reject a proposal as it pertains to the conflict.

In the event that a conflict of interest is discovered post-award, this will be considered a breach of contract and the contract will be terminated under the terms and conditions provided. The Proposer must pay any additional costs incurred by WTA to engage another contractor to finish the work.

3. G Addenda

Addenda will be issued to all Proposers should questions or clarifications be deemed significant enough to affect received proposals. Proposers must ensure they receive all issued addenda prior to the submission deadline, and acknowledge each addenda on Exhibit A.

3. H Contact with WTA

Unauthorized contact regarding this RFP with WTA employees or agents may result in disqualification. Any oral communications will be considered unofficial and non-binding on WTA. Proposers should rely only on written statements issued by the Procurement & Grants Coordinator listed in Section 3.D.

3. J Inter-local Purchasing

This award shall be subject to RCW Chapter 39.34 Inter-local Cooperation Act where other government agencies may purchase on the WTA request in accordance to the terms and prices stated, over the subsequent time period for which the vendor is willing to honor the solicitation price.

3. K Request for Clarification

Any Proposer(s) believing a contract term or scope requirement is unnecessarily restrictive or wishing to propose an alternate must notify the Procurement and Grants Coordinator by the deadline provided in the Procurement Schedule. Requests submitted after this date, or as a proposal condition will not be reviewed or considered. WTA will not agree to terms or conditions to the contract after proposals are submitted and conditioned proposals may be rejected as non-responsive. Any changes or requests pertaining to the contract must be made evident prior to the close of the procurement. Any unapproved deviations, exceptions, substitutions, alternates, or conditions contained in a proposal are cause for the proposal's rejection as non-responsive.

Part 4 – Proposal Evaluation

4. A Evaluation Procedures

1. The Procurement & Grants Coordinator will initially review proposals against the following criteria. Proposals that do not receive 3 “Pass” scores will not be reviewed further.

Factor	Points
Compliance with Minimum Proposer Qualifications (3.C)	Pass/Fail
Complete Package Submission (3.E)	Pass/Fail
All Exhibits Completed (Part 8)	Pass/Fail
Cost	20

Pricing score, using the following normalizing formula.

$(\text{Lowest Overall Proposed Price} \div \text{Price Being Evaluated}) \times \text{Total Points Possible} = \text{Score}$.

2. Evaluation Committee will then review Proposals receiving 3 “Pass” scores against the following Evaluation Criteria:

Initial Evaluation Factor	Points
Demonstrated ability to meet requirements in Part 2	40
Management and Staffing Plan	15
Initial Evaluation Total	55
+ Cost points above	20
Total	75

Committee members will assign a rank of 1 – 5 for each factor and it will calculate total points as follows:

- 1 – Proposal did not meet any factor requirements = 0%
- 2 – Proposal met less than ½ of factor requirements = 25%
- 3 – Proposal met at least ¾ of factor requirements = 50%
- 4 – Proposal met all of the factor requirements = 75%
- 5 – Proposal exceeded factor requirements = 100%

Points will then be averaged based on how many members of the Evaluate Committee are scoring.

3. The top 1 to 3 proposals may be invited for interviews. A member of the Evaluation Committee and/or the Procurement & Grants Coordinator will check references and share them with the evaluation committee. Once any interviews are complete, the Evaluation Committee will re-score submissions against the following Evaluation Criteria based on information provided by interviewees. This score will be added to the initial pre-interview score to determine the highest scoring proposal.

4. In the event interviews are not requested, the top proposals will be re-evaluated and scored against the below criteria. Scores will then be added to the initial scores to determine the highest scoring proposal.

Competitive Range Factor	Points
Relationship with prior clients/References	25
Competitive Range Total	25
+ Initial Evaluation Points	55
+ Cost points above	20
Total Evaluation Points / 100	100

5. Proposers may be asked for a Best and Final Offer post-interview as detailed in 4.D below. WTA reserves the right to award a contract without a Best and Final Offer Request.
6. In the event that the top two (2) proposals are within 5 points of each other, they are considered comparative equals. WTA will require best and final offers (BAFO) be submitted for evaluation. The Evaluation Committee will review them against all of the evaluation factors above and render a final score.
7. The highest scoring Proposer will be selected. Nothing in this request obligates the WTA to award a contract to the lowest cost Proposer, or any Proposer.

4. B Evaluation Criteria

4. B.1 Demonstrated ability in meeting work requirements

Contractor will provide confirmation and documentation relating to its ability to service WTA facilities seven (7) days a week in evening hours with the equipment required in Part 2. Specific employee training and employee minimum qualifications will also be reviewed. Of particular interest to the WTA are contracts where janitorial responsibilities include very high foot traffic public use facilities, indoors and outdoors. Proposers must also outline their firm's experience complying with storm water protection regulations while performing cleaning work on outdoor surfaces.

4. B.2 Management and Staffing Plan

Proposals will detail how Contractor intends to provide staffing to meet the requirements of the scope while still meeting other commitments. Contractor will describe what steps it will take to ensure that facilities are cleaned appropriately and that staff and any subcontractors will be managed effectively.

4. B.3 References

WTA staff will review provided references and verify that the Proposer has performed satisfactorily on other contracts. Similarly, WTA will ask about staff skills, ability to perform the work, and that contract requirements were met. References where work of like nature, magnitude and comparable difficulty, and at comparable rates of progress are preferred.

4. C Additional Investigation and Review

WTA will review all material submitted with a proposal to establish Proposer responsibility and performance history. WTA may also obtain additional information and conduct independent investigation, including, but not limited to, obtaining copies of business licenses and/or professional licenses and certificates, obtaining financial reports, verifying DBE/MWBE status, reviewing records with the Better Business Bureau, reviewing references, and checking debarment lists. WTA reserves the right to interview references, perform internet searches, review Dunn & Bradstreet reports, and use any other investigative means it chooses. A Proposer must timely provide all requested information.

4. D Best and Final Offers (BAFO)

In WTA's discretion, Proposers may be afforded the opportunity to amend his/her/its proposal and make a BAFO. The requests for BAFO's shall include:

- Notice of an opportunity to submit a BAFO based on discussions during interviews or clarifying correspondence.
- A common due date and time for submission of written BAFO's or modifications to any BAFO, allowing a reasonable opportunity for preparation of the written BAFO's.
- Direction for BAFO format and contents.
- Notice that if a Proposer does not submit a BAFO or a notice of withdrawal and another BAFO, his/her/it's immediate previous offer will be construed as the BAFO.

Any modifications to the initial proposals made by a Proposer in the BAFO shall be clearly identified. WTA will evaluate BAFO's according to the same requirements and criteria as the initial proposal. The WTA will make appropriate adjustments to the initial scores for any criteria which have been affected by any modifications made by the BAFO's. These final scores and rankings will again be weighed against the Evaluation Criteria in Part 4.

4. E Notice of Intent to Award

Upon selection of the successful Proposer, a Notice of Intent to Award will be provided to all Proposers. The Notice of Intent in no way constitutes a promise to award or an acceptance of the offer contained in the proposal; rather it is the WTA's first step in recommending a contract to its Board of Directors. WTA may reconsider and withdraw, change or amend a Notice of Intent at any time before the Board of Directors formally select a proposal.



Proposers are permitted to request a debriefing about their own proposal from the Procurement and Grants Coordinator after the Notice of Intent is issued. Information relating to or how the Evaluation Team scored other proposals will not be discussed.

Documents and information relating to the procurement including the successful proposal will become available once the Board of Directors confirms the award recommendation and may be requested by submitting a Public Disclosure Request to pdr@ridewta.com.

Refer to Part 6 of this RFP for the process of releasing documents marked as “Confidential” or “Proprietary”.

4. F Protest Procedures

Filing a Protest Any party with an interest in the award of the solicitation may file a protest that WTA staff did not follow its own policies and procedures regarding a Procurement Action.² Any protest must be submitted in writing to WTA's Procurement & Grants Coordinator, and include the following information:

- a) Name, address, email address, and telephone number of the protester
- b) Signature of the protester or their representative
- c) Identification of the solicitation
- d) Detailed statement of the legal and factual grounds of the protest
- e) Copies of all relevant documents
- f) The form of relief requested

Issues and facts not stated in the Notice of Protest will not be considered.

Time for Filing a Protest. A protest based on alleged improprieties or ambiguities in a **solicitation** must be filed at least seven (7) days before the due date of the bid or proposal. A protest based upon alleged improprieties in an **award** of a contract or a **proposed award** of a contract must be filed within three (3) days after the Notice of Intent to Award has been issued.

Notice of Protest. Procurement shall immediately give notice of a protest to the selected Proposer if a contract has been awarded. If no award has been made, notice will be provided to all Proposers.

Stay of Award. If a protest is filed, the award may be made unless the Finance Director determines in writing that:

- a) Reasonable probability exists that the protest will be denied.
- b) Stay of the award is not contrary to the best interests of WTA.

Review of Protests

Review: The Finance Director shall review and investigate properly filed protests and issue a written decision to the protestor:

- a. A meeting(s) will be called within five (5) working days from receipt of the protest that will include representatives from the WTA and the protester to discuss the issue(s) related to the protest. The meeting may be conducted by telephone conference if convenient for both parties.

² "Procurement Action" includes: specific procurement steps, such as setting the calendar of events; producing the proposal/bid document; advertising the proposal or bid in legal paper of record; maintaining a list of proposal/bid holders; conducting a pre-proposal meeting; responding to all approved equals/clarifications received by the appropriate time and date; addenda issued straightforwardly to all proposal/bid holders; enforcing closing time and date; providing proctoring services to the project manager and evaluation committee; setting criteria weights; conducting interview process with top-scoring Proposers and evaluation committee; creating notes to file regarding the proposal/bid process; issuing award/non-award letters; and maintaining a written record of the procurement.

- b. A decision of the protest will be made by the Finance Director within three (3) working days of the final meeting and at the time the protester shall be notified of the decision in writing by the Director by email or regular mail.
- c. The Finance Director may, at his/her sole discretion, extend the limits of time outlined above.
- d. The decision of the Finance Director shall be final, unless appealed as provided herein.
- e. A request for reconsideration may be allowed if data becomes available that was not previously known, or there has been an error of law or regulation.

Appeal: A Protestor may appeal the Finance Director's formal decision to WTA's General Manager. The written appeal must be received by WTA within two (2) business days after receipt of the written decision by the Protestor, or the appeal will not be considered. Properly filed appeals of the decisions of the Finance Director shall be reviewed and investigated by the General Manager who shall issue WTA's final decision no later than twenty one (21) days after receipt.

Part 5 – Special Terms and Conditions

A successful Proposer will execute a formal contract with WTA, which contract shall include the following particular terms and conditions, and such terms and conditions should be factored into any proposal:

5. A Contract Term, Compensation, and Invoice Payments

1. Contract Term: The initial length of the contract will be two (2) years, and WTA may, in its discretion, extend the contract for two (2) additional terms in two (2) year increments.
2. Compensation: WTA will only issue payments against an approved Purchase Order and shall pay Contractor a sum equal to the amount agreed upon by the parties.
3. Invoices: Payment will be based on successful task completion at Net thirty (30) day terms. WTA is open to negotiating different payment terms (i.e. 3% Net 15, etc.), Firm Fixed Fee milestones, and corresponding milestone payments.

WTA will not pay invoices submitted without correct Intents and Affidavits.

WTA reserves the right to refuse payment on invoices for work that completed sixty (60) days prior to the invoice receipt.

Invoices must be addressed to Accounts Payable or emailed to ap@ridewta.com. WTA will not be responsible for late payments due to incorrect routing on the part of the vendor.

5. B Contract Modifications & Change Request

No alterations or variation of any of the terms, conditions, prices, quantities, or specifications of any contract shall be effective without prior endorsement of the WTA's General Manager.

Either party may initiate a Change Request to the other in writing. Any request by Contractor shall include a detailed statement of work, level of effort by job description (hours), and job descriptions.

After receipt of any Change Request from WTA, Contractor shall submit a detailed price schedule proposal for the additional work to be performed, if required, and notification of modifications of other provisions of the Contract which may be required as a result of the change. Failure to agree to any adjustment shall be a dispute, however, nothing in this clause shall excuse the Contractor from proceeding with the Contract Work as changed.

WTA reserves the right to add or delete items to the Contract Work, as determined to be in its best interest. Such additions or deletions will be by mutual agreement, will be at prices consistent with the original proposal, and will be evidenced by issuance of a written

contract Amendment issued by WTA. Changes for a significant increase or decrease in size or scope of the Contract will not be allowed.

5. C Independent Contractor

At all times, Contractor shall be an independent contractor whereby, in the performance of any contract, the Parties will be acting in their individual, corporate or governmental capacities and not as agents, employees, partners, joint ventures, or associates of one another. Contractor shall not make any claim of right, privilege or benefit which would accrue to an employee of WTA under RCW Chapter 41.06 or RCW Title 51. Contractor shall indemnify and hold harmless WTA from and against any and all costs (including attorneys' fees) or liabilities (including payroll taxes, penalties or interest) arising out of any assertions that the Contractor is not an independent contractor of WTA.

5. D Access to Records and Sites of Project Performance

As a recipient of State funds, WTA agrees to provide, and require its Contractors at each tier to provide, sufficient access to inspect and audit records and information pertaining to the Project to the:

- a. U.S. Secretary of Transportation or the Secretary's duly authorized representatives
- b. Comptroller General of the United States, and the Comptroller General's duly authorized representatives
- c. WTA, member agencies, and its Contractors

5. E Insurance Requirements

Contractor and subcontractors will not begin Work until proof of insurance has been received and approved by the WTA. Insurers must be licensed to conduct business in the State of Washington (or issued as a surplus line by a Washington Surplus lines broker) and approved by the State Insurance Commissioner³. Insurers must have a minimum rating of A- and a financial rating of Class VII or higher in the most recently published edition of the A.M. Best's Key Rating Guide. Subcontractors must furnish the same insurance requirements listed below prior to starting work

Approval of the insurance by WTA will not relieve or decrease the liability of the Contractor for any damages arising from Contractor's or its subcontractors' performance of the work. Contractor's failure to fully comply with insurance requirements shall be considered a material breach and cause for immediate contract. Contractor shall bear all damage costs sustained for failure to maintain any of the required insurance or to provide notification that it cannot.

Coverage will include claims for damages arising from Contractor's performance for:

- Bodily injury/death

³ RCW 48

- Personal injury
- Property Damage, including Premise and Operations, Fire damage and medical expense
- Independent Contractors coverage
- Protective Liability
- Completed Operations and Products.

The Contractor and subcontractors must procure the following minimum insurance:

1. Commercial General Liability in the amount of \$1,000,000 per occurrence and \$2,000,000 per project aggregate.
2. Automobile Liability Insurance in the amount of \$1,000,000 combined single limit.
3. Umbrella or Excess Liability in the amount of \$1,000,000 per occurrence.
4. Professional Liability in the amount of \$1,000,000 per occurrence.

Coverage must be maintained through the life of the Contract plus one (1) year.

Contractor and subcontractors must furnish the following endorsements separate of the Certificate of Liability:

- Additional Insured Endorsement naming "WTA Agents & Employee's" for Ongoing Operations. Endorsement should be on Accord© form CG20100704 or equivalent.
- Additional Insured Endorsement naming "WTA Agents & Employee's" for Completed Operations. Endorsement should be on Accord© form CG20370704 or equivalent.
- Waiver of Subrogation naming "WTA Agents & Employee's". Endorsement should be on Accord© form CG24041093 or equivalent.
- Cancellation Endorsement providing thirty (30) days advance written notice to be received by WTA.

Contractor and subcontractors must maintain during the life of this contract Worker's Compensation Insurance. If the Contractor is not eligible for Worker's Compensation Insurance it will indemnify and hold WTA harmless for any claims resulting from Contractor's actions.

These insurance requirements do not limit the Contractor's liability for damages resulting from performance.

5. F Prevailing Wage

Pricing will be based on the Prevailing Wage in effect on the date proposals are due.

Prevailing Wage may be adjusted up or down based on the wage in effect as of the date of contract renewal execution⁴.

⁴ WAC 296-127-023

The Contractor, shall be required to file Intent to Pay Prevailing Wage form with the State of Washington at each contract renewal. Contractor shall also file an Affidavit of Wages Paid at the end of each contract term. Certified payrolls must be made available on request.

WTA will not pay invoices submitted without Intents and Affidavits being filed correctly.

5. G Subcontractors

Contractor shall perform at least 75% of the work with its own organization.

All subcontractors must be pre-approved by WTA before they begin work. WTA reserves the right to investigate sub-contractor responsibility prior to confirming award, if subcontractors are known. WTA will not approve change orders to the proposal or final contract price for replacing rejected sub-contractors.

Prime contractors are required to provide a copy of the sub-contract or purchase order to WTA. Any sub-contract will contain the same language as required in Appendix A.

Before the sub-contractor starts, submit the following documents:

- Insurance requirements listed in Part 5.E or furnish proof of inclusion of the Prime Contractors insurance
- Submit signed Exhibit A and Exhibit F
- Provide proof that all individuals are properly licensed, certified, and/or bonded to perform the contracted scope where applicable
- Labor & Industries Intent to Pay Prevailing Wage

Contractor will be jointly and severally, and vicariously liable to WTA for any work performed by its subcontractors, and responsible for the work of, including, but not limited to the adequacy, timeliness, efficiency, and sufficiency, its subcontractors. All subcontractors will have sufficient knowledge, skill, and experience to perform the work contracted to them.

WTA will not be held responsible for the contractual relationship between subcontractors and Contractor. Contractor will maintain and monitor all subcontractor performance, payment, project delivery requirements, and relationships as they pertain to the Prime's ability to successfully complete a project.

5. H Contractor Performance and Monitoring

WTA's project manager may conduct periodic performance review of the contractors' performance every 6 months while contract is in effect. Any completed evaluations shall be a permanent part of the contract administration file. Performance reviews are considered for contract extensions, and price adjustments.

If any unsatisfactory condition or deficiency is detected, or, if any of the service performed does not conform to the contract requirements, WTA will promptly notify the Contractor in writing with a description of such non-compliance. Without limiting any other rights, WTA may require the Contractor to: 1) perform the services again in compliance with contract requirements or repair or replace any or all of the damaged goods, at Contractor's sole expense 2) refund WTA the full price paid for any or all of the damaged goods or services and accept the return of any damaged goods.

Contractor shall acknowledge any Opportunity to Cure (Appendix A) within twenty-four (24) hours of receipt and initiate the process to remedy the condition, defect, error, or non-conformity to the satisfaction of the WTA Project Manager, or designee.

Within seven (7) calendar days of acknowledging said notice, Contractor must provide WTA with a written detailed plan which states the time and methods needed to bring the work, materials or services within acceptable limits of the specifications or contract requirements. This plan will also include measurements to be used in monitoring remedy status. WTA may accept, modify, or reject this plan at its discretion. In the event this plan is rejected, Contractor may be determined to be in material default of the Contract and the work, materials, or services will be deemed not accepted.

In the case of an emergency where WTA believes delay could cause serious injury, loss or damage, WTA may waive the first written notice and either: 1) direct the Contractor to correct the defect or, 2) correct the defect of its own accord and dispatch a third party contractor, or use Force Account through use of WTA employees at a rate equal to the employee's hourly rate plus administrative costs. In either case, Contractor is responsible for all costs of remedying the defect and WTA may deduct such costs from any balance due, or which may become due, to the Contractor or charge-back the cost to the Contractor regardless of who actually corrects the defect.

Non-Performance Notice: If Contractor fails to initiate any corrective action procedure after receiving the first notification of unsatisfactory performance, WTA may send a "Notice of Non-Performance" to the Contractor detailing the exact nature of non-performance, remaining work to be performed, and the date of non-performance. Contractor shall acknowledge and respond to the Notice within three (3) business days of receipt and shall promptly proceed to remedy the situation described therein to WTA's satisfaction. Receipt of notice is evidenced upon signature of certified mail return receipt, or three (3) business days after mailing. Continued non-performance may result in Contract termination. A further finding of non-responsibility may be determined and any future submittals by Contractor for WTA contracts may be rejected without consideration. This procedure to remedy defects is not intended to limit or preclude any other remedies available to WTA by



law, including those available under the Uniform Commercial Code, RCW Title 62A. Acceptance by WTA of late or unsatisfactory performance, with or without objection or reservation, shall not waive the right to claim damage for breach, or terminate the contract, nor constitute a waiver of the requirements for satisfactory and timely performance of any obligation remaining to be performed by Contractor.

Third Party Claims: In the event that either party is found liable for damages to third parties as a result of the performance of services under this Contract, each party will be financially responsible for the portion of damages attributable to its own acts and responsibilities under any contract.

Part 6 – Public Disclosure Law

WTA complies with RCW Chapter 42.56. All proposals and contract documents will be disclosed if a Public Disclosure Request (PDR) is submitted, unless a proper exception applies. It is Proposers responsibility to be familiar with RCW Chapter 42.56 and what WTA's confidentiality limitations are.

WTA will not execute non-disclosure agreements.

Proposals Marked Confidential:

If WTA receives any public disclosure request that includes a request for all or a portion of any proposal, WTA is required to comply with this request under RCW Chapter 42.56, subject to any exception that may apply to WTA. Nonetheless, any information provided by Proposer labeled "Confidential" or "Proprietary" but does not, in WTA's opinion, fall into an exception from public disclosure, will be initially withheld and WTA will notify Proposer of the request. WTA will continue to withhold the confidential or proprietary labeled materials for a total of fourteen (14) days after providing notice. Thereafter, WTA shall release the confidential or proprietary materials pursuant to the public records request, subject to any court order or injunction that Proposer may obtain.

The Proposer assumes all costs of any legal actions, and shall reimburse WTA for administrative, expert and costs and attorneys' fees it incurs arising from dealing with bidder's labeling of any portion of the bid as "Confidential" or "Proprietary," including those arising from any legal action commenced by bidder. Submission of a bid is agreement with this section.

Public Records Application to Documents of Vendor

As a public contract, all records prepared, generated or used by a successful vendor or its agents, employees and subcontractors relating to the contract and associated work will be subject to being a "Public Record" under RCW Chapter 42.56. Proposer, if selected, shall maintain and retain all such records in a manner that is accessible and WTA shall have the right to review and inspect such records upon request, for a term of three (3) years following completion of the contract work. All records subject to a public disclosure request will be provided to a requester. WTA may only refrain from disclosing any record based upon an exemption that is applicable to WTA, and will not refrain from disclosing any record under an exemption that may be personal to the Proposer. Proposer will need to seek judicial approval to prevent such disclosure, at its expense. Proposer, if selected, shall insert this provision in all contracts with subcontractors or agents providing services relating to the contract.

Part 7 – Exhibits and Appendix

Proposer’s Checklist

By submitting a Proposal, Proposers agree to be bound by and adhere to all legal requirements and contract terms and conditions contained in this solicitation document.

The following information, forms and documents contained in this solicitation shall be completed and submitted as the first section of the original bid document. Proposals not adhering to the provided directions may be disqualified as non-responsive.

- Proposal Form (Exhibit A)
- References (Exhibit B)
- Proposal Cost (Exhibit C)
- Notarized Conflict of Interest Certification (Exhibit D)
- Debarment, Compliance, Conflict of Interest (Exhibit E)
- Compliance with Wage Statutes (Exhibit F)
- A Submission Package (Part 3E)

Proposers are advised that the following will be incorporated into the final contract:

- Request for Proposal including Exhibits and Appendices
- Issued Addenda (if applicable)
- Contractor Pricing & Submissions including completed exhibits
- Executed Contract
- Purchase Orders














The below exhibits are embedded into the RFP as indicated with this symbol:   Proposers are responsible for ensuring they can access them. Word versions of the Exhibits are available upon request.

Exhibit A Proposal Confirmation & Cover Sheet		Appendix A Contract Terms & Conditions	
Exhibit B Vendor Demographics & References		Appendix B MOAB Floor and Site Plan	
Exhibit C Proposal Cost		Appendix C BTS Floor and Site Plan	
Exhibit D Conflict of Interest Certification		Appendix D CTS Floor and Site Plan	
Exhibit E Debarment and Compliance Statement		Appendix E LTS Floor Plan	
Exhibit F Compliance with Wage Statutes		Appendix F FTS Floor Plan	