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**Scope of Work – Janitorial Services**

The International Rescue Committee (IRC) is requesting proposals from qualified cleaning and janitorial companies (Contractors) for the cleaning and general sanitary maintenance of an emergency services residential shelter located in Phoenix. The approximate square footage for the building is 55,000 sq ft, with mixed usage of office/administrative space, medical use space, and residential space. This facility is open 24 hours/day and has very high client traffic. In the normal flow of operations, times of extended client care or late running healthcare delivery will require the janitorial team to accommodate onsite staff and clients in the building with limited disruption to the delivery of services. Janitorial coverage will need to cover two shifts daily, including weekends, overnights, and holidays. These shifts need to be staffed by a team of a minimum of two cleaning personnel for a minimum of 2 hours each, for a minimum of 56 hours each week.

**Bid Submissions:**

All Contractors are required to examine the project site prior to bidding, identify all conditions that may affect the work, and prepare a full assessment of the cleaning needs of the interior. No consideration will be given if the contractor fails to examine the project site prior to bidding.

Contractor should be prepared to demonstrate previous experience providing cleaning services to large scale residential and/or healthcare facilities.

Contractor will comply with all applicable federal, state, and local laws, rules, and regulations, including but not limited to those regarding wages, insurance, and all licensure required by local law.

**Place of Performance/Work Site Requirements**

All janitorial services are to be performed onsite at the address of **1801 S. 12th St. Phoenix, Arizona 85034**, otherwise known as the Ann Ott School.

**General Work Site Requirements:**

1. As part of the project, the contractor will provide the following:
   1. A full professional team for the performance of the services required by this request at a level of quality characterized as ‘Hospital Clean’.
   2. This team shall include a reliable supervisor or lead worker fluent in English and Spanish languages.
   3. Standard equipment, (wet mops, dust mops, handles/frames, wipers, mop buckets, vacuums, brutes) are to be provided by the contractor. IRC shall provide dumpster services under an existing contract.
   4. The contractor shall provide additional equipment if needed for periodic deep clean operations and strip/wax operations. Contractor will provide all equipment dedicated for stripping floors, carpet / furniture shampoo, floor scrubbing, and burnishing.
2. Contractor shall provide all janitorial consumables, including but not limited to: trash bags, toilet paper, hand soap, hand sanitizer, cleaning chemicals, etc.
   1. All chemical used onsite must be listed on the EPA N List of chemicals proven to disinfect against COVID-19 ([link provided here](https://cfpub.epa.gov/wizards/disinfectants/)).
   2. No chemicals can be used onsite that are not on the EPA N List without written approval from IRC.
   3. The IRC does not allow liquid bleach to be stored onsite at this facility as a safety precaution.
3. Contractor shall provide thorough background checks on all cleaning personal to be sent to facility. Contractor to pay all cost of any fingerprinting or background check costs.
4. It is preferred that cleaning personnel possess the following skill sets, although not required:
   1. Bilingual in English and Spanish
   2. Experience providing cleaning services within healthcare and/or residential facilities

**Schedule**

The successful contractor will provide a minimum of two (2) cleaning personnel for 2-4 hours daily from 5am-9am, as well as two (2) cleaning personnel for 2-4 hours daily from 6pm-10pm. In the event that service create conflicts or barriers to providing cleaning services, this contract shall be amended.

If the Contractor perceives the need for additional hours or personnel to meet the facility needs, submit an option to the proposal. A detailed staffing breakdown is a requirement of the proposal.

**Acceptance of Services**

A service shall be considered acceptable by both parties when contracted expectations are met, including consistent staffing, training, and customer service. If an emergency incident or security incident occurs, the IRC will expect prompt reporting immediately, with a full incident report provided within 24 hours of the incident. Any serious misconduct by a security guard will be reported the contractor, and resolution expected within a timeframe agreed upon by both parties.

Bidders provide the cost of their monthly service in the box below:

|  |  |
| --- | --- |
| **Monthly Cost** | **USD:** |