

AN ORDINANCE TO AUTHORIZE AND APPROVE TWO ONE-YEAR EXTENSIONS OF CONTRACT 22001PW-R BETWEEN THE CITY OF WILMINGTON AND DSC SOLUTIONS, LLC FOR JANITORIAL SERVICES AT THE MUNICIPAL COMPLEX

#0143

Sponsor:

**Council
Member
Oliver**

WHEREAS, pursuant to Section 2-308 and Section 8-200 of the City Charter, the City of Wilmington is authorized to enter into contracts for the supply of personal property or the rendering of services for a period of more than one year if approved by City Council by ordinance; and

WHEREAS, the City publicly advertised the specifications for Contract 22001PW-R “Janitorial Services at the Municipal Complex” (the “Contract”) in accordance with the requirements of Section 8-200 of the City Charter, and subsequently awarded the Contract, a copy of which, in substantial form, is attached hereto and incorporated by reference herein as Exhibit “A”, to DSC Solutions, LLC, the lowest responsible bidder; and

WHEREAS, the term of the Contract is for the period from July 1, 2021 through June 30, 2022, at an estimated price of Ninety-Nine Thousand Four Hundred Thirty-Two Dollars (\$99,432.00), with the possibility of two (2) extensions of one (1) year thereafter on the same terms and conditions, at the option of the City; and

WHEREAS, it is the recommendation of the Department of Public Works that Council authorize the City to exercise the options to extend the Contract for two (2) additional periods of one (1) year.

**NOW, THEREFORE, THE COUNCIL OF THE CITY OF WILMINGTON
HEREBY ORDAINS:**

SECTION 1. The two (2) one-year extension options to Contract 22001PW-R “Janitorial Services at the Municipal Complex” between the City of Wilmington and DSC Solutions, LLC, a copy of which Contract, in substantial form, is attached hereto as Exhibit “A”, at an estimated price of Ninety-Nine Thousand Four Hundred Thirty-Two Dollars

(\$99,432.00) per extension, are hereby approved, and the Mayor, or his designee, is hereby authorized to exercise the City's options, as well as to take all additional undertakings related thereto, as may be necessary.

SECTION 2. This Ordinance shall become effective upon its passage by City Council and approval by the Mayor.

First Reading.....March 3, 2022
Second Reading.....March 3, 2022
Third Reading.....

Passed by City Council,

President of City Council

ATTEST: _____
City Clerk

Approved this ____ day of _____, 2022.

Mayor

SYNOPSIS: This Ordinance authorizes the City to exercise two (2) one-year extension options for Contract 22001PW-R "Janitorial Services at the Municipal Complex" with DSC Solutions, LLC.

FISCAL IMPACT STATEMENT: The fiscal impact of this Ordinance is two (2) one-year contract extensions at an estimated price of Ninety-Nine Thousand Four Hundred Thirty-Two Dollars (\$99,432.00) per extension.

W0116466

EXHIBIT A

Ad Number: 0004702065

Run Dates: 04/23/21, 04/29/21

The City of Wilmington will receive sealed bids
at the Division of Procurement & Records, 5th Fl., Louis L. Redding Bldg.,
800 French St., Wilm., DE 19801 for:

**22001PW-R – JANITORIAL SERVICES at the MUNICIPAL COMPLEX
&
22015PW PORTLAND CEMENT**

Bids Due: Tuesday, May 11, 2021, at 3:00 p.m., to the Procurement Division 5th Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, DE 19801. . Bids can also be left in the drop box marked "PROCUREMENT" located on the first floor in front of the guard station.

Bid opening: Zoom Meeting, Time: Time: May 11, 2021 03:00 PM Eastern Time (US and Canada)

Link: <https://zoom.us/j/96539751476?pwd=MWFycnBsSWpLeXFRZGpvdWZJWmpUZz09>

Meeting ID: 965 3975 1476 Passcode: b08dyt

Plans and Specifications may be obtained by email to procurement@wilmingtonde.gov

Philip Ceresini
Purchasing Agent II
Division of Procurement and Records
Department of Finance

pceresini@wilmingtonde.gov
www.wilmingtonde.gov

4/23, 4/29-NJ

0004702065-01



The News Journal
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SD CITY WILM PURCHASING DIV
800 N FRENCH ST FL 5

WILMINGTON, DE 19801

DE,

AFFIDAVIT OF PUBLICATION

State of Delaware
New Castle County

Personally appeared **The News Journal**

Of the **The News Journal Media Group**, a newspaper printed, published and circulated in the State of Delaware, who being duly sworn, deposeth and saith that the advertisement of which the annexed is a true copy, has been published in the said newspaper 2 times, once in each issue as follows:

04/23/21, 04/29/21 A.D 2021

Melanie C. Altz

Ad Number: 0004702065

Gail Wilczewski

Sworn and subscribed before me, this 29 day of April,
2021

Legal notification printed at larger size for affidavit.



INSTRUCTIONS TO BIDDERS

1. Bids on **City Contract 22001PW – JANITORIAL SERVICES at the MUNICIPAL COMPLEX** are due to the Department of Finance, Division of Procurement and Records, 5th Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware by **3:00 PM on April 1, 2021**. **Bids can also be left in the drop box marked “PROCUREMENT” located on the first floor in front of the guard station.**

The building is still closed to the public so the bid opening will be visible as a Zoom Meeting.

Link: <https://zoom.us/j/93115339912?pwd=ZExoQkrJWU00WTJ2QU44QnBtNy9rZz09>

Meeting ID: 931 1533 9912

Passcode: TLCR7T

2. Proposals must be in triplicate, sealed in an envelope, and the envelope endorsed "**Bid for City Contract 22001PW – JANITORIAL SERVICES at the MUNICIPAL COMPLEX**" and addressed to the Department of Finance, Division of Procurement and Records, 5th Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware.

3. Any bid may be withdrawn prior to the schedule time for opening of bids or authorized postponement thereof. No bid may be withdrawn within thirty (30) calendar days after the actual opening thereof.

4. The successful bidder will be required to have or obtain an appropriate business license from the Department of Finance, Revenue Division, City of Wilmington, in order to be awarded the contract. Before obtaining a City of Wilmington Business License, all applicants must show proof of a current State of Delaware Business License.

5. No bid will be considered unless accompanied by a Certified Check (personal check, cashier's check, or treasurer's check are not acceptable) or a good and sufficient Bid Bond to the City of Wilmington in the amount of not less than 10 percent of the amount of the base bid, plus all additive alternatives, with Corporate Surety authorized to do business in the State of Delaware.

6. The Bid Bond must be accompanied by a certification attached hereto, issued by the Surety Company, qualified to do business in the State of Delaware, and satisfactory to the Owner, which certification contains the commitment of the Surety Company to execute a 100 percent Performance and/or Labor and Materials Bonds to cover the bidder's performance and its' payments of labor and materials if the bidder is successful and the contract is awarded to him. The successful bidder must furnish the above bond within ten days after the award of contract.

7. If a corporation, the successful bidder shall furnish a certificate from the State where it is incorporated, stating that it is a subsisting corporation. The corporation shall also furnish one (1) original and two (2) copies of the excerpts of the corporate minutes which grant authority to those who sign and attest the contract. The Corporate Seal shall be affixed where signatures are attested.

8. The successful bidder will be required to withhold City of Wilmington Wage Tax from their employees and withheld taxes paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. This law applies to people living and/or working in the City of Wilmington.

9. Bidders are required to refer to the delinquent tax clause appearing on page GC-21 of the General Conditions.

10. The successful bidder certifies that they are not listed on the Federal Government, Excluded Parties List System (www.sam.gov). This will be verified by the City of Wilmington and if listed may be grounds for rejection of the bid or proposal.

11. Any person doing business or seeking to do business with the City shall abide by the following Global Sullivan Principles:

- A. Support universal human rights and particularly, those of employees, the communities within which you operate, and parties with whom you do business.

- B. Promote equal opportunity for employees at all levels of the company with respect to issues such as color, race, gender, age, ethnicity, or religious beliefs, and operate without unacceptable worker treatment such as the exploitation of children, physical punishment, female abuse, involuntary servitude, or other forms of abuse.
- C. Respect employee's voluntary freedom of association.
- D. Compensate employees to enable them to meet at least their basic needs and provide the opportunity to improve their skill and capability in order to raise their social and economic opportunities.
- E. Provide a safe and healthy workplace; protect human health and the environment; and promote sustainable development.
- F. Promote fair competition including respect for intellectual and other property rights, and not offer, pay, or accept bribes.
- G. Work with governments and communities in which you do business to improve the quality of life in those communities -- their educational, cultural, economic, and social well-being -- and seek to provide training and opportunities for workers from disadvantaged backgrounds.
- H. Promote the application of these principles by those with whom you do business.

12. **Award and Execution of Contract**

- A. **Consideration of Proposals.** After the proposals are opened and read, they will be compared on the basis of the summation of the products of the approximate quantities shown in the bid schedule by the unit bid prices, unless the proposals states a different basis for comparing bids. In the event of a discrepancy between unit bid prices and extensions, the unit bid price shall govern.

Before awarding the contract, a bidder may be required to show that he/she has the ability, experience, necessary equipment, experienced personnel, and financial resources to successfully carry out the work required by the contract.

The right is reserved to reject any and/or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, if in the judgement of the department the best interest of the City will be promoted thereby.

- B. **Award of Contract.** The award of the contract, if it be awarded, must be within thirty (30) calendar days after the opening of proposals to the lowest responsible and qualified bidder whose proposal complies with all the requirements prescribed. The successful bidder will be notified by letter mailed to the address shown on his proposals that his bid has been accepted and has been awarded the contract.
- C. **Cancellation of Award.** The City reserves the right to cancel the award of any contract at any time before the execution of said contract by all parties without any liability against the City.
- D. **Right to Audit.** The City Auditor or his designee shall have the right to audit the contract and any books, documents, or records relating thereto.

Questions should be directed to Phil Ceresini via email at pceresini@wilmingtonde.gov. Questions will not be accepted within 1 week of bid opening.

SPECIFICATIONS FOR JANITORIAL SERVICES
MUNICIPAL COMPLEX – CITY OF WILMINGTON

WILLIAM G. TURNER BUILDING

&

JAMES C. HOLLOWAY BUILDING

Contract: 22001PW

JANITORIAL SERVICES
MUNICIPAL COMPLEX – CITY OF WILMINGTON
WILLIAM G. TURNER and JAMES C. HOLLOWAY BUILDINGS

SPECIFICATION: 22001PW

Location: City of Wilmington, Municipal Complex, William G. Turner Building and James C. Holloway Building, 500 Wilmington Avenue, Wilmington, Delaware 19801

General: The designated areas of the William G. Turner and James C. Holloway Buildings are to be cleaned in a first-class manner. The specifications have been prepared with that intent in mind; no excuses due to lack of personnel or other internal problems will be accepted. Prepare and analyze your bid accordingly. General specifications must be adhered to and all enclosures requested herein must be submitted with your bid.

Bids: The City of Wilmington representative reserves the right to change the attached schedule of specifications upon agreement with contractor and make necessary contract changes without voiding unaffected terms of the original contract. The bid is to be developed on a cost per square foot for cleaning all areas including corridors, rest rooms, elevators, lobbies, and all other building space that normally needs janitorial services. Cleanable square footage shall be measured from inside wall to inside wall and from floor to ceiling, including floor space taken by furniture, internal walls, ceiling vents and tiles, columns, etc.

Work Hours: Janitorial services as outlined herein shall be provided six days a week, Monday through Friday and Sunday. A daytime porter will perform janitorial services Monday through Friday from 8:00am to 12:00pm. Night shift employees Monday through Friday, 5:00pm to 9:00pm however they may start sooner if approved by Building Services Management. A designated employee for Sunday will perform the same duties as assigned to the daytime porter and night shift employees. The employee shall perform these duties at a minimum of 2 hours but not more than 4 hours beginning at 4pm until 8pm. A contract foreman/supervisor manager must be present at least four hours a day, Monday through Friday. This person is to be present during the duration of time that other employees of the Contractor are on the premises. The contract supervisor must sign in and out whenever in this building.

The City of Wilmington authorizes that the successful bidder of this contract can take the following holidays during this contract at no extra charge to the City of Wilmington: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day (Thursday only), and Christmas Day. All other City holidays are to be working days for the successful bidder of this contract. Night shift employees may start work at 5:00 p.m., or sooner if approved by Building Services Management, but no later than 6:00 p.m. and work to at least 9:00 p.m. or until all areas have been cleaned so that the requirements of this contract are met. On holidays when the City is off but the cleaning crews are working, the City expects special cleaning projects to be completed.

Hours & Personnel:

The successful bidder shall provide a minimum of (5) persons to fulfill the requirements of this contract including the foreman/supervisor/manager.

If attendance is not maintained over any 30 working days, the City of Wilmington reserves the right to terminate this contract. If the City of Wilmington finds that the number of personnel or hours proposed is not sufficient to produce a satisfactory quality cleaning of this building, the City of Wilmington may request that the number of personnel or the working hours be increased until the City is satisfied with an improvement and there will be no additional cost to the City of Wilmington. The City assumes that the cost per square foot proposed by the bidder is based on their expert opinion of the proper number of personnel needed to clean the area specified. The City of Wilmington will not be responsible for additional cost by bidder to add personnel, as requested by City, to clean the square footage specified.

The increases will be at the cost to the successful bidder and in no way will add to the price of this contract. All of the contractor's personnel may be required to clock in and out and the successful bidder must supply an acceptable time clock and time cards throughout the life of this contract. The time clock, if used, will be located at a suitable location determined by the Building Maintenance Management. The City of Wilmington will supply the power to the time clock. Each month a certified payroll showing attendance of all of the contractor's personnel must be submitted with the invoice before payment will be made. Backup of the original time cards will be sent to the Building Maintenance Management every month. There is to be no exception to this entire paragraph throughout the life of this contract. If the successful bidder does not agree to the requirements of this paragraph during the life of this contract, the City of Wilmington may request that the contract be terminated.

Administration:

The successful bidder's account manager will report to the City representative(s) in all matters pertaining to the contract. This contract must have a cleaning foreman/supervisor/manager who is not normally a working employee. Their job is to review the work of contract employees. **The City must receive each person's resume/application and all other documentation prior to the start of work in this building.**

The City representatives will meet with the contractor prior to the start of work under this contract to review the conduct expected to be enforced by the contractor for all contract employees. Notification will be given to the City representatives when new personnel are hired. The cleaning contractor will assure that assigned contract personnel have no prior arrest record for a violent crime and/or a felony offense.

Inspection & Review:

Monthly reviews will be made with the contractor by the City representatives to determine that all required services outlined herein are being provided. The inspections shall be at the discretion of the City representatives. The City expects consistent performance according to specifications as outlined herein. In addition to the monthly review with the contractor, the contract supervisor will make daily tours of the building observing general maintenance. A daily log will be maintained of all cleaning requests and/or complaints. This log will be

reviewed daily by the City of Wilmington Building Services Management and the janitorial contract supervisor. Major discrepancies between contract provisions and contractor's performance that cannot be settled by the Building Services Manager and the Janitorial Contract Supervisor shall be taken up by the City Solicitor's Office along with management personnel of the cleaning contractor. Said management personnel are expected to be readily available to meet on site with the Building Services Manager and to be responsive to inquires and complaints.

Hold Harmless: The contractor agrees to indemnify and hold the City of Wilmington harmless from and against any and all claims for injury to or loss of life or damage to or loss of use of property caused or alleged to be caused by acts or omissions of the contractor, the contractor's employees, and any subcontractors.

Insurance: The contractor will be required to provide insurance of the prescribed types and minimum amounts as set forth below. The bidder who is awarded the contract must furnish insurance certificates to the City of Wilmington within ten (10) days after notice of award. This shall be evidence that the contractor has provided the necessary coverage. The City of Wilmington shall be named as additional insurers. The certificates shall contain a provision that coverage afforded under the policies will not be canceled until at least 30 days prior written notice has been given to the City of Wilmington. Minimum requirements of insurance to be carried by the contractor shall be as follows:

- a. Workers' Compensation Insurance – statutory as required by the Workers' Compensation Law of Delaware – employer's liability \$100,000.
- b. Comprehensive General Liability Insurance, including broad form property damage and contractual liability insurance--bodily injury and property damage liability with a combined single limit of \$1,000,000 for all damages because of bodily injury and property damage suffered by one or more persons or organizations as a result of any one occurrence. If any part of the work under the contract is to be performed by a subcontractor, the prime contractor shall carry on his own behalf contractors' protective liability insurance for both bodily injury and property damage liability for the same limits as specified above and shall also provide on behalf of each subcontractor comprehensive liability insurance for the same limits as specified above.
- c. Comprehensive Automobile Liability Insurance (to provide coverage for all owned and rented vehicles) – bodily injury and property damage liability with a combined single limit of \$1,000,000 for all damages because of bodily injury and property damage suffered by one or more persons as a result of one or more accidents.

Cancellation: The provisions outlined in these specifications are the absolute, basic, and minimum requirements. The City's representatives must be satisfied with the contractor's performance before monthly invoices will be paid. Failure to meet these requirements, as determined by the City in the exercise of good faith

judgment, will result in cancellation of the contract by the City or a reduction in the contractor's monthly invoice as provided below.

Billing: Monthly charges shall be submitted to the City of Wilmington on the first of the month, following the work completed, and for all services performed the previous month. Immediate notification will be given of any omissions of work or unsatisfactory performance of work. Failure to correct unsatisfactory work shall result in an appropriate deduction from monthly charges. Such a deduction shall be solely determined by the City's representatives in the exercise of good faith judgment regarding contractor's performance for the previous month.

Equipment & Supplies: The contractor is responsible for providing the supplies necessary to perform quality housekeeping as specified in the contract. There is to be a readily available stock of these supplies at all times. This must also include the necessary functional vacuum sweepers to vacuum as specified, dusters, cleaning cloths, and a steam carpet cleaner for spot cleaning. A listing of all supplies for approval must be submitted with the bid (no exceptions to these requirements).

Note: The City representatives or his designee reserves the right to inspect products, equipment, etc., and request samples of products for testing purposes. He also has the right to reject any items. Material safety data sheets (MSDS) will be made available for each product supplied. Closets are available on each floor for the janitorial staff to store their supplies and equipment. Closets shall be kept locked. A general storage area will be designated by the City representatives for larger objects and paper supplies. All cleaning supplies shall be of industrial strength, rest room agent should be of the Quaternary ammonium germicide type or approved equal. Bleached paper products are to be provided. Every restroom must have urinal, toilet surfaces, and floors surrounding them, sprayed with a "Lysol" spray type disinfectant. No exception to this requirement.

Licenses: All licenses required by State and/or City shall be obtained by the contractor. The successful bidder will be required to withhold City of Wilmington wage tax from their employees, and withheld taxes shall be paid to the City of Wilmington pursuant to the required withhold City of Wilmington wage tax from their employees, and withheld taxes shall be paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. No contract will be signed-until evidence is provided of having obtained all necessary licenses and having applied for wage tax withholding.

Physical Size of Buildings: There are approximately 21,000 square feet of occupied and common shared areas on two floors in the Turner Building and 6,500 square feet occupied and common shared areas on one floor in the Holloway Building .

Note: The frequencies shown in these specifications are designed to provide a satisfactory degree of cleanliness under normal conditions. In the case of inclement weather or other unforeseen circumstance, it will be necessary to change the frequency of cleaning in some areas to maintain satisfactory cleaning standards.

Length of Contract: Start of contract, July 1, 2021 to June 30, 2022. The City reserves the option to extend this contract for (2) consecutive one-year terms provided that all conditions and pricing remain the same and that the contractor has satisfactorily met the conditions of this contract. The City will give 60 days advance written notice if the contract is to be extended.

If the vendor and the City cannot reach an agreement, the City reserves the right to rebid the contract.

General Conditions: The successful bidder and foreman/supervisor of the successful bidder shall assure that the following is followed:

1. Vendor is encouraged to inspect building before submitted bid. Contact Otis Rackley at 302-353-6139 for appointment.
2. All bidders shall be required to post a bid bond or certified check in the amount of 10 percent of the contract price along with their bid.
3. The successful bidder will be required to provide a performance bond in the amount of 100 percent of the total contract price, within 10 days after the award of the contract. Each contract employee must be bonded and evidence of bonding must be submitted to City at the beginning of the contract and before new employees start.
4. All personnel shall have picture identification cards or badges provided by contractor. A staff list must be given to the City representative's at least semi-annually. The contractor's personnel must pass a substance abuse test prior to working in this building and it is to be paid for by the contractor. Results of the test must be forwarded to the City of Wilmington. Any personnel suspected of substance abuse by the City shall be removed by the contractor's supervisor. As a qualification of working in this building, the successful bidder shall check to ensure that each employee has a valid social security account and the proper documentation to work in the USA for this contract. A background check must also be done and the results forwarded to the City of Wilmington within five working days after the employee starts work in the building. Failure to do this will result in dismissal of employee.

5. All night shift cleaning shall be performed on a five-day week, Monday through Friday after 5:00 p.m. or sooner if approved by Building Services Management and on holidays as previously explained.
6. The City retains the right to demand removal from its premises, any contractor's employee for whatever reason may be deemed sufficient by the City of Wilmington.
7. Damage and/or pilferage by employees of the contractor shall be the contractor's responsibility, and the owner's loss must be reimbursed. Employees causing these actions must be terminated. Unauthorized telephone calls shall be reimbursed.
8. The contractor shall at his expense correct unsatisfactory work as directed.
9. The contractor shall take every precaution for the safety of employees and tenants of both the William G. Turner, and James C. Holloway Buildings.
10. All contract personnel must enter and leave the building by the front door by the public entrance.
11. Any custodian leaving the building with bags, boxes, etc., where the contents are not visible to Security, will not be able to leave until the supervisor, in the presence of Security, surveys the contents.
12. Custodians will not eat in any office area. The only area for eating shall be the cafeteria area and it must be cleaned and straightened afterwards.
13. Any custodial staff that wants to leave the building during their shift will only be allowed to leave when cleared by their supervisor.
14. The contract personnel sign-in sheet will indicate where the custodians are assigned. Any changes during the shift must be given to Building Services.
15. All non-pay telephones in the building are off limits. In the event of an emergency, the telephone at the Reception Desk may be used. This is for local calls only, no long distance or casual calls.
16. Contract personnel are responsible for turning off any light switches that are accessible to them after cleaning an area.
17. Any terminated employee must be brought to the attention of Building Services Management and the City of Wilmington.
18. Contract Personnel are to replace all rest room supplies: i.e., hand soaps and towels, toilet tissue, toilet seat covers, sanitary supplies, deodorant blocks, etc., as soon as needed.

19. Contract personnel are to perform all other janitorial duties or services not specifically listed in these specifications.
20. The lobby elevator is to be cleaned and mopped on a daily basis.
21. All insects trapped in fluorescent lights fixtures as well as dust must be cleaned in corridors, lobbies, all office areas, and executive suites.
22. All contract personnel shall clean up after themselves when through with the shift.
23. The frequencies and tasks in these specifications are designed to provide a satisfactory degree of cleanliness under normal conditions. In the case of inclement weather or unforeseen circumstances, it will be necessary to change the frequency of cleaning in some areas to maintain satisfactory cleaning standards.
24. All carpet surfaces must be vacuumed every work night. All floor and tile surfaces must be damp mopped each work night. Arrangements will be made to access areas normally secured at night.
25. All bathrooms are to be cleaned top to bottom daily. Stains and deposits shall be removed from all surfaces.
26. All horizontal surfaces are to be dusted and or cleaned in offices, hallways, stairwells and throughout the building on a daily basis.
27. Trash shall be removed from all trash Receptacles daily and boxes marked "trash" shall be taken to the dock area dumpster.
28. No obnoxious or toxic chemicals shall be used. All chemicals are to have prior approval by City representatives before use. Bidders must submit list of chemical/ cleaners/solvents with bid for approval.

References:

References must be provided with your bid of at least four other buildings of similar size and nature which vendor currently services or has serviced. Out of these, at least one of the buildings must be current contracts. Names, addresses, and phone numbers of Representatives from all referenced buildings must be provided. Two of the four references, must be from non-active, previous accounts. Acceptable similar building experience will be at the sole discretion of the City of Wilmington. The City of Wilmington reserves the right to reject bids that do not meet the above requirements.

Note: In addition to the unit price for cleanings, references shall be a material consideration in determining whether a prospective contractor is responsible and, therefore, entitled to the award.

Areas to be Cleaned:

Payment for this contract will be billed 70% to the Department of Public Works and 30% to the Department of Parks and Recreation.

**CONTRACT SPECIFICATIONS
CITY OF WILMINGTON
MUNICIPAL COMPLEX WILLIAM G. TURNER BUILDING**

I. ENTRANCE LOBBY

DAILY

- Sweep and wet mop all hard flooring. Remove dirt and scuff marks from lobby floors, steps, and kick plates.
- All carpet to be vacuumed using approved vacuum cleaner. All spots on carpet are to be removed.
- Dust and spot clean (all) lobby furniture.
- Dust all horizontal surfaces to a height of 72".
- Vacuum carpeted stairwell including corners and edges. Dust handrails.
- Empty exterior ashtrays and trash receptacles. Replace liner.
- Clean entrance and lobby glass doors. Spot clean side glass for fingerprints.
- Vacuum vestibule mat and any matting found in lobby. Lift mats to sweep.

MONTHLY

- High dust all horizontal surfaces above 72" and all electrical and air conditioning ceiling fixtures accessible.
- Strip and refinish all VCT tile.
- Machine scrub ceramic tile in common hallways.

II. GENERAL OFFICE AREA

DAILY

- All hard surface flooring to include stone, ceramic, VCT and computer flooring to be swept and damp mopped nightly.
- Carpet walkways and debris found in cubicles to be vacuumed using approved vacuum cleaner. All spots on carpet are to be removed.
- Dust and/or wipe clean all partition tops, file cabinets, ledges and windowsills. (Tenant to dust desktops.)
- Spot clean and or dust all doorframes, doorjambes, light switches, and wall surrounding trash receptacles.
- Empty all waste receptacles nightly, bag, and remove from the premises, waste paper, and waste materials to designated areas.
- Areas in elevator lobbies used to store waste until removed from the floor are to be protected (floors and walls) with approved plastic covering.
- Replace all liners in waste cans when torn, wet, or contaminated with food residue.
- Clean, disinfect and polish dry all water fountains and coolers.
- Check all stairwells throughout the entire building nightly and maintain in a clean condition, free of dust and debris.

- Spot clean all glass partitions and doors.
- Keep janitor closet and slop sink rooms in a neat and orderly condition.

WEEKLY

- Dust and polish all desktop furniture, fronts of cabinets and surfaces over 72" in height.
- Items on desktops and other furniture are not to be moved.
- Remove all fingerprints from all painted surfaces near light switches, entrance doors, etc.
- Damp mop floors in public stairwells throughout the building.
- Vacuum completely under desks and around all furniture and wall edges. Clean and sanitize all telephone handsets. Machine burnish finish on all vinyl, rubber and asphalt tile and other similar types of flooring.

MONTHLY

- Dust all vertical surfaces in corridors and walkways.
- Vacuum all upholstered furniture as needed.
- Dust blinds.
- Dust all ceiling vents and return grills.
- Machine scrub ceramic tile corridors.
- Dust exterior lenses of lighting fixtures.

SEMI-ANNUAL

- Strip and refinish all VCT tile.
- Steam clean all carpet areas.

III. CONFERENCE, MEETING, AND TRAINING ROOMS

DAILY

- Vacuum, empty trash and dust completely.
- All other scheduled cleaning is to be followed as General Office Area.
- Dust and polish countertops.
- Strip and refinish all VCT tile on a semiannual basis, or as requested by the owner.

IV. RESTROOMS/LOCKER ROOMS

NIGHTLY

- Clean and disinfect all toilet seats (both sides), basins, bowls and urinals.
- Sweep and damp mop all restroom floors using a proper disinfectant.
- Clean and dry all mirrors, bright work and enamel.
- Spot clean all partitions and dispensers.
- Clean and sanitize shower stalls.
- Service sanitary napkin dispensers.
- Empty waste receptacles. Replace liners.
- Fill soap dispensers.
- Empty sanitary napkin dispensers. Replace liners.
- Clean exterior of all receptacles and dispensers.
- Remove fingerprints from painted surfaces.
- Report all mechanical deficiencies, dripping faucets, etc.
- Restock paper towel, tissue and seat cover dispensers.

WEEKLY

- Damp wipe all partitions using a disinfectant.
- High dust all surfaces to include tops of lockers, lights, walls, exhaust fans, and louvers.
- Pour water in floor drains to minimize sewer gasses.

MONTHLY

- Machine scrub tile floors.
- Damp wipe tile, vinyl and painted wall surfaces.
- Dust exterior of ceiling lights.

V. CAFETERIA AND OFFICE AREA KITCHENETTES

DAILY

- Clean all countertops, cabinet fronts; sinks, tabletops, chair seats, and Windowsills. Note: Cafeteria serving line items are the responsibility of that vendor.
- Empty waste receptacles and replace liners. Take trash to a designated area.
- Clean the exterior of all appliances.
- Sweep and damp mop tile flooring including behind serving line in cafeteria.
- Vacuum all mats or other carpet if present.
- Damp wipe all dispensers and replace paper towels as necessary.

WEEKLY

- Hi-speed burnish VCT flooring in coffee stations.
- Dust all surfaces over 72" in height.
- Clean interiors of refrigerators and microwave ovens (Friday)
- Damp wipe exterior of all trash receptacles.

- Dust all baseboards.

MONTHLY

- Dust all ceiling vents and return grills.
- Dust window blinds.
- Machine scrub ceramic tile in cafeteria.
- Dust exterior side of ceiling lights.

SEMI-ANNUAL

- Strip and refinish VCT flooring.

VI. BUILDING EXTERIOR

DAILY

- Empty all trashcans and ashtrays. Replace liners in trashcans.
- Check for debris around main entrances, loading dock area and compactor; sweep or remove debris using appropriate cleaning methods.

VII. GARAGE OFFICES

DAILY

- Empty trashcans and replace liners.
- Sweep and wet mop floors
- Dust tops of file cabinets and ledges. (Tenant to dust desktop.)
- Spot clean glass partitions.
- Spot clean all walls around light switches and doors.
- Spot sweep mezzanine stairwells.

WEEKLY

- Dust and polish all desktop furniture, fronts of cabinets and surfaces over 72" in height.
- Burnish VCT Tile
- High and low dust all ledges, pictures and chair bottoms.
- Sweep completely two stairwells leading from second floor mezzanine.

MONTHLY

- Dust ceiling diffusers.

VIII. ELEVATOR CABS

MONTHLY SERVICE

- Dust air duct grilles.
- Wash all elevator door fronts.
- Steel wool and vacuum all elevator saddles.
- Sweep all stairways
 - Dust all stairway lights within reach.

- Dust all doors.
- Dust all handrails.
- Spot wash walls.
- Stairways

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Dust all walls, doors and ceilings.
- Vacuum carpets and spot stains.
- Spot clean all elevator saddles.
- Clean all metal work.
- Report burned out lights.
- Report burned out lights.
- Police all stairways.

IX. MEDICAL DISPENSARY

The objective of the cleaning process is not only to clean well, but also to clean for improved health. All cleaning in the medical dispensary will be done using hospital grade disinfectants and/or registered germicide for the protection of all persons, employees or the general public. Backpack vacuums are to be used in this area, which are high powered and energy-efficient vacuums. These vacuums utilize high-capture HEPA filters that remove 99.9% of harmful particulate and dust, resulting in a cleaner and healthier environment.

DAILY

ENTRANCES - WAITING AREA – HALLWAYS – OFFICES – EXAM ROOMS - THERAPY ROOM - LUNCH ROOM – MEDICAL FILE AREA - COMMON AREAS

- Clean and wash all lobby glass at front desk, keeping free of finger prints, smudges, etc. and maintaining streak free condition.
- Vacuum all carpeted areas wall to wall. Spot clean areas as needed.
- Wash private entrance door glass and kick plates on both sides.
- Dust horizontal surfaces of desks, tables and countertops.
- Spot clean horizontal surfaces for removal of spillage, marks and smudges.
- Mop hard surface floors to remove stains or spillage marks with chemically treated mop head.
- Disinfect sink, countertop, cabinets, tables, chairs, toaster oven and microwave oven in the lunchroom.

- Wipe clean outside of the refrigerator.
- Wipe clean exam room bed.
- Wipe clean exam room bed stools.
- Disinfect sauna room.
- Disinfect all touch surfaces in exam rooms using an antibacterial/germicidal residual based cleaning system.
- Collect trash.
- Replace trash liners.
- Clean, polish and sanitize drinking fountains and water coolers.
- Wipe down steam room with approved germicidal cleaner.
- Wipe down shower with approved germicidal cleaner.

Note: No red bags will be touched this is owner responsibility.

RESTROOMS

- Empty trash receptacles and wash, if necessary.
- Disinfect door handles, partition handles and light switches using hospital grade disinfectant or registered germicide.
- Clean all dispensers, mirrors and fixtures.
- Clean and disinfect sinks, toilets, toilet seats and urinals using hospital grade disinfectant or registered germicide.
- Spot clean walls and partitions to remove smudges.
- Restock all paper products and hand soap.
- Sweep and mop floor using hospital grade disinfectant or registered germicide.
- Disinfect shower using hospital grade disinfectant or registered germicide.

WEEKLY

ENTRANCES - WAITING AREA – HALLWAYS – OFFICES – EXAM ROOMS - THERAPY ROOM - LUNCH ROOM – MEDICAL FILE AREA - COMMON AREAS

- Clean metal trim on entrance doors.
- Wash partition glass.
- Dust vertical surfaces, walls, and woodwork up to 8 feet high.
- Thoroughly dust all horizontal surfaces of office furniture, including desks, computer monitors, tables, file cabinets, windowsills and wall hangings.
- Clean furniture
- Wipe clean all telephone receivers and dust the bases.
- Wipe clean base boards.
- Wipe down outside of trash receptacles.

RESTROOMS

- Clean and sanitize the outside of trash receptacles and dispensers.
- Polish all dispensers, mirrors and bright work.
- High dust tops of doors, partitions, mirrors and air vents.
- Clean and sanitize restroom partitions and walls around toilets and urinals.

MONTHLY

ENTRANCES - WAITING AREA – HALLWAYS – OFFICES – EXAM ROOMS - THERAPY ROOM - LUNCH ROOM – MEDICAL FILE AREA - COMMON AREAS

- High dusting of air vents, tops of doors, door frames, ceiling corners, and edges etc.
- Dust exterior of all light fixtures.
- Dust fixtures, fire boxes, extinguishers, pictures, etc.
- Dust all picture frames and wall hangings.
- Wipe down blinds with treated duster.

RESTROOMS

- High dusting of air vents, tops of doors, door frames, ceiling corners, and edges etc.

TRASH

- Deposit all trash in the designated dumpster area or in trash room.
- No waste bags will be laid directly onto any carpet.
- Only trash placed in waste containers or clearly marked "TRASH" will be removed.

OSHA REQUIREMENTS

- All personnel are trained in blood borne pathogens to meet OSHA requirements.

DAMAGE REPORT AND SECURITY ISSUES

- Record and report any damage, breakage, plumbing problems, security issues or maintenance needs to building maintenance management.

DOORS/LIGHTS AND BURGLAR ALARM

- Upon completion of work lock windows, extinguish lights, pull drapes closed and lock all doors.
- Only the designated safety exit lights will be left on.
- Burglar alarm will be activated for this zone.

SEMI-ANNUAL

- Strip and refinish all VCT tile.
- Steam clean all carpet areas.

**CONTRACT SPECIFICATIONS
CITY OF WILMINGTON
MUNICIPAL COMPLEX
JAMES C. HOLLOWAY BUILDING**

I. OFFICE AREAS

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Empty and wipe outside wastebaskets, replacing liners if necessary. Remove to dumpster for disposal.
- Dust with treated cloth the tops of all desks, credenzas, files, fixtures, windowsills, and all other horizontal surfaces (within reach). Papers on desktops will not be moved.
- Wipe all telephones and receivers.
- Remove fingerprints, smudges, etc. from doors, doorframes, partition glass, sidelights, walls and around light switches.
- Vacuum all rugs and carpet unobstructed by furniture, replacing chairs to their original positions. Spot clean minor stains as necessary.
- Dust mop wood, resilient and composition floor areas with treated dust mops. Spot mop as necessary.
- Dust all marble floors with untreated dust mop.
- Spot mop all spills on hard surface floors as necessary.
- Turn off all lights except as otherwise directed.
- Secure and lock all doors.
- Report burned out lights, broken fixtures, etc.
- Close drapes as directed.
- Dust mop wood, resilient and composition floor areas with treated dust mops. Spot mop as necessary.
- Vacuum all carpeted areas. Spot minor stains.
- Remove fingerprints from doors, walls, etc.

MONTHLY SERVICES

- Dust all doorjamb.
- Dust all areas above and below the janitor's normal reach.
- Detail vacuum edges of carpet and all other carpeted areas not reached by the normal vacuum on a daily basis.
- Vacuum or dust all return air vents.

SEMI- ANNUAL

- Machine scrub and refinish all building standard resilient floors with a slip retardant floor finish.

II. PUBLIC CORRIDORS AND STAIRWELL

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Secure all doors as directed.
- Dust all artwork and picture frames.
- Report any burned out lights.

WEEKLY SERVICES

- Spot wash all lobby walls and doors.
- Polish or clean all door kick plates and thresholds.
- Dust all doorjamb.
- Yearly Services
- Thoroughly scrub and refinish all building standard resilient floors with a slip retardant floor finish.
- Dust light diffusers

III. RESTROOMS

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Empty and sanitize all trash receptacles and sanitary napkin disposal units. Replace waste bags and liners.
- Wash, disinfect all basins, bowls, both sides of toilet seats and urinals (including tile walls near urinals). Damp wipe all partitions, clean flushometers, piping, toilet seat hinges and other metal surfaces. Clean undersides of rim on urinals and bowls. Toilet seats are to be left in an upright position.
- Wash and polish all mirrors, powder shelves, bright work (including exposed piping below wash basins), towels dispensers, receptacles and any other metal surfaces.
- Spot wash walls and doors.
- Dust all ledges and tops of partitions.
- Fill toilet tissue, soap, paper towels and sanitary dispensers.
- Sweep all hard surface floors.
- Damp mop hard surface floor areas with germicidal solution.
- Report burned out lights and any other restroom fixtures not working properly.

MONTHLY SERVICE

- Wash all partitions and tile walls in rest rooms.
- Vacuum or dust as necessary all ventilation grills.
- Dust all doors and doorjamb.

IV. LUNCH ROOM AND KITCHEN AREAS

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Remove trash and place for disposal. Change all liners nightly.
- Wipe tables, chairs and countertops.
- Wash and polish kitchen sink.
- Wipe coffee maker.
- Wipe front of oven, refrigerator and dishwasher.
- Sweep and spot mop floor.

MONTHLY SERVICE

- Spot wash doors and walls.
- Wipe all vinyl chairs, chair rungs and table pedestals.
- Remove trash from all of the above listed areas.
- Maintain an orderly arrangement of all janitorial supplies, paper products and janitorial equipment in the storage rooms and service closets.
- Wash service sinks.
- Sweep and damp mop floors if needed. Deodorize and disinfect as required.
- Receive and store all janitorial supplies in an orderly manner.
- No trash is to be stored overnight in janitorial closets.

V. JANITORIAL OFFICE, STORAGE ROOMS AND CLOSETS

- Maintain an orderly arrangement of all janitorial supplies, paper products and janitorial equipment in the storage rooms and service closets.
- Wash service sinks.
- Sweep and damp mop floors if needed. Deodorize and disinfect as required.
- Receive and store all janitorial supplies in an orderly manner.
- No trash is to be stored overnight in janitorial closets.

VI. LOADING DOCK, COMPACTOR AREA AND SERVICE ENTRANCE

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Place all miscellaneous trash and debris into the designated garbage bins.
- Sweep entire area, hose if necessary. Disinfect and deodorize as required.

VII. ELEVATOR CABS

MONTHLY SERVICE

- Dust air duct grilles.
- Wash all elevator door fronts.
- Steel wool and vacuum all elevator saddles.
- Sweep all stairways
- Dust all stairway lights within reach.
- Dust all doors.
- Dust all handrails.
- Spot wash walls.
- Stairways

NIGHTLY SERVICES (MONDAY THROUGH FRIDAY)

- Dust all walls, doors and ceilings.
- Vacuum carpets and spot stains.
- Spot clean all elevator saddles.
- Clean all metal work.
- Report burned out lights.
- Report burned out lights.
- Police all stairways.

- The City of Wilmington reserves the right to add or delete square footage at its discretion. If square footage is added, it will be paid to the successful bidder based on the price per square foot as proposed on the proposal page. Deletions of square footage shall be credited toward the City of Wilmington based on proposed cost also on the proposal.

Hours & Personnel:

The successful bidder shall provide a minimum of (5) persons to fulfill the requirements of this contract including the foreman/supervisor/manager.

If attendance is not maintained over any 30 working days, the City of Wilmington reserves the right to terminate this contract. If the City of Wilmington finds that the number of personnel or hours proposed is not sufficient to produce a satisfactory quality cleaning of this building, the City of Wilmington may request that the number of personnel or the working hours be increased until the City is satisfied with an improvement and there will be no additional cost to the City of Wilmington. The City assumes that the cost per square foot proposed by the bidder is based on their expert opinion of the proper number of personnel needed to clean the area specified. The City of Wilmington will not be responsible for additional cost by bidder to add personnel, as requested by City, to clean the square footage specified.

The increases will be at the cost to the successful bidder and in no way will add to the price of this contract. All of the contractor's personnel may be required to clock in and out and the successful bidder must supply an acceptable time clock and time cards throughout the life of this contract. The time clock, if used, will be located at a suitable location determined by the Building Maintenance Management. The City of Wilmington will supply the power to the time clock. Each month a certified payroll showing attendance of all of the contractor's personnel must be submitted with the invoice before payment will be made. Backup of the original time cards will be sent to the Building Maintenance Management every month. There is to be no exception to this entire paragraph throughout the life of this contract. If the successful bidder does not agree to the requirements of this paragraph during the life of this contract, the City of Wilmington may request that the contract be terminated.

PROPOSAL FORM

DATE: _____

CONTRACT: 22001PW

Our City of Wilmington Business License is _____.

Attached hereto is a Certified Check or Bid Bond in the amount of _____
_____ Dollars and _____ Cents.

This proposal is submitted with the knowledge that the Department of Finance, Division of Procurement and Records, reserves the right to reject any and all proposals when, in its judgment, it is in the best interest of the City of Wilmington to do so.

JANITORIAL SERVICES

Vendor is to quote as follows:

Approximately 27,500 square feet of occupied and common shared areas between the two buildings.

We, the undersigned, hereby agree to furnish and deliver, per specifications, Janitorial Services at the location listed below during the period July 1, 2021 to June 30, 2022, inclusive.

Janitorial Service for 12 months at the City of Wilmington, Municipal Complex, 500 Wilmington Avenue, Wilmington, Delaware.

1. Total cost per month = \$ _____ (William G. Turner Bldg.)(21,000 sq. ft.)
2. Total cost per month = \$ _____ (James C. Holloway Bldg.)(6,500 sq. ft.)
3. Total cost annually =\$ _____ (Item 1 x 12) + (Item 2 x 12)

PROPOSAL FORM

DATE: _____

CONTRACT: 22001PW

The low responsible Bidder will primarily be determined on item number one (I.) above (cost per square foot per month) and requested information. Please see the "References" section (Specification page 6) in this specification pertaining to current and previous references.

DOCUMENTS TO BE SUBMITTED WITH THIS BID (ATTACHED)

- | | | | |
|----|--|------------------------------|-----------------------------|
| 1. | Four references as required by specification? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. | List of cleaners/solvents/chemicals to be used? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. | Proposal pages PF-1 and PF-2? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. | List of all personnel and associated tests, background checks, etc (before start of contract). | | |

The information requested must be completed/submitted or this bid will be considered non-responsive.

FIRM: _____

Corporation, Partnership, Individual

PER: _____

Name (typed or printed)

TITLE: _____

ADDRESS: _____

PHONE: _____

FAX: _____

FEDERAL I.D. _____

COMMUNICATIONS/SECURITY REGULATIONS

All vendor personnel, at the Supervisory level or higher, should be equipped with cell phone communication units. This assures for rapid response to any emergency situation. In addition:

- All employees will be required to clear a security background check before becoming a staff member within your facility.
- The supervisor will be required to understand English and be able to communicate if necessary.
- All keys and/or key cards will be issued at the beginning of each assignment to the supervisor, who will assume direct charge and responsibility of said items. The supervisor or his designee will be present onsite during the assignment to allow access to the designated areas.
- Violation of any Security Regulations or any additional security measure as dictated by The City of Wilmington may result in immediate termination of the service provider.

I. PROGRAM COST

STATEMENT OF SERVICE

Service Provider will provide a part-time evening site supervisor, part-time evening staff, corporate support, training, supplies and equipment to insure that the City of Wilmington Municipal Complex is maintained at a high standard of cleanliness on a consistent basis.

Any Federal or State Mandate changes to the Minimum Wage Tax Laws will be followed as required by law by any vendor providing services for the City of Wilmington.

The service provider will invoice for services at the beginning of each month with terms of Net 30.

II. CONSUMABLES

CITY OF WILMINGTON PUBLIC WORKS CONSUMABLES EQUIVALENCY LIST

Georgia Pacific Bleached Roll Towel (6/800 ft. rolls)
Kimberly Clark 07223 JRT Jr. Jumbo Toilet Tissue
Georgia Pacific 14580 Single 1 ply Toilet Tissue (96 roll)
Assured Toilet Seat Covers
Triangle Single Lotion Cartridge Soap (12/case)
Proco White Jewel Gallon Soap (4-1gl/case) (Antibacterial/Mild)
Dial Complete Antimicrobial Foaming Hand Soap w/Lotion (1-Liter cartridges)
Sanibags
30x37 Medium Clear Liners (500/case)
40x48 Large Clear Liners (250/case)
43x47 Large Black Liners (200/case)
All Purpose Cleaner (Tile Floor Lobby/Corridors)

III. EQUIPMENT LIST

PUBLIC WORKS BUILDING

- 2-Hako Backpack Vacuum
- Commercial Grade Carpet Vacuum Cleaner (HEPA Filter, preferably)
- 1-Tenant 20" High Speed Burnisher
- 2-Rubbermaid 44-gallon Brutes I-Rubbermaid Trash Truck
- 4-Rubbermaid Bucket/Wringer Combo Units
- 8- Wet Floor Signs
- 4-Restroom Closed Signs

V. SUPPLY LIST

CHEMICALS (or equivalent)

- Ecolab Disinfectant
- Ecolab Glass Cleaner
- Ecolab Bowl Cleaner (non-acid)
- Ecolab Tile Floor Neutral Cleaner/Ecolab Light Degreaser Cleaner
- Franklin Formula 900 Soap Film Remover/Butchers Speedball Cleaner
- Butchers Sergeant Prepper Neutralizer/Jackhammer Stripper
- Speed Demon Floor Stripper Ecolab Floor Finish
- Butchers Carpet Spotting Solution CMA GTO Carpet Spotter
- Chip Gum Remover (ozone safe)
- First Choice Stainless Steel Polish Comet Cleanser

VI. MISCELLANEOUS

- Static Dusting Cloths
- Blue and White Cleaning Cloths/Static Dusters
- Rubber Gloves Johnny Mops
- Spray Bottles with labels Nylon Scrubbers/Leather Gloves
- Extension Cords/Buffering Pads
- Wet and Dry Mop Heads/Double Buckets
- Floor Buffering Pads

VII. ADDITIONAL SERVICES THAT MAY BE REQUIRED

- Carpet Anti-Static Treatment \$ _____ per sq. ft.
- Carpet Scotch Guard Treatment \$ _____ per sq. ft.
- Upholstery Cleaning \$ _____ per piece of furniture

CONSENT OF SURETY

DATE: _____

TO: _____

Gentlemen:

We, the _____

(Surety Company's Address)

_____ a Surety Company authorized to do business in the State of Delaware, hereby agree that if

(Contractor)

(Address)

is awarded Contract _____. We will write the required Performance and/or Labor and Materials Bond required by Paragraph 6 of the Instructions to Bidders.

Surety Company

BY: _____
Attorney-in-Fact

PROPOSAL FORM

DATE: 5/04/2021

CONTRACT: 22001PW-R


The low responsible Bidder will primarily be determined on item number one (I.) above (cost per square foot per month) and requested information. Please see the "References" section (Specification page 6) in this specification pertaining to current and previous references.

DOCUMENTS TO BE SUBMITTED WITH THIS BID (ATTACHED)

- 1. Four references as required by specification? Yes No
- 2. List of cleaners/solvents/chemicals to be used? Yes No
- 3. Proposal pages PF-1 and PF-2? Yes No
- 4. List of all personnel and associated tests, background checks, etc (before start of contract).

The information requested must be completed/submitted or this bid will be considered non-responsive.

FIRM: DSC Solutions, LLC.
Limited Liability Company
Corporation, Partnership, Individual

PER: 
Alan Chachapoya
Name (typed or printed)

TITLE: Managing Director

ADDRESS: 349 West Main St, Suite 104 Leola, PA 17540

PHONE: 717-940-8187

FAX: 717-271-6366

FEDERAL I.D. 82-3272913

PROPOSAL FORM

DATE: 5/04/2021

CONTRACT: 22001PW-R

Our City of Wilmington Business License is Our DE license is 2021704361. We will obtain Wilmington License upon award.

Attached hereto is a Certified Check or Bid Bond in the amount of Nine thousand nine hundred and fifty Dollars and four Cents.

This proposal is submitted with the knowledge that the Department of Finance, Division of Procurement and Records, reserves the right to reject any and all proposals when, in its judgment, it is in the best interest of the City of Wilmington to do so.

JANITORIAL SERVICES

Vendor is to quote as follows:

Approximately 27,500 square feet of occupied and common shared areas between the two buildings.

We, the undersigned, hereby agree to furnish and deliver, per specifications, Janitorial Services at the location listed below during the period July 1, 2021 to June 30, 2022, inclusive.

Janitorial Service for 12 months at the City of Wilmington, Municipal Complex, 500 Wilmington Avenue, Wilmington, Delaware.

1. Total cost per month = \$ 6,300 (William G. Turner Bldg.)(21,000 sq. ft.)
2. Total cost per month = \$ 1,986 (James C. Holloway Bldg.)(6,500 sq. ft.)
3. Total cost annually = \$ 99,432 (Item 1 x 12) + (Item 2 x 12)

75,600
23,832
99,432

VII. ADDITIONAL SERVICES THAT MAY BE REQUIRED

- Carpet Anti-Static Treatment \$.10 per sq. ft.
- Carpet Scotch Guard Treatment \$.10 per sq. ft.
- Upholstery Cleaning \$ 25 per piece of furniture

Chemical List with On-Site Generation (Orbio OSG System)

CHEMICAL	PURPOSE	MANUFACTURER	GREEN SEAL CERTIFIED
MultiSurface Cleaner	All-purpose	Orbio Technologies	Yes
MultiMicro 200	Hospital Grade Disinfectant	Orbio Technologies	Yes

Chemical List With Our Standard Program

CHEMICAL	PURPOSE	MANUFACTURER	GREEN SEAL CERTIFIED
Clean by Peroxy	All-purpose	Spartan Chemical Co.	Yes
TriBase	All-purpose	Spartan Chemical Co.	Yes
Glass Cleaner	BioRenewables glass cleaner	Spartan Chemical Co.	Yes
Clean by Peroxy 4D	Hospital grade disinfectant	Spartan Chemical Co.	Yes
Hdq C2	Hospital grade disinfectant	Spartan Chemical Co.	No
Consume Bio-Bowl	Toilet bowl cleaner	Spartan Chemical Co.	Yes
NABC	Bathroom cleaner	Spartan Chemical Co.	Yes
Damp Mop	Neutral floor cleaner	Spartan Chemical Co.	No
SparClean Sure Step	Enzyme floor cleaner	Spartan Chemical Co.	No
Superior High Shine	Stainless steel cleaner	Spartan Chemical Co.	No
Airlift Tropical	Air freshener/Deodorizer	Spartan Chemical Co.	No
Airlift Clean Air	Odor Eliminator	Spartan Chemical Co.	No
Floor Care			
Super Spraybuff	Spray Buff	Spartan Chemical Co.	No
NAD-75	Floor finish stripper	Spartan Chemical Co.	No
iShine	Floor Finish	Spartan Chemical Co.	UL Classified
Xtraction II	Carpet cleaner	Spartan Chemical Co.	No
Contempo H2O2	Carpet spotter	Spartan Chemical Co.	CRI Approved

SDS's follow on next page in the same order as listed above.



Custodial Services Proposal Prepared For:



Department of Finance, Division of Procurement
And Records
800 French Street
Wilmington, Delaware 19801

Prepared By:
Alan Chachapoya
Managing Director
DSC Solutions

May 4th, 2021

May 4, 2021



Department of Finance, Division of Procurement
And Records
800 French Street
Wilmington, Delaware 19801

Dear Procurement Department,

Thank you for the opportunity to propose our services to the City of Wilmington. After a careful analysis of your requirements, I am pleased to submit our proposal for the custodial services required in The City of Wilmington. As you may not be aware, DSC Solutions currently services over 385 million square feet per year. Our procedures and technology allow us to streamline our operations, enabling us to deliver optimum value for your facility.

Our vast experience providing custodial services to commercial, educational, and government facilities ensures The City of Wilmington's Facilities will be maintained in an aseptic condition. Our stringent hiring and selection process along with comprehensive training allows our staff to excel even in the most demanding conditions. Additionally, our technology enabled quality control program streamlines communication ensuring complete customer satisfaction. I hope that I can further illustrate the benefits DSC Solutions can provide to you through this proposal, however I would like to highlight a few items that are unique to DSC Solutions and I believe would make us an asset for The City of Wilmington.

Considering that wages and benefits compromise most of the cost of custodial operations, all too often we see the following results:

- High turnover
- High absenteeism
- High vacancies
- Significant disruption
- Administrative time wasted
- Lack of properly trained staff
- Lack of pride and ownership by employees
- Poor quality and service delivery

DSC Solutions understands that quality outcomes are dependent upon quality of life for employees; specifically, how we treat and empower our team members. Thus, we offer the following solutions:

- Custodians with state-of-the-art, labor saving tools and equipment, allowing them to achieve more in less time with superior outcomes.
- Custodians will be provided comprehensive training, including one-on-one training that will equip them for success.
- Sufficient staffing levels to ensure that The City of Wilmington's expectations are met and that building administrators and staff are free to focus on important priorities.
- Proprietary work schedules, utilizing BMI (Building Information Modeling) Technology and industry standards, will be implemented to ensure that all employees have equitable responsibilities with sufficient time to complete their duties.
- Full time employees, paid market wages and provided benefits.

By providing you with team members equipped and empowered for success, we are confident we can provide a more motivated and more invested workforce dedicated to delivering a cleaner, safer, and healthier environment for The City of Wilmington's Facilities.

Thank you for your consideration, we have analyzed every single requirement to provide the City of Wilmington with the most competitive and cost-effective offering possible. I look forward to discussing with you the advantages that will accrue for The City of Wilmington throughout a partnership with DSC Solutions.

Sincerely,

Alan C.

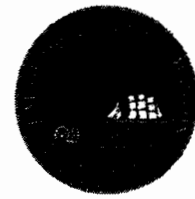
Alan Chachapoya
Managing Director
(717) 940-8187
alan_c@dscsolutionsfm.com



DSC SOLUTIONS[®]
-- INTEGRATED FACILITY SERVICES --

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Executive Overview

DSC Solutions currently services over 685 million square of commercial space each year. We are industry leaders and innovators, with a focus on quality, sustainability, and technology. Our focus on the continuous improvement of our operations through effective labor utilization, process management, and proprietary technological tools enables the deployment of high-powered cleaning programs that are consistent with your financial and operational goals.

Our leading-edge programs take into careful consideration every possible variable, foreseeable problem, and cost saving opportunity to provide you with a fully customized, completely tailored approach. We incorporate best practices, high end technology, process procedures, and a tailored management and staffing approach. Our proven strategy enables us to provide planned, predictable, and repeatable results across any industry and environment type.

We are pleased to offer The City of Wilmington our valued janitorial services. DSC Solutions is one of the few facility services providers with a dedicated team of operational experts to ensure the absolute success and quality service delivery on every government contract performed. Our proposed program delivers both RFP mandated service requirements and reduced overall cost for services. The capabilities addressed in this proposal will highlight the distinct advantages DSC Solutions offers as a service partner. Join the leading brands that partner with DSC Solutions, we're at your service.



PPL Electric Utilities



Mercedes-Benz



Technical Approach



The key to our success in any custodial services contract starts with the team of experts that is assigned to each facility, from on-site management to off-site management support, everyone is committed to absolute customer satisfaction. Our on-site team closely coordinates operations with our off-site support team to make sure all tools and resources are available to ensure the quality of our services. Our Project Manager has full and complete authority to commit project and corporate resources to address any requirements. Additionally, our innovative BMI System is designed to provide a systematic cleaning of all areas within our customers' facility. We use this approach to allocate and track porter servicing, general cleaning, restroom cleaning,

floor care, and many other periodic cleaning services. Our goal is to deploy a world class custodial cleaning service program in The City of Wilmington's Facilities. We will:

- Implement a plan to continue improving the facility's appearance and cleanliness, creating and maintaining a cleaner and safer environment for employee and visitors.
- Maintain appropriate levels of staffing to ensure high levels of quality and satisfaction.
- Operate a value-driven, cost-effective custodial services program.
- Execute a plan that respects the current staff and creates a working environment to allow the staff to improve skills and advance their careers.
- Sustain high levels of customer service with a fully functioning computerized maintenance system.
- Institute a rigorous scheduling and quality control program that extends the usable life of The City of Wilmington's infrastructure.
- Execute an Energy Conservation plan that includes quarterly custodian education to ensure lights are off and doors are latched upon completion of room cleaning, as well as identifying water faucets are turned off and reporting any drips or leaks for corrective action. This guidance will also be placed on the bottom of all cleaning schedules, fixed to cleaning carts as a daily reminder. Manager safety and quality tours of the building also ensure compliance of these activities.



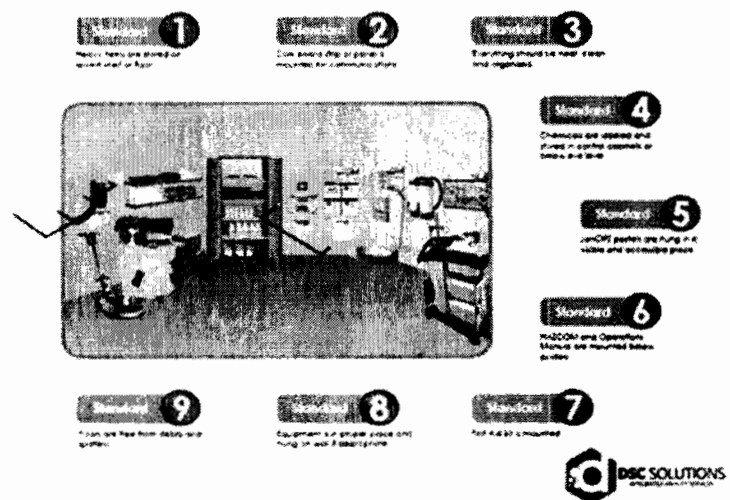
In order to design a successful solution, it is important to understand your challenges and goals. Though our experience and a thorough analysis of your requirements, DSC Solutions has developed a detailed workload/workflow system to ensure strict compliance with the scope of work specifications. We understand that the successful custodial management provider must deliver the following critical elements:

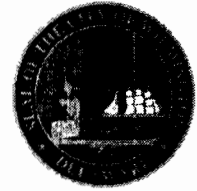
- Provide quality, professional management, and overall value.
- Improve customer satisfaction with custodial services.
- Improve communication with custodial services
- Develop and implement a transparent and seamless transition plan for The City of Wilmington
- Identify and capture both short term and long-term sustainable efficiencies.
- Simplify building management end-to-end services through effective program management
- Maintain high levels of customer service with a fully functioning computerized custodial management system
- Improve overall quality and functionality of the custodial services at The City of Wilmington's Facilities

Groundbreaking Innovations – Moving Beyond Antiquated Cleaning Methods

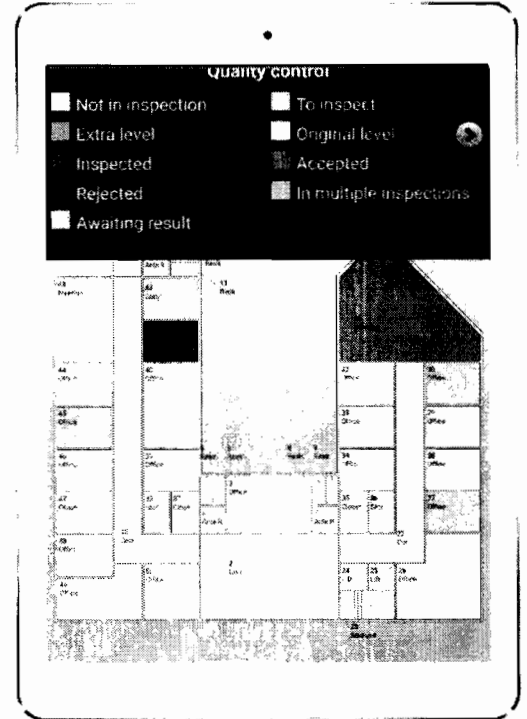
Conventional cleaning methods such as mops date back to the late 1400s. Certainly there are better ways to clean than with technology that is 100's of years old. That's why DSC Solutions has devised a better way – a way to increase productivity and improve quality, while simultaneously controlling costs. It is a results-oriented, systems-approach to cleaning that provides the most innovative support solutions to our clients.

We incorporate best practices, high end technology, process procedures, and a tailored management and staffing approach. Our proven systems enable us to provide planned, predictable, and repeatable results across any industry and environment type. As part of a successful custodial program for The City of Wilmington, DSC Solutions will implement our proprietary systems, including:





- **DSC 360® Method** – a unique operational approach focused on reducing process waste and variation. Our logical implementation process incorporates lean six sigma principles, proven techniques, and tools to deliver world class programs.
- **Technology Enablement** – leading-edge visual work loading software, centralized work management systems, cross-functional labor utilization, and ideal work loading of personnel.
- **Systematized Cleaning** – choreographed roadmap that systematically outlines the daily routine for each employee throughout the course of their shift.
- **Quality Control with Web Based Reporting** – we measure the quality of our services, while providing you with round-the-clock visibility, communication, and real time reporting.





Management Plan

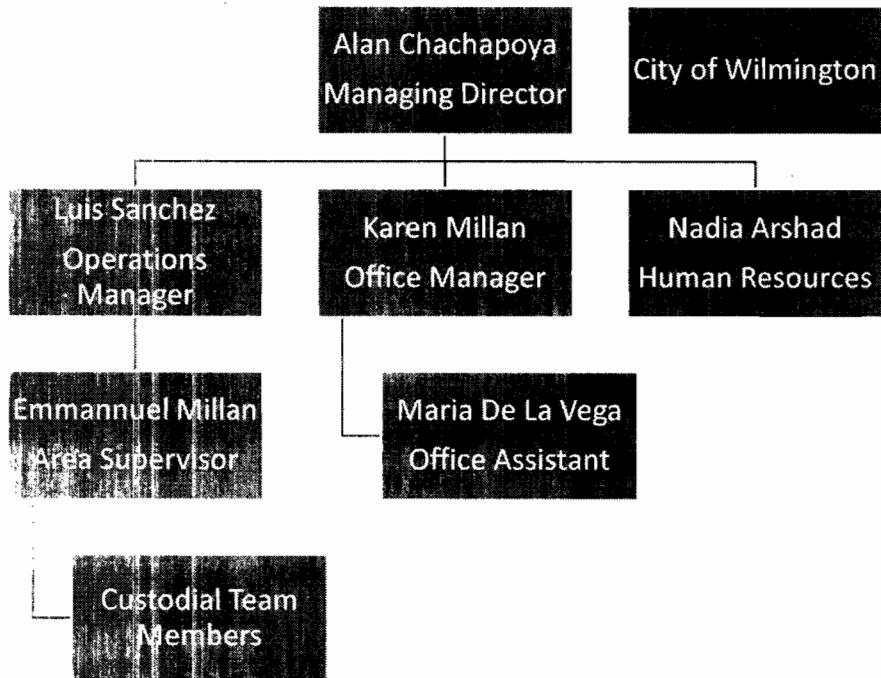
A support structure tailored to you, conveniently located to serve you.

A welcoming, vibrant environment is not simply a goal. Rather, it is a bridge to the accomplishments that mean the most to your Facilities. To achieve that there must be a comprehensive custodial management strategy that ensures your basic needs are addressed in a manner that supports agency programs, as well as the broader institutional vision. Each Facility is unique, requiring a customized, personal approach to the management of people and facilities – an approach that can only be developed by understanding your culture and needs. Our approach is based on a series of principles that we must and will satisfy. These principles provide a foundation on which we can develop, implement, and execute a consistent program that ensures the delivery of world class service to The City of Wilmington.

1. **Cultural Alignment** – We try to understand what’s important to The City of Wilmington and then act on it. We commit to continually work to align with your culture, mission, and goals as we become part of your organization.
2. **Proactive Partnership** – We support your goals and aspirations with engaged and goal-oriented industry leading services. We help you achieve your desired outcomes by identifying and addressing opportunities.
3. **Measurable Outcomes** – Our ability to measure our performance allows us to make sound decisions, deliver results, measure outcomes, success, and continually improve performance.
4. **Empowered and Engaged People** – We equip loyal, motivated, and dedicated people with the right training, skill sets, and resources to ensure the long-term success of our partnership.
5. **Commitment to Excellence** – Our commitment to serving our customers, and providing outstanding value is the hallmark of our company.



Our management team has been customized specifically for the unique environment at The City of Wilmington's Facilities. It will provide a centralized management organizational structure with decentralized operations. Our approach integrates a philosophy and practice of continuous improvement that maintains a consistent alignment with The City of Wilmington's needs and expectations. Your facility will have a dedicated Area Supervisor who will report day to day activities to your exclusive point of contact, our Government Services Managing Director. This is reflected on the chart below:



Our key personnel possess the experience, skills, and knowledge to implement and manage a world-class cleaning program at The City of Wilmington. Their proven capabilities include implementing industry best practices across a broad range of cleaning services at high profile facilities and successfully administering service level agreements that are imbedded with meaningful performance and financial measurements.



Alan Chachapoya – Managing Director, DSC Solutions

As Managing Director of DSC Solutions, Alan Chachapoya brings over 10 years of experience in the janitorial industry. Alan is responsible for managing over 365 million square feet of commercial space per year. His activities include developing process improvement projects, strategic planning, managing operating expenses, and analyzing/developing staffing plans. Alan is well versed in the Six Sigma Process and has been involved in numerous projects saving significant dollars as well as improving processes and customer service.

Luis Sanchez – Operations Manager, DSC Solutions

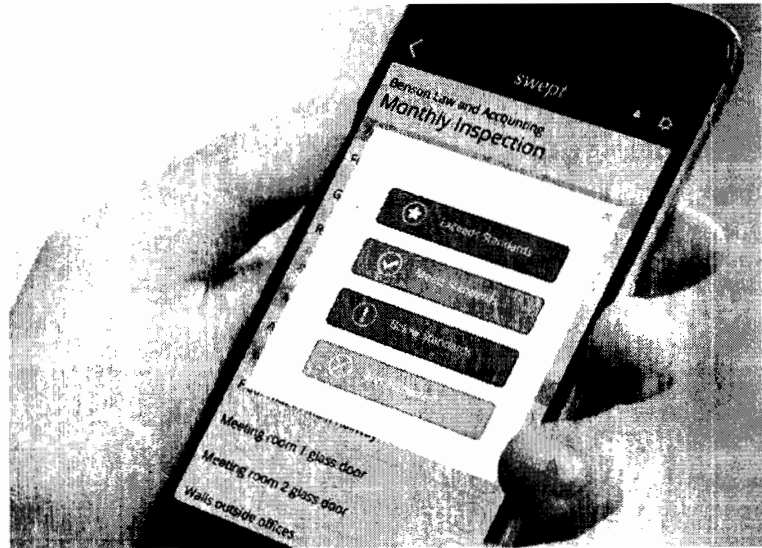
As Operations Manager, Luis brings over 25 years of custodial supervisory experience in a variety of industries from hospitality to healthcare. Prior to joining DSC Solutions, Luis held positions with multiple of the leading national facilities services firms. He has been involved in numerous projects in one of the toughest management environments in the industry, New York City.

Emmanuel Millan – Area Supervisor, DSC Solutions

As Area Supervisor for DSC Solutions, Vincent successfully manages operations for 9 locations in the area. He specializes in coordinating and leading teams to cover various areas of responsibility efficiently and within contract specification.

Ensuring Quality in Your Facility

Our approach establishes a quality culture built around the customer. With a focus on measurable results and continuous process improvement. Our goal is not only to provide high quality custodial services, but to do so on a consistent basis. To achieve that, we've created an innovative quality control program fully enabled by powerful technology tools.



Each program is created through a fully customized approach. Based on the individual goals of each customer, we create daily task lists, inspection form templates, communication guidelines, and if desired, implement public surveys. The information is easily accessible to employees, management and customers through a mobile app and web-based software. The open communication increases cooperation, motivation, and teamwork, hence offering superior value to our customers.

DSC Solutions' quality control program is powered by Sweptworks, a cutting-edge technology solution that enables DSC Solutions to successfully control the quality of cleaning operations in City of Wilmington facilities. Management has complete visibility to reports, scheduling, and data collection. This allows us to manage our services more efficiently while providing you with real-time reports and meaningful charts on demand.

Whether it be in one building, multiple buildings, or an entire portfolio, our interactive quality management program allows us to manage our services while providing you with round-the-clock visibility, communication, and reporting. Our goal is 100% customer satisfaction, nothing less. Based on the scope of work included in the RFP and your input, our project management team develops clean, concise, and measurable standards of performance by which the quality of our services can be measured.



Our Process

Our interactive quality management program backed by powerful technology tools allows us to manage our services while providing you with round-the-clock visibility, communication, and reporting. Our goal is 100% customer satisfaction. Based on the scope of work included in the RFP and your input, we develop clean, concise, and measurable standards of performance by which the quality of our services can be measured.

Inspections

An essential part of our quality control program, routine inspections are performed and documented through smartphones. Inspection results are immediately uploaded to our database and available for management to analyze for trends and possible problems. If an inspection score falls below an established benchmark, work orders are created and sent automatically. Our goal is to make sure absolutely all issues are taken care of as they arise, before they present a problem for our customers.



Our system is loaded with templates that allow our management staff to inspect any room, regardless of its individual attributes. We establish parameters for each cleaning area during the program installation and an evaluation of the condition of the facility along with baseline quality objectives are specified at the outset. These objectives become the benchmark for all future inspections for each individual area. Furthermore, we have the ability to provide monthly, quarterly, and/or se-annual reports.

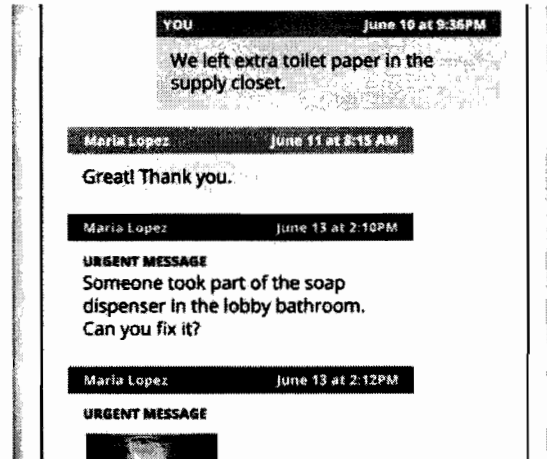
In addition to cleanliness inspections, our management personnel conduct daily and periodic inspections of the following:

- Customer Communication Log
- Periodic Task Schedule
- Staffing Plans
- Equipment
- Uniform and ID Compliance
- Adherence to Company Procedures
- Inventory of Supplies
- Opportunities for Improvement



Unified Communications

Each location has a dedicated virtual message board that works very much like the old paper log book. This keeps lines of communication open between employees, management and our customers. Employees can report problems and management is alerted in real time via SMS and our mobile app. The message board allows our customers to communicate directly with our employees in one place. As messages are posted (text and/or pictures) everyone is updated. For customers that prefer SMS, all messages are routed to the message board, so everyone is still notified. Customers receive a fully customized experience that streamlines communication by providing them with direct contact methods with our employees and management. Ensuring absolutely all requests are taken care of as they arise.

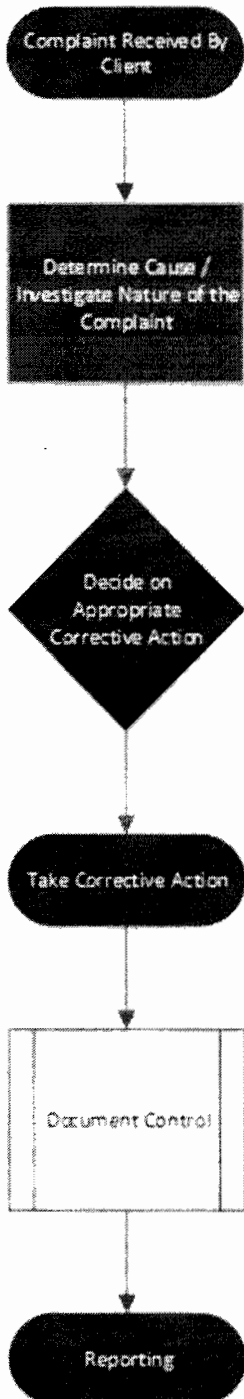


Public Surveys

Custom room signs with a unique location code offer our customers and their visitors the opportunity to anonymously report problems or provide general feedback by SMS or Voice IVR (Interactive Voice Response). Our employees will receive notice of any deficiencies in real time, for immediate correction. This streamlines communication and decreases response time in order to truly tailor our service to the preferences and needs of the customer.



Addressing Complaints



DSC Solutions is committed to providing The City of Wilmington with a world class service, that is extremely responsive, cost effective, and customer focused. DSC’s Account Managers and Account Supervisors take immediate action upon notice of a deficiency in our service. By leveraging our DSC 360[®] system, we are able to pinpoint times, locations, and personnel relating to any incoming complaint and streamline the correction process.

The flow chart to the right outlines our standard complaint handling process. DSC Solutions’ document control and reporting policies allow Account Managers and Account Supervisors to analyze the information and identify the root cause of the problem – frequency, workload, workflow, productivity, etc. Once the problem is identified, a work order is issued to the responsible employee for immediate correction. All deficiencies are corrected within 24 hours of notification. Furthermore, our management staff not only corrects the problem, but with complete autonomy, takes any necessary steps to prevent further issues.

Additionally, our powerful technology tools allow us to collect feedback directly from customers, visitors, and employees through rooms signs strategically placed in common areas throughout each building. Facility staff and visitors can take surveys and notify DSC Solutions of any issues or concerns regarding the cleanliness of the area. Our program will notify management and employees assigned to the location for immediate correction.

It is our main goal to detect deficiencies early and take corrective action before it becomes a problem for our customers. As part of our commitment to continuous improvement, our management staff regularly analyzes all data available for trends and possible problems. This information allows our managers to determine what actions are necessary to maintain compliance, continuous improvement, and ultimately, your satisfaction.



Our People

Well managed, highly motivated, and carefully vetted people in the right jobs. We hire superior employees who are willing to give their best, each and every day. We give them the necessary tools, comprehensive and ongoing training, and incentivize consistently high performance through open communication and performance-based rewards.



Selection & Hiring

Our competitive compensation, benefits, and incentives programs have established DSC Solutions as an employer of choice. As a result, attracting experienced and highly motivated candidates that align with our company culture and share our passion for providing high quality service.



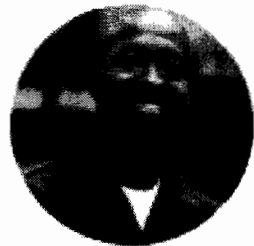
Each candidate is carefully screened to ensure safety and quality. Our screening process can include any of the following:

- Standard background checks
- Criminal/sex offender background checks
- Credit checks
- Drug screening
- Professional certification checks
- Additional reference checks



Develop & Retain

We support and encourage professional career development. Managers constantly seek out and build on individual employee strengths, assisting in their development. This results in increased service quality and motivation.



Furthermore, competitive benefits, open lines of communication among all levels of management, and a salary delta of 20%, increase cooperation and job satisfaction, dramatically reducing turnover rates.



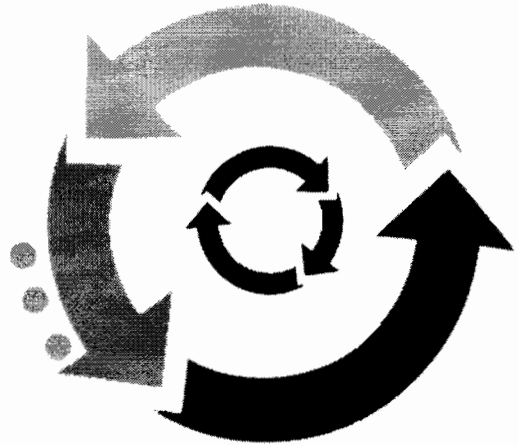


ISSA CITS Endorsed Training Program

Endorsed by ISSA CITS, as an advance certification program, our training program ensures that our staff master the proper procedures to promote a safe and clean environment. Its comprehensive modules utilize video tutorials, laminated training cards, interactive tests, and hands-on training to cover both basic and advanced topics.

Our employees are instilled with pride and professionalism, building their confidence, minimizing complaints, and maximizing their talents. We provide you with employees that have the training they need to successfully perform their duties, improve efficiency, and develop new skills. After completing DSC's 4-week training program, all employees understand our commitment to world class service. We emphasize a culture of responsibility, which leads to high productivity, service quality, and retention. You can expect the following from every DSC Solutions employee:

- Professional uniform with photo ID badge
- Committed to outstanding service
- Completion of a comprehensive training program
- OSHA compliance
- Proficient with chemicals, equipment, and methods & procedures
- Advanced knowledge in carpet cleaning and floor care techniques
- Thoroughly trained in working around staff and visitors and certified in pandemic disinfection
- Thoroughly trained in facility specific requirements
- Knowledge in advanced cleaning techniques
- Understand their role as stewards of your facility



Community Stewardship

As daily members of your Facilities, our staff is trained on and rewarded for courteous behavior to employees and visitors. We work with you to transform our employees into ambassadors of your facility. Each staff member is encouraged to learn every aspect of their assigned location in order to answer any questions and/or requests for directions. All staff members are instilled our customer focused culture, resulting in world class customer service from each and every employee.



Transition

The City of Wilmington is located within DSC's strongest operational area. Our key management and service employees selected for this project are currently working for DSC Solutions and are available to immediately support this contract. Furthermore, we possess the necessary resources, supplier relationships, and equipment required to ensure consistent and reliable services, from day one.

DSC Solutions will prepare a detailed transition plan to closely follow should we be the successful bidder on this contract. A sample Gantt chart of our start-up process can be seen to the right. The 4 weeks prior to the start of service are critical to ensure a proper transition that will allow for a seamless working relationship between The City of Wilmington and DSC Solutions throughout the life of the contract. During this period our off-site management support team will be increasingly involved in the day to day operations.



Upon notification of award, DSC Solutions will commence the implementation of our transition plan, which involves the following:

- Installation of our Sweptworks technologies
- Placement and training of staff
- Establishing communication channels
- Installation of company policies and procedures
- Creation of facility specific reports and audits
- Procuring/coordinating delivery of necessary supplies and equipment

Our goal is to set the correct systems, processes, and routines in place to prevent any issues during the life of the contract. We look for trends, efficiency improvement opportunities, cost saving opportunities, and make any necessary adjustments to maximize the value DSC Solutions.



Overview of Labor

We have carefully analyzed the building layout, characteristics of the space types, the expected tasks, and frequencies and the expected level of customer service and response. This combined with our deep experience, uniquely positions us to design and implement an effective and efficient custodial services program. We are confident that we have the resources, systems, and processes that will enhance your current operations to gain significant efficiencies while maintaining and increasing quality and service. We have validated that our staffing model aligns with The City of Wilmington's desired standards. Based on our analysis we recognize an opportunity to elevate the current operations with our high efficiency custodial systems. The space is very conducive to the application of many of our high efficiency cleaning systems.

- Managing Director, the exclusive point of contact and liaison between the government and DSC Solutions.
- An Operations Manager responsible for the overall custodial services operation.
- An area Manager reporting to the Operations Manager responsible for the custodial operations for The City of Wilmington.
- A custodial team trained and certified in Pandemic Disinfection
- A Custodial Training Manager responsible for executing our overall training and development program.
- An Administrative Assistant responsible for supporting the overall custodial services organization and operation.
- An equipment repair technician.

DSC Solutions is committed to providing all existing custodial staff career opportunities at their current compensation.



Technical Strength

DSC Solutions has the necessary experience, organization, technical and managerial staff with the capability and capacity to serve the needs of The City of Wilmington. DSC Solutions has a significant operational footprint, providing janitorial services to numerous facilities throughout the East Coast. Our extensive experience serving nearly every kind of industry and highly specialized competencies and skill set, allows us to tailor our services to meet all of your needs. Below is a sampling of DSC Solutions' customers. These customers are similar and/or greater in size than the facilities and service requirements detailed within The City of Wilmington' Request for Proposal.

- **Current: Advanced Trade Services**
 - 150,000 Square Feet
 - Contact: Gian Montanez
 - Address: 32D East Roseville Rd, Lancaster, PA 17601
 - Phone: 717-419-2766

- **Current: Chime Wireless**
 - 25,000 Square Feet
 - Contact: Misha Yarmolich
 - Address: 25 N Market St, Unit 101, Jacksonville FL 32202
 - Phone: 717-202-9301

- **Past: All State Insurance**
 - 12,000 Square Feet
 - Contact: Karen Millan
 - Address: 641 S Prince St Ste A, Lancaster, PA 17603
 - Phone: 610-470-3554

- **Past: Premier Properties**
 - 50,000 Square Feet
 - Contact: Adam Hall
 - Address: 232 W Main St, Leola, PA 17540 (Serviced locations throughout PA and New Jersey)
 - Phone: 717-799-6360

Additional Services

Additional Janitorial Services

- Window cleaning
- Kitchen cleaning (refrigerators, dishwashers, and other appliances)
- Matting programs

Carpet & Upholstery

- Cleaning and maintenance
- Spot removal
- Deodorizing and surface protection

Hard Surface

- Concrete cleaning
- Tile and grout cleaning

Procurement and Supply Management

- Hand soap
- Paper products
- Trash can liners
- Dispenser and Container
- Other consumable supplies

Landscape Maintenance

- Mowing and fertilization
- Tree and Shrub Care
- Mulching
- Garden Maintenance
- Irrigation System Maintenance
- Snow and ice management

Parking Lot Maintenance

- Street sweeping
- Parking lot sweeping
- Sidewalk/walkway maintenance
- Exterior trash receptacles and perimeter maintenance





DEPARTMENT OF PUBLIC WORKS
OPERATIONS DIVISION Wilmington, Delaware

MEMORANDUM

TO: Phil Ceresini
Purchasing Agent
Division of Procurement and Records

FROM: George Johnson
Building Services Manager - OLR
Department of Public Works

DATE: May 24, 2021

SUBJECT: Contract - 22001PW-R - Recommendation of award Janitorial Services

We have reviewed the proposals for the subject specification and tabulate them as follows: (see attached sheet from Procurement)

<u>Bidder:</u>	<u>Bid Amount:</u>
DSC Solutions, LLC	\$ 99,432.00
Janie's Angel LLC	\$ 129,996.00

After reviewing the bids, we are recommending the apparent low bidder who bid the contract and provided the requested information.

DSC Solutions, LLC. should be awarded this contract in the total amount of \$ 99,432.00 for providing Janitorial Services at the Municipal Complex for the City of Wilmington.

APPROVED:

Kelly Williams
COMMISSIONER OF PUBLIC WORKS

cc: Vince Carroccia
Derek Akbar
Marlyn Dietz
Phil Ceresini

CERTIFICATE OF AWARD OF CONTRACT

I hereby certify that Contract No. 22001PW-R is on this 24th of May 2021 awarded to DSC Solutions, LLC in the amount of \$99,432.00 as per Proposal dated 5/4/21 and that this award is made in compliance with Wilm. Code (Charter), Section 8-200, to wit:


1. Plans and specifications for the work, supplies, or materials were filed with the Department of Finance, Division of Procurement and Records for public inspection on 4/23/21.
2. The advertisement calling for sealed bids on this contract was published in the News Journal on 4/23/21 & 4/29/21 stated that bids would be opened at 3:00 p.m. on 5/11/21
3. All sealed bids received were publicly opened in the office of the Department of Finance, Division of Procurement and Records in the presence of the City Auditor and Department not represented desiring to make the purchase at 3:00 p.m. on 5/11/21. Other persons present at the opening of the bids were: Phil Ceresini, Shawnte Manning & Michael Maldonado
4. Bids were submitted by the following contractors in the following amounts.

Contractor	Address	Date of Bid	Amount
DSC Solutions, LLC	Leola, PA	5/11/21	\$99,432.00
Janie's Angel Cleaning Solutions, LLC	Bear, DE	5/11/21	\$129,996.00

5. City License Number _____

6. Upon recommendation of Department of Public Works and after due consideration, I determined that the contractor to whom this award is made was the lowest responsible bidder. In support of this determination, I have received the following written recommendations, which are on file at my office:

<u>Author</u>	<u>Employment Position</u>	<u>Date</u>
Kelly Williams	Commissioner of Public Works	5/24/21



Department of Finance, Division of Procurement

DSC SOLUTIONS

CERTIFIED COPY OF RESOLUTIONS

I, the undersigned, secretary of DSC Solutions, a State of Delaware Corporation, hereby certify that the following Resolutions excerpted from the Minutes of the Corporation were duly adopted by unanimous consent of the Board of Directors of the Corporation, on the 27th day of May 2021.

RESOLVED, that the President, Alan Chachapoya, of this Corporation be and he hereby is authorized to execute and deliver on behalf of this Corporation a contract and other contract documents by and between this Corporation and the City of Wilmington, Delaware, Department of Finance, Contract 22001PW-R "Janitorial Services at Municipal Complex", for the Contract price of \$99,432; and

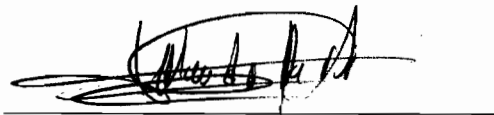
FURTHER RESOLVED, that the secretary of this Corporation be and she is hereby authorized to attest to the said contract and other documents.

I further certify that the foregoing Resolutions have not been rescinded or modified and remain in full force and effect.

I further certify that the following are the names of all officers qualified to sign for the Corporation:

President/Managing Director:	Alan Chachapoya
Vice President:	Wilson Chachapoya
Secretary:	Maria De La Vega

IN WITNESS WHEREOF, I have hereunto set my hand and the seal of the corporation this 27th day of May 2021.



Secretary

Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "DSC SOLUTIONS LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE FIFTH DAY OF MARCH, A.D. 2021.




Jeffrey W. Bullock, Secretary of State

6600899 8300

SR# 20210793563

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 202663675

Date: 03-05-21



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

06/09/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT NAME: Deborah S Krofcheck, CIC	
Susquehanna Insurance Mgmt, LTD		PHONE (A/C, No, Ext): (717) 290-7780	FAX (A/C, No): (717) 290-7890
650 Delp Road		E-MAIL ADDRESS: dkrofcheck@susquehannains.com	
Lancaster PA 17601		INSURER(S) AFFORDING COVERAGE	
		INSURER A: OHIO SECURITY	
		INSURER B: OHIO CASUALTY	
		INSURER C:	
		INSURER D:	
		INSURER E:	
		INSURER F:	
INSURED			
DSC Solutions, LLC			
349 W Main St			
Ste 104			
Leola PA 17540			

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	X		BKS63304271	06/03/2021	06/03/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 OTHER: \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X		BAS63304271	06/03/2021	06/03/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ OTHER: \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE	X		USO63304271	06/03/2021	06/03/2022	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000 DED \$ RETENTION \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	XWS63304271	06/03/2021	06/03/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

RE: 500 Wilmington Ave Wilmington, DE 19801

City of Wilmington is additional insured with regards to work performed by insured at noted location, as required by written contract.

CERTIFICATE HOLDER**CANCELLATION**

City of Wilmington	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
800 N French St Wilmington DE 19801	
	AUTHORIZED REPRESENTATIVE <i>Deborah S Krofcheck</i>

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FORM OF BOND

Know All Men by These Presents, That We, _____
DSC Solutions, LLC of 349 West Main St, Suite 104 Leola, PA 17540
as principal, and Old Republic Insurance Company
445 S Moorland Road, Ste 200, Brookfield WI 53005

as Surety, legally authorized to do business in the State of Delaware, are held and firmly bound unto the City of Wilmington, a municipal corporation of the State of Delaware, (hereinafter sometimes referred to as the Obligee), in the amount of **Ninety-Nine Thousand Four Hundred Thirty-Two Dollars and----- 00/100 (\$99,432.00)** to be paid to the said obligee, the City of Wilmington, for which payment, well and truly to be made, we do bind ourselves, our and each and every of our heirs, executors administrators, successors and assigns, jointly and severally, for and in the whole, firmly by these presents.

Sealed with our seals.

Dated the _____ 2nd _____ day of June, 2021

Now, the condition of this obligation is such, that if the above bounded Principal who has been awarded by the Department of Finance, Division of Procurement and Records, a certain contract designated by the parties thereto as **22001PW-R** "JANITORIAL SERVICES at THE MUNICIPAL COMPLEX" dated _____ 2nd _____ day of _____ June _____ 2021, shall well and truly keep, do and perform, each and every, all and singular the matters and things in said contract set forth and specified to be by the said Principal kept, done and performed at the time and in the manner in said contract specified, including the payment in full to all and every person furnishing material or performing labor or service or any of them in and about the construction of said contract and the performance of said contract, all and every sum or sums of money due him, them or any of them, for all such labor, services and/or materials, and shall make good and reimburse the above named The City of Wilmington, a municipal corporation, sufficient funds to pay the cost of completing the contract which the obligee

may sustain by reason of any failure or default on the part of said Principal, then this obligation shall be void; otherwise, to be and remain in full force and effect.

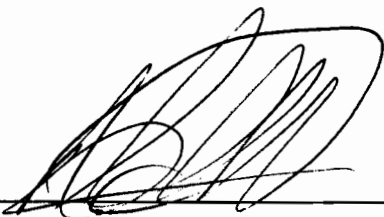
Provided, however, that any alterations which may be made in the terms of the above-mentioned Contract, or in the work to be done under it or the giving by the Obligee of any extension of time for the performance of the Contract, or any other forbearance on the part of either the obligee or the Principal to the other, shall not in any way release the Principal and/or Surety or either of them, their heirs, executors, administrators, successors, or assign, for liability hereinunder, notice to the Surety of any alteration, extension or forbearance, being hereby expressly waived.

Signed, sealed, and delivered

DSC Solutions, LLC

in the presence of:

Robert S. Kroschek
Witness

By: 

Alan Chachavoya
Name Typed or Printed

Old Republic Insurance Company

By: 
Attorney In-Fact (Seal)

Address: 650 Delp Road
Lancaster PA 17601
Telephone: 717-290-7780



OLD REPUBLIC INSURANCE COMPANY

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That OLD REPUBLIC INSURANCE COMPANY, a Pennsylvania stock insurance corporation, does make, constitute and appoint: **JAMES R. MARTIN, DELBERT L. TURMAN, OF LANCASTER, PA**

its true and lawful Attorney(s)-in-Fact, with full power and authority, not exceeding \$50,000,000, for and on behalf of the Company as surety, to execute and deliver and affix the seal of the Company thereto (if a seal is required), bonds, undertakings, recognizances or other written obligations in the nature thereof, (other than self-insurance workers compensation bonds guaranteeing payment of benefits, asbestos abatement contract bonds, waste management bonds, hazardous waste remediation bonds or black lung bonds), as follows:

ALL WRITTEN INSTRUMENTS IN AN AMOUNT NOT TO EXCEED THIRTY MILLION DOLLARS (\$30,000,000) FOR ANY SINGLE OBLIGATION

and to bind OLD REPUBLIC INSURANCE COMPANY thereby, and all of the acts of said Attorneys-in-Fact, pursuant to these presents, are ratified and confirmed. This document is not valid unless printed on colored background and is multi-colored. This appointment is made under and by authority of the board of directors at a meeting held on March 14, 2014. This Power of Attorney is signed and sealed by facsimile under and by the authority of the following resolutions adopted by the board of directors of the OLD REPUBLIC INSURANCE COMPANY on March 14, 2014.

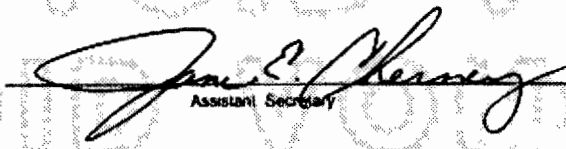
RESOLVED FURTHER, that the chairman, president or any vice president of the Company's surety division, in conjunction with the secretary or any assistant secretary of the Company, be and hereby are authorized and directed to execute and deliver, to such persons as such officers of the Company may deem appropriate, Powers of Attorney in the form presented to and attached to the minutes of this meeting, authorizing such persons to execute and deliver and affix the seal of the Company to bonds, undertakings, recognizances, and suretyship obligations of all kinds, other than bail bonds, bank depository bonds, mortgage deficiency bonds, mortgage guaranty bonds, guarantees of installment paper and note guaranty bonds. The said officers may revoke any Power of Attorney previously granted to any such person. The authority of any Power of Attorney granted by any such officer of the Company as aforesaid shall not exceed fifty million dollars (\$50,000,000.00), except (a) bonds required to be filed as open penalty bonds, and (b) bonds filed with any court or governmental authority requiring an unlimited penalty in bonds filed in that court.

RESOLVED FURTHER, that any bond, undertaking, recognizance, or suretyship obligation shall be valid and binding upon the Company (i) when signed by the chairman, president or any vice president of the Company's surety division and attested and sealed (if a seal be required) by any secretary or assistant secretary; or (ii) when signed by a duly authorized Attorney-in-Fact and sealed with the seal of the Company (if a seal be required).

RESOLVED FURTHER, that the signature of any officer designated above, and the seal of the Company, may be affixed by facsimile to any Power of Attorney or certification thereof authorizing the execution and delivery of any bond, undertaking, recognizance, or other suretyship obligations of the Company, and such signature and seal when so used shall have the same force and effect as though manually affixed.

IN WITNESS WHEREOF, OLD REPUBLIC INSURANCE COMPANY has caused these presents to be signed by its proper officer, and its corporate seal to be affixed this 26TH day of JULY, 2017.

OLD REPUBLIC INSURANCE COMPANY


Assistant Secretary

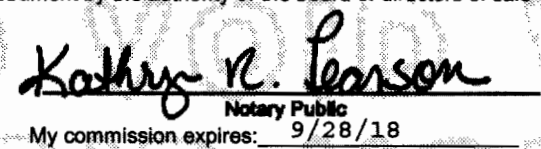



Vice President

STATE OF WISCONSIN, COUNTY OF WAUKESHA - SS

On this 26TH day of JULY, 2017, personally came before me, ALAN PAVLIC and JANE E CHERNEY to me known to be the individuals and officers of the OLD REPUBLIC INSURANCE COMPANY who executed the above instrument, and they each acknowledged the execution of the same, and being by me duly sworn, did severally depose and say, that they are said officers of the corporation aforesaid, and that the seal affixed to the above instrument is the seal of the corporation, and that said corporate seal and their signatures as such officers were duly affixed and subscribed to the said instrument by the authority of the board of directors of said organization.




Notary Public
My commission expires: 9/28/18
(Expiration of notary commission does not invalidate this instrument)

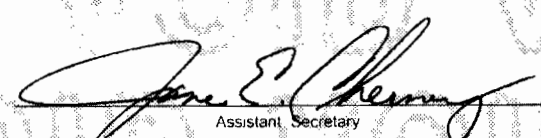
CERTIFICATE

I, the undersigned, assistant secretary of the OLD REPUBLIC INSURANCE COMPANY, a Pennsylvania corporation, CERTIFY that the foregoing and attached Power of Attorney remains in full force and has not been revoked; and furthermore, that the Resolutions of the board of directors set forth in the Power of Attorney, are now in force.

66-0016

Signed and sealed at the City of Brookfield, WI this 2nd day of June 2021.




Assistant Secretary

SUSOGBHANA INSURANCE MGMT LTD

--- - - C O N T R A C T -----

THIS AGREEMENT made the *2nd* day of *June* in the year **Two Thousand Twenty-One** and between the City of Wilmington, a municipal corporation of the State of Delaware, acting through the agency of the Department of Finance, Division of Procurement and Records, party of the first part (hereinafter designated the Owner), and **DSC Solutions, LLC** party of the second part (hereinafter designated the Contractors)

WITNESSETH, that the Contractor, in consideration of agreements herein made by the Owner, agrees with the Owner as follows:

Article 1. The Contractor shall and will furnish and deliver per specifications, on contract **22001PW-R "JANITORIAL SERVICES at THE MUNICIPAL COMPLEX"** for the **Department of Public Works** in accordance with Advertisement for Bids by the Department of Finance, Division of Procurement and Records date **4/23/21** and specifications identified as Contract No. **22001PW-R** and by the signatures of the parties hereto, are, together with the said Advertisement for Bids, Instructions to Bidders, Forms of Proposal, and/or other documents pertinent thereto, hereby acknowledge and incorporated into these presents and are to be taken as a part of this Contract.

Article 2. It is understood and agreed by and between the parties hereto that the amount of this Contract is in the amount of **Ninety-Nine Thousand, Four Hundred Thirty-Two Dollars and----- 00/100 (\$99,432.00)** as per Proposal dated **5/4/21** to the Department of Finance, Division of Procurement and Records.


Article 3. In the performance of this Contract, the parties agree that they shall not discriminate or harass, or permit discrimination or harassment, against any person because of age sex, marital status, race, religion, color, national origin, or sexual orientation.

Article 4. This Agreement shall bind the heirs, executors, administrators, successors and assigns to the respective parties hereto.

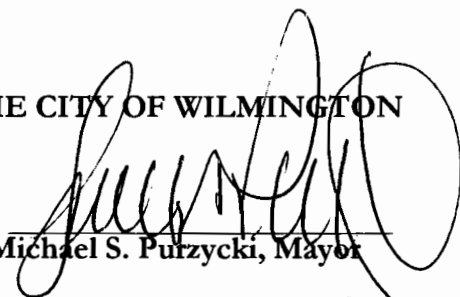
In witness whereof the party of the first part has, by recommendation of the **Commissioner of Public Works**, caused the hand of **Michael S. Purzycki**, Mayor, and the corporate seal of the City of Wilmington, attested by the City Clerk, to be hereunto affixed; and the party of the second part has caused the hand of its' President, (or his authorized representative) and its' corporate seal, attested by the Secretary or assistant Secretary, to be hereunto affixed.

Dated the day and year first above written in the City of Wilmington, County of New Castle, State of Delaware.

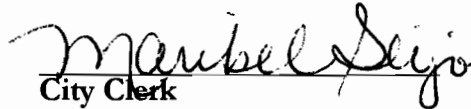
Signed, Sealed and delivered
in the presence of:


Witness


THE CITY OF WILMINGTON

By: 
Michael S. Purzycki, Mayor

ATTEST:


City Clerk

DSC Solutions, LLC


Witness

By: 
President (Seal)

ATTEST:


Secretary