

GENERAL SCOPE OF WORK:**A. CONTRACTOR REQUIREMENTS AND PROVISIONS****1. ACCESS CARDS/KEYS**

- a. Access card(s) or key(s) to the building and certain areas will be furnished by Williamson County, where applicable, for the performance of services as specified herein. It will be the Contractor's responsibility for safe keeping of all access cards and keys in their custody.
- b. Any lost or stolen access card(s) and/or key(s) shall be reported immediately to the Contract Administrator or designee. Contractor may be charged for the replacement of any lost or stolen access card(s) and/or key(s). Should a lost or stolen access card(s) and/or key(s) jeopardize the security of the particular Williamson County building, the Contractor shall be solely responsible for all costs incurred by the Williamson County in re-keying or the replacement of necessary cylinders, locks, or any other hardware. No access card(s) or key(s) shall be duplicated.
- c. If any access card(s) or key(s) issued to the Contractor during the term of the contract are not returned at the expiration date of the contract, replacement access card(s) or key(s) or hardware as described above shall be deducted from the final payment to the Contractor.

2. **ADDITIONS AND DELETIONS OF FACILITIES:** Attachment G – Building Custodian Schedule is a list of facilities for which the Contractor shall apply the awarded services at specified frequencies. It is understood that any facility within Williamson County may be added or deleted to or from the contract by the Contract Administrator or designee. When an addition to the contract is required, the Contractor shall be invited to submit price quotes for the additional facility.

3. CHEMICALS AND SUPPLIES:

- a. Contractor shall be responsible for providing all necessary cleaning products, chemicals, supplies, and materials in good commercial quality, to provide results necessary for high standards of cleanliness required under this contract. Williamson County reserves the right to approve or deny all chemicals and products used at each facility. Any changes to the approved products, supplies, chemicals, and materials, utilized by the Contractor shall be approved by the Contract Administrator or designee in advance.
- b. Contractor shall maintain Safety Data Sheets (SDS) forms and comply with necessary standards and safety equipment for any provide chemicals and materials used under this contract. This shall include labeling the contents of all secondary type plastic bottles or containers.
- c. If requested by the Contract Administrator or designee, Contractor shall produce and use Environmentally Preferable Products whenever they perform satisfactorily and can be acquired at similar total value (cost/quality). Environmentally Preferable Products are defined as any products that have a lesser or reduced negative effect on human health and the environment when compared to competing products that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance, and disposal of the product. This term includes recyclable products, recycled products, and reusable products.

4. CLEANING PROCESS:

- a. All cleaning processes used shall meet high standards of safety and effectiveness for commercial applications in high traffic areas and shall not damage the facilities being cleaned. Contract Administrator or designee shall have the right to prohibit the use of any process, material, supply, tool, or equipment which may damage Williamson County property, or which may be a risk to employees, the public, or others using Williamson County facilities.
- b. Contractor shall post all "wet floor signs" or other signs, as necessary.

5. **COMMUNICATIONS:** Contractor shall be required to provide an adequate form of communication equipment (i.e. phone, email, etc) and service for workforce and Supervisors to communicate with Contract Administrator or designee for immediate service requirements. Contractor may also be required to access the Williamson County Facilities service request or work-order system and facilitate the assignment and completion of duties on a regular basis, if requested by the Contract Administrator or designee.
 - a. Contractor staff shall understand and be able to speak English to help reduce the communication barriers between Williamson County occupants in the custodian assigned facility to clean and to communicate with the Contract Administrator or designee. If contractor staff cannot speak English fluently, the Contractor shall describe how potential language barriers will be addressed and handled.
 - b. Day porter staff must be able to speak and understand the English language.

6. **DAMAGES:** Contractor shall assume full responsibility for any and all damages or claims for damage, for injury to persons, property, and equipment, which might result from any services performed under this contract. All damage shall be repaired or replaced, at the option of the Contract Administrator or designee, within a reasonable time after notification of such damage. Repairs or replacements shall be equal to original in all aspects.

7. **DAY PORTER SERVICES:** Contractor shall provide adequate number of day porters at designated facilities as specified herein or upon request by the Contract Administrator or designee. This is a hands-on service which provides special attention cleaning during designated hours or events. Services provided that require special attention to detail include at a minimum cleaning designated locations/office, cleaning spills, emptying trash, keeping restrooms clean and stocked with consumables, etc.

8. **ENERGY CONSERVATION:** Contractor shall utilize methods which will maximize energy conservation when performing work within the Williamson County facility. This shall include manually turning on of light fixtures only in the areas where work is in progress and turning off all lights when work is completed. If lights are tied to a motion sensor, light fixtures shall not be turned off by Contractor staff.

9. **EMERGENCY:** In case of emergency, Contractor shall immediately notify the Contract Administrator or designee and/or Williamson County Sheriff Office, if necessary.

10. **EQUIPMENT AND TOOLS**
 - a. Contractor shall furnish and maintain all equipment and tools in good commercial quality, to provide results necessary for high standards of cleanliness required under this contract. Contractor shall furnish and keep in top working order all necessary tools and equipment, including, but not limited to, carpet cleaners, strippers, mops, brooms, buffers, dusters, ladders, hoses, extractors, HEPA vacuum cleaners, and all other cleaning equipment.

 - b. Contract Administrator or designee reserves the right to inspect equipment to be used to perform this contract. Any equipment determined to be in poor condition must be replaced or repaired within three (3) business days, at the contractor's expense.

11. **IDENTIFICATION AND UNIFORMS:**
 - a. All Contractor personnel working in or around Williamson County facilities shall wear distinctive uniform clothing, furnished by the Contractor, at all times. Contractor's work force shall:
 - i. Wear clean in appearance and presentable clothing; shorts, or open toed shoes are not acceptable clothing attire;
 - ii. Uniforms shall be mutually agreed to by the Contractor and the Contract Administrator or designee.
 - a. Display their name and Contractor identification information, at all time, while performing services under this contract;
 - b. Wear an identification badge with the employee's picture, name and company name on the face of the badge.

- b. Badge shall be worn in plain sight, above the waist, at all times, while the employee is on Williamson County property.
- c. Contractor shall determine and provide additional personal protective equipment required for the performance of work, if necessary.
- d. Any Contractor employee that does not comply with this identification and uniform requirement may be required to leave Williamson County facilities. There is no exception to this requirement, which is to ensure only authorized Contractor employees are in Williamson County facilities.

12. INSPECTIONS AND NON-PERFORMANCE:

- a. Contractor shall maintain a log at each building for the purpose of the occupants communicating unsatisfactory, omitted, or deficient work, or special request by building occupants.
- b. Contractor and Contract Administrator will conduct ongoing inspections of all sites on a mutually agreed upon quarterly, at minimum, schedule and matrix. Any facility that scores below seventy-five percent (75%) by the Contract Administrator will be addressed by the Contractor and re-inspected within two (2) business days. Two consecutive scores of below seventy-five percent (75%), at the same site, will result in a 10 percent reduction in the monthly billing amount for that month. A third (3rd) consecutive inspection of less than seventy-five percent (75%) will result in a reduction of twenty percent (20%) of the monthly billing amount at that site. A fourth (4th) consecutive inspection of less than seventy-five percent (75%) will result in a reduction of thirty percent (30%) of the monthly billing amount at that site and will require an onsite meeting with Contractor owner or designee within two (2) business days of completion of the fourth site inspection.
- c. Corrections shall occur as follows:
 - i. Daily work not completed must be corrected within one (1) calendar day or within four (4) hours, if directed by Contract Administrator or designee.
 - ii. Monthly, quarterly, semi-annual or annual services not completed must be corrected within one (1) week.
- d. Critical deficiencies: Contract Administrator or designee reserves the right to immediately complete the work to its satisfaction, through use of Williamson County employees at the rate equal to the Williamson County employee's hourly rate plus twenty-five percent (25%), or by separate contractor, and shall deduct that amount from any balances due or which may become due to the Contractor.
- e. Repeated incidents of unsatisfactory overall cleaning performance, shortage of hours or personnel, or failure to comply with any other terms, conditions, or specifications of the contract may result in a termination of contract.

- 13. MAINTENANCE REPAIRS:** Contractor employees shall regularly observe the general condition of all Williamson County buildings or facilities and report problem areas to Contractor's Supervisor and Contract Administrator or designee. Contractor shall provide pictures and written description of the location(s) where maintenance repairs are needed, as soon as they are realized, to the Contract Administrator or designee.

14. **WILLIAMSON COUNTY PROPERTY AND PERSONAL PROPERTY:** Contractor shall be responsible for safeguarding against the unauthorized reading and disclosing of materials and documents available in Williamson County facilities and against unauthorized use of Member and personal property, such as: phones, televisions, radios, copy machines, scanners, computers, terminals, fax machines, calculators, etc., which may be in any of the Williamson County facilities. Contractor shall not disturb papers on desks, walls, tables, or cabinets, and will not open desk drawers or cabinets. Found item(s) shall be turned in at the end of each shift to the Contractor's supervisor or picture of the item should be provided and left in the janitorial closet. The supervisor shall contact the Contract Administrator or designee immediately upon receipt of the found items and return the item(s) to the Contract Administrator or designee within twenty-four (24) hours from the receipt of the found item(s).

15. **MOVEMENT FOR FURNITURE AND EQUIPMENT:** Contractor shall not remove any items from Williamson County premises except that which has been specifically authorized by the Contract Administrator or designee. When Contractor is performing services in areas where furniture and/or equipment is located, the Contractor will be required to coordinate the relocation of furniture and/or equipment in accordance with Contract Administrator or designee instructions.

16. **OSHA STANDARDS:** Contractor shall follow and adhere to OSHA standards in performance of this contract. If Williamson County is assessed any OSHA violations arising out these services and attributed to the Contractor, the Contractor will be charged as a reimbursement for such fees.

17. **PROHIBITED ITEMS:** Contractor shall be prohibited in the use or possession of the following items while working on Williamson County premises: guns, knives, other weapons, tobacco (including electronic cigarettes), alcohol and/or controlled substances. Contractor shall not be under the influence of alcohol or illegal drugs. Any employee violating this policy shall be permanently removed immediately from Williamson County facilities and replaced with acceptable personnel.

18. **PROTECTION & RESTORATION:** Contractor shall protect all furnishings and equipment from damage by its operations. Furniture, walls, windows, baseboards, doors, carpets, stairs, elevators, etc., shall be covered by the Contractor in order to protect surfaces from floor stripper and finish, cleaning solutions and equipment damage. Repair of damages incurred by the Contractor, shall be at the Contractor's expense.

19. **RESTRICTED AREAS:** Contractor shall not enter secured storage areas or areas designated as restricted by Williamson County, unless permission has been granted by the Contract Administrator or designee. Mechanical, electrical, and riser equipment rooms and boiler room; holding cells; and sleeping quarters are typically restricted, unless escorted by an approved designated Williamson County personnel. Contract Administrator or designee may schedule with the Contractor to have restricted areas cleaned on a quarterly basis.

20. FINGERPRINT AND BACKGROUND CHECK:

- a. Contractor shall conduct Criminal Justice Information Services (CJIS) background checks (**Appendix E - Security Requirement Document**) on all the Contractor's staff and subcontractors scheduled to work on services under this contract prior to services beginning. All Janitors staff entering into all Williamson County Buildings under the Janitorial Services awarded contract must be fingerprinted through FAST Services.

If a contracted staff cleared fingerprint is currently on file from prior contracts a new print is not necessary; however, names of individuals must be submitted in order to contact TxDPS to confirm an individual's cleared fingerprint existence. In the event there is no FAST location in their area there is an Option B which allows the contractor to be printed on a "hard card" and the card is mailed to the designated recipient (additional info available on website for this option – See Fast pass form).

Williamson County will provide CJIS training program to the awarded contractor and the awarded contractor must provide this training to their employees. Williamson County requires the CJIS Security Awareness Certification Statement to be completed, signed and delivered to the Contract Administrator or designee for each and all janitors before beginning work under this awarded contract. This form will be provided to the awarded contractor.

The required employee criminal background checks, employee history, and all documentation of each individual's right to work in the United States must be provided to the following individual prior to beginning work.

Shantil Moore, Facilities Contracts Administrator Williamson County
3101 SE Inner Loop
Georgetown, Texas 78626

In addition, the awarded contractor shall continue to submit background checks for any new employees prior to such new employee entering any Williamson County facility. Replacement personnel shall have completed background checks conducted and approved by contract administrator before access to the facility is authorized.

21. SECURITY:

- a. Contractor shall be responsible for safeguarding against loss, theft, or damage of all property, materials, equipment, and accessories during the performance of their duties.
- b. Contractor shall be responsible for locking and securing all doors, gates, and windows prior to leaving the premises. All rooms are to be secured as soon as the work has been completed; no rooms are to be left unlocked or opened unless they are in the process of being cleaned or have been instructed differently by the Contract Administrator or designee.
- c. Contractor may be charged a minimum of one hundred dollars (\$100) per call-out should Contractor, while in the process of fulfilling its duties under this contract, either sets-off the alarm system, lock keys/access badge in an office area or leaves the building unsecured due to negligence on part of the Contractor.

22. STAFF & KEY PERSONNEL:

- a. It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. Contractor shall agree to assign specific individuals to the key positions.
 - i. Contractor shall employ one (1) full-time on-site manager, who resides in or lives within 50 miles of Williamson County to: oversee contract entirety; conduct, at minimum, quality checks on quarterly basis with Contract Administrator or designee; work directly with the Contract Administrator or designee on a continuous basis; and ensure Contractor staff perform duties that are in accordance with the terms and conditions of the contract.
 - 1. Contractor agrees that, once awarded the contract, key personnel shall not be removed or replaced without providing written notice to the Contract Administrator or designee.
 - 2. If key personnel are not available for work under this contract for a continuous period exceeding ten (10) calendar days or are expected to devote substantially less effort to the work than initially anticipated, the contractor shall immediately notify the Contract Administrator and shall, subject to the concurrence of Williamson County, replace such personnel with personnel of substantially equal ability and qualifications.
- b. If the Contract Administrator or designee determine any employee of the Contractor is incompetent or disorderly, refuses to perform in accordance with the terms and conditions of the contract, threatens or uses abusive language while on Williamson County premises, or is otherwise unsatisfactory, upon Contract Administrator or designees request, the Contractor shall remove that employee from working on any Williamson County premises.
- c. Contractor shall assign a minimum of two (2) employees per Williamson County premises to perform services under this contract. At no time, while performing services under this contract, shall one Contractor employee be found working solely in the Williamson County facility, unless approved by the Contract Administrator or designee.
- d. Contractor shall employ at minimum six (6) designated backup staff and shall ensure an adequate number of staff for each precinct is available for each facility under this contract. Contractor shall ensure sufficient backup staff is provided to cover absenteeism or extend existing work force hours to compensate for absent staff. Backup staff shall adhere to the same background and security screening as regular staff. Contract Administrator or designee reserves the right to request additional backup staff as deemed necessary.
- e. Contractor shall employ one (1) full-time office administrator to perform office administration duties, including but not limited to: recruitment; hiring; ordering supplies; scheduling of Contractor staff; assisting with equipment replacement or repairs; maintaining reports; transporting equipment; assist with request submitted by the Contract Administrator or designee for custodian services.
- f. Contractor shall employ a minimum of four (4) full-time evening custodian supervisors to oversee Contractor staff assigned to work on Williamson County facilities to: provide quality assurance checks; provide equipment, technique, and safety training to staff; oversee janitorial closets to ensure each are properly stocked; communicate with Contract Administrator or designee; and other duties assigned by the Contractor.
 - i. Evening custodian supervisors shall rotate assigned precincts on a quarterly basis, at minimum, unless directed differently by Contract Administrator or designee:
 - ii. Evening custodian supervisors cannot be part of the equation for item 22.c of this contract.
- g. Contractor shall employ a minimum of eight (8) full-time evening floor technicians to perform the floor services under this contract; see Attachment J – FY20 Buffing & Spot Treatment Floor Tech Schedule and Attachment K – FY20 Floor Tech Schedule. Of these eight (8) floor technicians, one (1) shall be a

floor technician supervisor and one (1) floor technician lead whom oversee and assist in overseeing the Contractor staff assigned to: clean all types of flooring at Williamson County facilities during the hours of 3 pm to 6 am; provide floor equipment and technique training, safety training to employees; ensure compliance of assigned nightly work schedule; and work with the Contract Administrator or designee to ensure all floors are cleaned as outlined on the yearly and quarterly schedule.

1. Designated floor technician supervisor and lead shall communicate with Contract Administrator or designee on an ongoing basis regarding floor cleaning yearly and quarterly scheduling.
- h. Contractor shall employ a minimum of two (2) weekend staff to work on Saturday and Sunday to clean designated facilities/areas after scheduled events/meetings; provide detailed cleaning services outlined in this contract in all Williamson County facilities on a scheduled basis; and provide additional custodial services, upon request, at the Williamson County Expo facility.
- i. Contractor shall employ a minimum of eight (8) full-time day porters assigned at the following designated Williamson County facilities.

Wilco Building	# of Day Porters
Justice Center	2
JJC	1
SO/Jail	1
EMS Training Center	1
Round Rock Jester	1
Georgetown Annex	1
Floater	1

- j. Contractor shall employ a minimum of two (2) full-time day route custodians/porters to clean the identified day facilities for Williamson County. Reference: Attachment H

23. SUBCONTRACTING: No portion of the work covered by these specifications can be subcontracted or assigned without prior approval of the Contract Administrator. Request(s) to subcontract all or any portion of services required by this contract shall be submitted to the Contract Administrator or designee, at minimum fifteen (15) calendar days in advance of the proposed effective date of the subcontract. Contractor shall include in this written request a detailed description of how the Contractor plans to oversee the services performed by the proposed contractor. Contractor shall be responsible for all services provided by a subcontractor as if Contractor were providing the services with its own organization. Any subcontractor who will provide service shall have successfully passed a background check prior to commencing work. Contractor shall bear the expense of any subcontractor background checks.

24. SUPERVISION AND MANAGEMENT: Contractor shall be responsible for the management and supervision of the cleaning/custodial functions for Williamson County, and provide a quality-assurance system for personnel management. Contractor shall provide a supervisor(s) or lead(s) who shall be present at all times during contract operations, and who shall be responsible for both conduct and workmanship. The said supervisor(s) shall be able to communicate effectively with their staff as well as the Contract Administrator or designee.

25. TRAINING & SAFETY PROGRAM

- a. Contractor shall have an ongoing training and safety program for all staff that includes at a minimum, procedures in the following: safe work habits; safe use of cleaning chemicals (right-to-know) SDS Sheets; safe use of cleaning equipment; the use of equipment, signs, barriers, or other devices, to protect the building occupants or equipment; proper handling of hazardous materials; recognizing hazardous or other materials, which are not allowed for use in this contract.
- b. Contractor shall hire staff for this contract that has been fully trained for performance of the work outlined in this contract. Supervisors shall have been trained in supervision as well as technical training in custodial services.
 - i. Newly hired staff shall receive a minimum of one (1) week training at the assigned Williamson County facility from an evening custodian supervisor or manager and must prove compliance for cleaning routine before assigned to clean without supervisors/managers nightly oversight or guidance.
 - ii. Newly hired staff assigned to multiple buildings shall be accompanied by evening supervisor or manager for a minimum of three visits to the assigned facilities.

26. STORAGE: Janitorial closets or storage space provided within the Williamson County buildings, for use by the Contractor, shall be kept neat, orderly, and stocked. Hallways, walkways, or public space must never be used for storing equipment, supplies, or debris. Contractor shall follow the Contract Administrator or designee's guidelines and instructions regarding where vehicles and equipment may be driven or stored on Williamson County premises.

27. UNAUTHORIZED PERSONNEL: Contractor shall not be assisted nor accompanied by any individual that is not an employee of the Contractor, while performing duties related to the contract. This includes friends, children, and/or other relatives; previous Contractor staff; or possible/future Contractor staff that have not completed background check or are authorized to work on Williamson County premises by Contract Administrator or designee. Employees of the Contractor that violate this stipulation shall be deemed objectionable to the Contract Administrator or designee and shall not be permitted to work in any Williamson County facility.

28. WARRANTIES: Notwithstanding any other provisions, the Contractor warrants that the services, equipment, and supplies furnished shall be of the best quality as specified in the RFP. Such warranties shall include performance, workmanship, labor, and materials.

29. SAFETY AND HEALTH: The Contractor shall observe all safety precautions throughout the performance of this contract and shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work and shall hold Williamson County harmless for any action on its part or that of its employees that results in illness, injury or death.

- a. Contractor personnel shall thoroughly examine and become familiar with the areas of Williamson County facilities and grounds to be serviced, prior to the beginning of the scheduled service, for service to be completed in an orderly and safe manner.

30. TRANSPORTATION:

- a. Vehicles used by the Contractor shall be identified in accordance with state and local regulations and shall be operated in a safe manner on Williamson County facilities or grounds.
 - i. Vehicles used for this contract shall be clearly identifiable on driver, passenger and rear of the vehicle with company name throughout the term of the contract.
- b. Contractor vehicles must meet Texas Department of Transportation requirements.
- c. Contractor shall provide and maintain proper vehicle insurance coverage as required by Williamson County.

- 31. QUALITY CONTROL PROGRAM:** Contractor shall establish a complete quality control program to assure the requirements of the contract are provided as specified. Within twenty-five (25) working days prior to the starting date of the contract, the Contractor shall submit a copy of the custodian supplies and services program to the Williamson County Contract Administrator. The program shall include the following items:
- i. **Inspection System** - Contractor shall develop a system for monitoring the effectiveness of the services provided to Williamson County. The purpose of this system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable.
 - a. Monthly and Quarterly Inspection Check list shall be submitted to the Contract Administrator or designee at the time of completion.
 - ii. **Quality Control Checklist** – A quality control checklist shall be used in evaluating contract performance during regularly scheduled inspections. The checklist shall include all premises serviced by the Contractor, including every task required to be performed.
 - iii. **Quality Control File** - A quality control file shall contain a record of all inspections conducted by the Contractor and any corrective actions taken. The file shall be maintained throughout the term of the contract and made available to Williamson County Contract Administrator or designee upon request.
 - iv. **Inspectors** - Contractor shall state the name(s) of the individual(s) responsible for performing the monthly and quarterly quality control inspections.
- 32. BILLING:** Contractor shall submit monthly itemized invoices, including all required reports and supporting documents detailed in this contract, to the Contract Administrator or designee for service rendered on or before the fifth (5th) business day following the end of each month. Invoices received before services are 100% completed will be disputed and returned to the Contractor. No invoices will be submitted by the Contract Administrator for payment until services and materials are verified.
- a. Invoices shall contain the following information prior to the Williamson County Contract Administrator or designee submitting for payment processing:
 - i. Name and address of Contractor;
 - ii. Contractor's Texas Identification Number;
 - iii. Contractor's invoice remittance address;
 - iv. Itemized and detailed description of services provided; and
 - v. Total price for each product and/or service provided.
 - b. Williamson County fiscal year is October 1st – September 30th. Invoices for services rendered must be paid in the appropriate fiscal year.
 - c. Contractor agrees to conduct all of its services under this Contract by and through appropriate communications with Contract Administrator. Contractor understands and agrees that services performed or supplies provided without the prior written direction of Williamson County Contract Administrator or designee is work outside the scope of this Contract and shall be performed exclusively at Contractor's risk and expense.

33. OTHER REQUIREMENTS:

- a. All employees shall have a fingerprint clearance card or documentation that there is a fingerprint clearance card application on file prior to working on Williamson County properties.
- b. Tobacco Free - Contractor personnel and subcontractor(s) are prohibited from using tobacco products while performing services under this contract.
- c. Intoxication and Drug Free - Contractor personnel and subcontractors are prohibited from the use of or possession of any kind of illegal drugs or performing any services under this contract while intoxicated.
 - i. Contractor personnel or subcontractors found intoxicated, using or in possession of any kind of illegal drug while on Williamson County premises or performing services under this contract may result in contract termination.
- d. Training of Williamson County Personnel - Contractor shall provide training to Williamson County designated personnel for materials and chemicals used to ensure understanding of the application process and importance of the treatment requirements.

34. WILLIAMSON COUNTY RESPONSIBILITY:

- a. Williamson County shall provide a designated "Contract Administrator" for the Contract who will serve as the point of contact between Williamson County and the Contractor.
- b. Schedule reasonable arrangements to make Williamson County facilities available to the Contractor for the performance of service under this contract.
- c. Arrangements include providing a Williamson County personnel contact to escort Contractor personnel performing the scheduled services to restricted or locked area on Williamson County premises.
- d. Discuss with Contractor any known problems areas or specific custodian and/or sanitation problems on Williamson County premises.
- e. Provide SDS sheets, provided by the Contractor, to Williamson County personnel.
- f. **Program Evaluation** – Contract Administrator or designee will continually evaluate the progress of this contract in terms of effectiveness and safety and will require such changes as are necessary. The Contractor shall take prompt action to correct all identified deficiencies.
- g. **Scope of Work Changes** - Williamson County Contract Administrator or designee shall make changes within the scope of this contract at any point in time.
- h. Any change must be asserted within 30 business days from the date of receipt by the Contractor of the notification. Any change in pricing, rather increase or decrease, must be provided in writing to the Williamson County Contract Administrator or designee and must receive approval in writing before Contractor makes pricing change(s).
- i. Williamson County Contract Administrator or designee will attempt to provide awarded Contractor with at least 30 days' notice of new or deleted address in the event of office relocation. Williamson County Contract Administrator or designee reserves the right, in its sole discretion, to add or delete space and or service locations during the period covered by any resulting contract(s) at the same rate.
- j. Service locations added to this contract will be within Williamson County.

35. MATERIAL AND METHODS:

- a. All materials and methods used shall conform to all applicable federal, state and local ordinances and laws and regulations.
- b. A Color Coded Micro Fiber Mopping System, equivalent to Unger, must be used for all Health Departments, Juvenile Justice, Detention Facilities, and all other areas where health services are provided.

36. CONTINUITY OF CONTRACTED SERVICE PERSONNEL: Contractor agrees to make every possible effort to ensure that personnel providing service under any resulting contract remains that same throughout the term of the contract. Williamson County expends considerable time and effort when changes in personnel are made. Excessive changes in service personnel may be an important factor in the determination of whether service provided is satisfactory or not.

- a. Contractor shall furnish the Contract Administrator or designee a schedule of times, along with Contractors staff names, that the Williamson County facilities will be serviced. The document will be maintained and kept up-to-date jointly by the Contractor and the Contract Administrator. The initial schedule is due from the Contractor to the Contract Administrator or designee within twenty (20) days after award of contract.

37. COST REIMBURSEMENT: Contractor may be required to provide custodian and sanitation supplies and services outside of the monthly service treatments listed in Attachment L – Custodian Cost Sheet. For these special circumstances, Contractor shall provide an hourly rate for custodial labor, hourly rate for custodial event labor and itemized supplies fee. Contractor will be reimbursed for the cost of supplies actually used and delivered in the performance of the work. Contractor will be reimbursed for all direct job/project labor cost actually used in the performance of the work. Williamson County will only pay for the portion of the labor assigned to the job/project and approved by the estimate submitted by the Contractor prior to services being rendered.

- a. Williamson County shall reimburse Contractor for supplies which is included on the approved Contractor document.
- b. Contractor shall have necessary equipment, tools, vehicles and materials which are standard to the custodian profession. All costs associated with meeting this requirement shall be the sole responsibility of and be totally borne by Contractor.
- c. Contractor will be expected to meet established schedules and deadlines for the completion of work as outlined on approved estimates.
- d. Contractor and/or representative shall be required to meet on the first Tuesday of each Williamson County quarter (October, January, April, and July) with the Contract Administrator or designee and Contractor key personnel(s) at designated Williamson County facility. The purpose of this meeting is to review performance, including quality inspections for each facility for the previous quarter, discuss any issues impacting the successful execution of this contract, and discuss future changes or needs for services. Meetings should not exceed three hours at each scheduled meeting.
- e. Following contract award, a purchase order will be issued for the remaining months of Williamson County's fiscal year (fiscal year ends yearly on September 30th). This purchase order will authorize Contractor to provide the services specified under the specifications of this contract.
- f. Contractor should prepare and submit an approved invoice to the Contract Administrator or designee for payment of the previous months service fee.

- g. Contractor will not perform any services or deliver any items until a purchase order number is assigned by Contract Administrator or designee. Contractor will reference contract number and purchase order number on all invoices submitted to Williamson County Contract Administrator. Williamson County Contract Administrator shall not be held responsible for payment of items delivered without authorized purchase orders.
- h. Once Contract Administrator or designee has accepted a job estimate, the dollar amount reflected on the job estimate shall constitute the Williamson County's total obligation for that job. Contractor shall endeavor to submit an accurate cost estimate. However, Williamson County recognizes that some elements of work cannot be detected until work is in progress. When latent physical conditions are discovered, Contractor shall submit a revised cost estimate for approval from the Contract Administrator or designee.

38. PRELIMINARY REPORT: The awarded contractor shall, within twenty-five (25) working days after award, prepare and provide to Williamson County Contract Administrator or designee a complete and detailed preliminary report, based upon a survey of the Williamson County buildings and properties. This report shall set out conditions of all buildings, structures and outside areas, materials proposed to be utilized and methods of quality control proposed to be used.

39. HOURS AND DAYS SERVICES TO BE PERFORMED:

- a. Williamson County Regular Business Service Hours - For the purpose of this contract, regular scheduled service hour for Williamson County facilities shall be defined as the hours of 7:30 a.m. and 6:00 p.m. Monday through Friday. Any minor adjustment callback services may be performed during regular hours. Awarded contractor is responsible for not interfering with normal flow of business.
- b. Williamson County Holidays: Holidays observed by Williamson County are listed at <http://www.wilco.org/Residents/County-Holidays> or by obtaining a list from the Williamson County Contract Administrator or designee. For the purpose of this contract, Williamson County requires the Contractor to provide services under this contract at stated 24/7 facilities. The Contractor to work on holidays observed by Williamson County or the Contractor then Contractor shall fulfill obligations at no additional expense to Williamson County.
- c. Contractor shall maintain an office and a working crew of employees within a reasonable distance of the Williamson County. Williamson County may provide minimum office and/or warehouse space, if available. Contractor key personnel and supervisors shall be available and prepared to render service for emergencies at any time during the day or night. Reasonable shall be defined to mean the ability to respond within two (2) hours or less of notification to the specified Williamson County facility.
- d. The awarded contractor must provide a 24-hour contact number(s) and name(s) in case of any urgent issue that may arise. Awarded contractor or a representative of awarded contractor's company must be continuously available.