

# Scope of Work for Custodian Assessment of State of Hawaii Buildings

## 1. Introduction:

- a. The Department of Accounting and General Services (DAGS) would like to hire a Custodial Consultant (consultant) to perform a benchmark analysis of its facilities custodial services to understand our current level of custodial services, opportunities to standardize custodial benchmark and best practices to implement toward a sustainable Custodial Masterplan (CMP).

## 2. Requirements for consideration of quotation

- a. Provide references to a minimum of 5 other government jobs of similar scope
- b. Provide at least 1 reference of a Hawaii based client you have done work with in the past 5 years
- c. Attest that consultant is an Independent Consulting service provider and the firm does not offer or represent any cleaning services or sells supplies or equipment

## 3. Objectives:

- a. To assess, rate, and establish a standard maintenance rating for DAGS buildings that are maintainable and achievable for required cleanliness, evolving hygiene standards, and reducing maintenance costs within an allocated budget.
- b. Provide a sustainable masterplan document outlining phased steps and a timeline to achieve after collaboration with DAGS.
- c. Provide a report, masterplan, recommend and track progress toward realizing the CMP.
- d. The list of buildings and interior area are attached.

## 4. Services Required:

- a. Specify the range of services required, including but not limited to:
  - i. Daily cleaning and maintenance tasks
  - ii. Floor care (sweeping, mopping, vacuuming, etc.)
  - iii. Restroom sanitation
  - iv. Trash removal
  - v. Window cleaning
  - vi. Specialized cleaning tasks (e.g., carpet cleaning, upholstery cleaning)
  - vii. Consultation on cleaning products and equipment
  - viii. Training of in-house cleaning staff (if applicable)

## 5. Frequency and Schedule:

- a. Define the frequency and schedule of cleaning and maintenance tasks, such as daily, weekly, or monthly routines.

## 6. Staffing and Supervision:

- a. Specify the number of custodial staff or consultants required.
- b. Describe the qualifications and experience required for custodial staff.
- c. Identify the person responsible for supervising the custodial team and their qualifications.

## 7. Supplies and Equipment:

- a. Clarify who is responsible for providing cleaning supplies, equipment, and materials.
- b. Specify any specific requirements for environmentally friendly or sustainable cleaning products.

## 8. Quality Assurance:

- a. Define the standards for cleanliness and hygiene that the custodian or consultant is expected to maintain.
- b. Specify the frequency of quality inspections and who will conduct them.

**9. Performance Level Assessment Against Other Government Agencies:**

- a. The selected custodian or janitorial consultant shall undergo regular performance evaluations, as noted in below item 13e, to ensure that the quality of service provided aligns with or surpasses industry standards and the performance of similar services in other government agencies.
- b. Performance assessments will be conducted on an annual basis.
- c. The assessment criteria may include, but are not limited to, the following:
  - i. Quality and thoroughness of cleaning and maintenance tasks.
  - ii. Responsiveness to service requests and issues.
  - iii. Compliance with safety and environmental regulations.
  - iv. Adherence to the agreed-upon scope of work and service level agreements.
  - v. Customer satisfaction and feedback.
  - vi. Efficiency in resource utilization, including labor and materials.
- d. Data and feedback from these assessments will be compiled and compared to benchmark data from other government agencies or industry standards.
- e. Any performance discrepancies identified through these assessments will be addressed in collaboration with the custodian or janitorial consultant to implement necessary corrective actions and improvements.
- f. The results of performance assessments and any corrective actions taken will be documented and made available to the DAGS and other relevant stakeholders.
- g. DAGS reserves the right to consider the performance level assessment in contract renewal or extension decisions and may, at its discretion, modify the scope of work or adjust compensation based on these assessments.

**10. Reporting and Communication:**

- a. Establish a reporting mechanism for issues, concerns, and emergencies.

**11. Safety and Compliance:**

- a. Outline safety measures and compliance requirements, including adherence to OSHA standards and other relevant regulations.

**12. Extra Work**

- a. Additional custodial consulting work and task as requested by DAGS.
  - i.

**13. Time of Performance**

- a. Site work – 4 months from a written notice to proceed
- b. Benchmarking and recommendations – 2 months from completion of site work
- c. Draft Final report and Masterplan – 1 month from acceptance of Benchmarking and recommendations
- d. Final report and Masterplan– 1 month from acceptance of draft report
- e. Performance Level Assessment and guidance– a minimum of 3 times a year for 3 years from acceptance of the Draft Final Report with 2 options to extend for 1 year each.

**End of Scope of Work**