

**CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS
SOLICITATION NO. JSD0015**

**Statement of Work for
Custodial Services of Austin Cemeteries**

I. INTRODUCTION

The purpose of this solicitation is for the City of Austin (“City”), through its Parks and Recreation Department, to contract with a qualified custodial firm to perform custodial services at two of the City of Austin’s cemeteries, Austin Memorial Park and Evergreen Cemetery.

This is a performance-based contract for which the contractor will be reimbursed for services rendered on behalf of the City. The City is seeking proposals for a contract with an initial term of one (1) year, with four (4) one (1) year options; a total of five (5) years. The City, acting through the Cemetery Contract Manager (CCM), shall coordinate and oversee work performed by contractor.

The City intends to solicit bids in response to this Invitation for Bid (IFB) and reserves the right to compare those bids to internal costs associated with the City of Austin performing these services. In addition, resulting from the cost analysis, the City reserves the right to: 1) reject all bids received and refrain from awarding any individual line items or groups of line items included in this solicitation and, instead, retain and perform the services of this Scope of Work by City staff 2) make multiple awards between multiple bidders, based on individual line items or groups of line items included in this solicitation or 3) some combination of options 1 and 2. A Bidder may be awarded either the entire contract, the majority of the contract, select line items or groups of line items, or none of the contract.

The City began operating cemeteries in 1856 upon receiving Oakwood Cemetery from the State of Texas. Although owned by the City, the cemeteries were primarily maintained by individual plot owners and the Austin Cemetery Association with the support of the Public Works Department. After consolidation of the Urban Transportation Department and the Public Works Department in 1987, cemetery oversight was transferred to the Parks and Recreation Department. The Parks and Recreation Department provided cemetery maintenance and operations from 1987 until 1990, when the services were outsourced to a contractor. The current cemetery contract will end in 2013.

The City owns five distinct cemetery properties highlighted below:

Property Name	Location	Date Established	Total Acres
Oakwood Cemetery	1601 Navasota Street	1839	40
Oakwood Annex Cemetery	1600 Comal	1914	22
Evergreen Cemetery	3304 East 12 th Street	1928	30
Austin Memorial Park	2800 Hancock Drive	1927*	96.75**
Plummers Cemetery	1204 Springdale	1957	8

* Date established per deed dated August 17, 1927. Vol. 407, Page 16, Records of Travis County

** 112.75 original acreage. Exact acreage today is to be confirmed.

NOTE:

Only Austin Memorial Park and Evergreen Cemetery currently have facilities requiring custodial services and therefore the Scope of this contract is limited to Austin Memorial Park and Evergreen Cemetery. However, the City of Austin reserves the right to add additional properties to this contract in the event that facilities are added to existing or new cemetery properties.

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II. OBJECTIVES FOR CEMETERY CUSTODIAL SERVICES

- A. Ensure all City cemeteries are treated with equal care and each is a well-maintained, dedicated burial place. Each cemetery should be a place where the Austin community feels welcome to visit and gather, to respectfully celebrate life, to make connections with family, friends and predecessors, and to celebrate culture and history.
- B. Ensure cemetery grounds and buildings are well maintained, utilizing applicable industry standards, and best practices in custodial services.
- C. Ensure and coordinate daily operations in an efficient and professional manner that results in quality service delivery, protects public safety, and minimizes adverse impact or destruction to public and private property.
- D. Ensure best practices in maintaining the public's trust, including a high standard of ethical, equitable and non-discriminatory practices, as well as implementation of management and operational practices that ensure public access to facilities and transparency in public information and business communications. Provide excellent service to customers in a respectful and consistent manner.
- E. Ensure services are completed in accordance with a high level of environmental performance and regard for worker health and safety. Energy, water, waste, and toxicity of cleaning products and procedures should be minimized.

III. SUSTAINABILITY REQUIREMENTS

Contractor shall, where possible, use concentrated versions of cleaning products that can be diluted onsite with water, use micro-fiber cloths and mops, avoid using bleach for cleaning, using Pine Sol for cleaning, using urinal cakes (unless Green Seal or EcoLogo Certified) and avoid using air-sprayed fragrances.

Contractor shall strive to protect indoor air quality and the health of janitorial staff and building occupants by using cost competitive, effective, and environmentally sensitive cleaning products in each of the following categories:

- Bathroom cleaners
- Carpet & floor cleaners
- General purpose and hard surface cleaners
- Glass, window, and mirror cleaners
- Hand cleaners and soaps
- Paper products, including paper towels and toilet paper

Products that meet these requirements can be found from the organizations below:

Green Seal Certified Products -www.greenseal.org.

EcoLogo Certified Products- www.ecologo.org.

U.S. Environmental Protection Agency (EPA)

Design for the Environment (DfE) Program www.epa.gov/dfe/contact.htm

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IV. CUSTODIAL SERVICES

A. Facilities

Contractor shall provide daily janitorial and custodial services for cemetery facilities. For this solicitation, the following facilities are included in this Scope of Work.

Austin Memorial Park

- Main Office Building, approximately 2,250 square feet, wood floor with plaster walls, seven (7) office areas including common reception area and one (1) restroom
- Men's and Women's public restroom facility, separate building, approximately 200 square feet, including adjacent storage room
- Workshop building restroom

Evergreen Cemetery

- No office space
- Men's and Women's restroom facility with portable ADA accessible restroom

B. General Responsibilities

- Contractor shall obtain all necessary licenses and/or permits required to perform services outlined in the SOW.
- Contractor shall take all precautions necessary to protect persons and property from injury or damage.
- Contractor shall be responsible for any injury to itself, its employees, or others, as well as for any damage to personal or public property that occurs during the performance of a resultant contract that is caused by Contractor or Contractor's employees' fault or negligence.
- Contractor shall maintain personal liability and property damage insurance prescribed by the City and the laws of the State of Texas.
- Contractor shall preserve the health, appearance, and aesthetic value of all trees/shrubs while preventing damage to human life, property and the ecosystem.
- Contractor shall demonstrate a clear understanding of and sensitivity to environmental issues. Performance shall be consistent and fully compliant with all applicable federal, state, county and city laws. Adequate warning devices, barricades, guards, flagmen or other necessary precautions shall be used.
- Contractor shall perform required services with the least possible interference with cemetery operations or annoyance to the public.
- Contractor and its subcontractors shall be qualified and trained to do the work and services outlined. All tools shall be clean and in proper working order, and shall be checked for safety prior to use.

Contractor shall be responsible and accountable for any buildings and amenities provided **for Contractor's use and shall take all necessary precautions to prevent spills, fire hazards, odors and vermin.**

C. Custodial Services

- Contractor shall provide routine and emergency cleaning services. Staff shall be uniformed and have visible identification.
- Contractor shall collect all trash from the office and shop buildings at Austin Memorial Park cemetery each business day. Normal office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m., and Saturday 9:00 a.m. to 4:00p.m.

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- Contractor shall dust all furniture, sweep, vacuum clean the office space at Austin Memorial Park on a daily basis, and mop as necessary to maintain a clean and safe work environment.
- Contractor shall clean and sanitize all restrooms daily unless demand dictates a higher frequency. Current restroom facilities are located at Austin Memorial Park Cemetery and Evergreen Cemetery.
- Contractor shall provide contact information in the restrooms to allow citizens to alert the Contractor when the restrooms are in need of attention. Care shall be furnished for all cemetery buildings. "Care" includes services required to preserve the pleasing appearance of the cemeteries.
- Contractor shall procure, inventory and maintain all paper goods required for restroom operations and office trash collection, including plastic trash can liners.
- Contractor shall clean windows, both the interior and exterior at the Austin Memorial Park office building at least one (1) time per month.
- Contractor shall collect and transfer to the City's trash dumpster, all refuse collected in the office, shop and restrooms.
- Contractor shall provide emergency cleaning services as requested by City on a per hour, minimum charge basis.
- Contractor shall report accidents and incidents within 24 hours after incident.

D. City of Austin Responsibilities

- City will call Contractor when emergency cleaning services are needed.
- City will provide trash and recycling containers.
- City will dedicate a trash and recycle roll off at a dedicated location on each site.

E. Cemetery Custodial Services Performance Standards

The following describes the minimum quality maintenance standards for all cemetery properties. Standards are expected to be achieved 100 percent of the time.

- Daily custodial services activities do not detract from the dignity and solemnity of the cemetery.
- Trash and recycling is collected, disposed of, and does not detract from cemetery appearance.
- Publicly used trash and recycling containers are clean and neat.
- The expected standard after cleaning and waste collection:

Offices

All low level surfaces should be free from removal dust. All fixtures and fittings should be free from dust and debris up to normal cleaning height. Floor should be free from dust and debris. All waste receptacles empty.

Washrooms and Toilets

All low level surfaces should be free from removal dust. All fixtures and fittings should be free from dust and debris up to normal cleaning height. All sanitary fittings should be free from grime, dirt and smear free. There should be no significant amount of scale on sanitary fittings. Mirrors should be clean and smear free. Floors should be clean and free from dust and debris. Consumable items replenished. Roller towels (where fitted) changed.

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F. Schedule

Washrooms & Toilets

Cleaning Item	Description of Task	Frequency
W/T & Urinals	Wash, Clean & Disinfect	Daily
Floors	Mop Clean	Check
Partitions & Walls	Wash & Clean	Weekly
Mirrors	Wash & Wipe	Check & Clean as necessary
Dispensers	Damp Wipe	Check & Clean as necessary
Consumables	Replenish toilet roll/roller towels	Daily

Office Space

Cleaning Item	Description of Task	Frequency
Soft Floors	Vacuum Clean	Weekly
Hard Floors	Dust Mop/Spot Mop	Check & Clean as necessary
Bins	Removal of Waste	Daily
Doors	Spot Clean	Check & Clean as necessary
Desks	Damp Wipe	Check & Clean as necessary
Vertical Surfaces	Spot Clean	Check & Clean as necessary

Frequency Key:

Daily = Once a day Monday to Friday

Weekly = Once a week Monday to Friday

Check and Clean as necessary = Checked once a day and cleaned if necessary and will be fully cleaned once a week as a minimum.

H. Laws, Statutes and Governmental Requirements

Chapter 10-1 of the Austin City Code sets forth certain regulatory standards for the administration and management of Austin cemeteries. A cemetery, as defined by Austin City Code, is the use of land that is dedicated for cemetery purposes for the burial of the dead, including columbarium, crematoriums, mausoleums, and mortuaries. Contractor shall comply with all applicable laws, statutes, and governmental provisions prevailing during the term of this SOW, including the following:

- Compliance with Austin City Code, Chapter 10-1, Cemeteries ([http://www.amlegal.com/nxt/gateway.dll/Texas/austin/title10publichealthservicesandsanitation/chapter10-1cemeteries?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:austin_tx](http://www.amlegal.com/nxt/gateway.dll/Texas/austin/title10publichealthservicesandsanitation/chapter10-1cemeteries?f=templates$fn=default.htm$3.0$vid=amlegal:austin_tx))
- City of Austin Cemetery Rules and Regulations (<http://www.austintexas.gov/department/cemeteries>)
- Health and Safety Code, all provisions relating to municipal cemeteries. <http://codes.lp.findlaw.com/txstatutes/HS>
- Texas Department of State Health Services (<http://www.dshs.state.tx.us/default.shtm>)
- Chapter 711. General Provisions Relating to Cemeteries. Texas Health and Safety Code <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.711.htm>
- Chapter 713. Local Regulation of Cemeteries. Texas Health and Safety Code <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.713.htm>
- American National Standards Institute (ANSI): A300 and Z133.1 <http://webstore.ansi.org/>
- OSHA (<http://www.osha.gov/index.html>)

I. Definitions

Cemetery terms contained in this section shall take the definitions as defined in the Texas Health and Safety Code.