



Service Agreement
11.GSD.035.24

West Virginia Association of Rehabilitation Facilities, Inc.

PO Box 6764 Charleston WV 25362 Phone: (304) 205-7970 Fax: (304) 205-7915

To give every individual with varying abilities the opportunity to have gainful employment

SERVICE AGREEMENT

Contractor: West Virginia Association of Rehabilitation Facilities, Inc. (WVARF)

Work Performed By*: Integrated Resources, Inc.

Work Performed: Janitorial

Site: General Services Division
Building #35
350 Capitol Street
Charleston, WV 25301
Jim Hawley
304-352-5497
jim.f.hawley@wv.gov

Billing: General Services Division
Building #35
112 California Avenue
Charleston, WV 25305
GSDInvoices@wv.gov

Period of Agreement: 9/1/2024 to 6/30/2024

Total Agreement Pricing**:	10865.00	Total Hours
	\$196,330.55	Total Cost
	\$202,212.86	Total Cost w/Pcard

- Please reference the attached *Pricing* documentation sheet that provides a detailed, monthly, breakdown of the pricing and billing.
- Please reference the attached *Terms of Agreement* and *Workloading* documentation sheets that provide a detailed breakdown of the scope of work.

*Work to be performed by the listed CRP or a comparable CRP as determined by WVARF

DocuSigned by:
Nita Hobbs
5D66D720DF89468...
WVARF, Inc.

8/11/2023
Date

James R Jones
Customer Signature

Procurement Administrator
Customer Title

James R. Jones
Customer Print Name

8/11/2023
Date



Terms of Agreement
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TERMS OF AGREEMENT

- General Services Division agrees to communicate all the information herein this agreement, especially the Terms of the Agreement and changes in scope of work, to their lessees, prior to the start of the agreement.
- State Use Program: Thank you for your continued business and participation in the State Use Program. The State Use Program is called to merge business reality, social welfare and public policy in the lives of the people with differing abilities. We use innovative approaches to helping people with disabilities experience the dignity of a paycheck and the pleasure of community participation. Our unique mission is of giving work opportunities to individuals with a variety of abilities. Some of the CRP associates may have cognitive, learning, physical or other disabilities that we all need to be aware and thoughtful of as we work with these individuals. If you have questions or concerns with the associate you are working with please reach out to their supervisor for guidance and situation resolution.
- The customer agrees to communicate with the lessees of each building the proper communication channels when an issue arises. The lessee is to contact General Services Division. General Services Division will then contact the proper party, following the guidance list below.
- The customer understands, and will make sure their lessees understand, that the associates working in their facilities are employees of the vendor. If an issue arises, the lessees are to contact the GSD Service Desk and GSD agrees to communicate that issue directly with the vendor supervisor and not the associate completing the work.
- If an issue arises with the vendor associate, the customer agrees to contact both parties listed below:

WVARF CONTACT:	VENDOR CONTACT:
Misty Mayville, Contract Manager	Greg Blake
O: 681-661-0144	O: 304-294-5610
C: 304-539-9353	C: 304-673-8489
mmayville@wvarf.org	gblake@irivw.com
- If an issue arises with the quality of services being provided, the customer agrees to contact WVARF at the above WVARF contact. A quality inspection will be completed.
- The vendor agrees to complete the scope of work as outlined in the attached Workloading documentation. Any requests for work that fall outside the outlined scope of work will not be completed until approved by WVARF first. Please contact Andrea Higginbotham at ahigginbotham@wvarf.org to request a change.
- The customer agrees to receive electronic invoices.
- The customer agrees to furnish disposable items, including but not limited to - toilet tissue, paper towels, liquid hand soap, and trash liners.
- The vendor agrees to furnish all cleaning supplies and equipment required to perform the tasks agreed upon in the Scope of Work on the attached Workloading documentation.
- WVARF agrees to provide services for the above amount as the "Fair Market Price" approved by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.
- To learn more about the WV State Use Program, please visit our website at www.wvarf.org.



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TERMS OF AGREEMENT

- The total number of hours for this agreement is 10865, which is the number of hours per day (53) times the number of working days (205) defined on the attached workloading sheet.

- Employees of the subcontractor will be required to 'clock in' using a method designated by the WV Department of Administration, General Services Division. The subcontractor will be required to submit the actual hours worked to WVARF. WVARF will invoice the Agency monthly for actual hours worked in the previous month, not exceeding the number of hours per day, as indicated below, for each day billed. WVARF will provide documentation with invoice(s) to verify the number of hours being billed. Hours not worked for any day during a billing month may not be "made up" without written approval from the Agency (email is acceptable).

- **Utility Time**
GENERAL UTILITY TIME - CONTINUOUS MONITORING FOR CLEANING OPPORTUNITIES
 - Travel time to and from the parking garage to remove the trash
 - Entry doorway and panel glass
 - Employee lunch/breakrooms (trash emptied, wipe spillage from tables, etc.)
 - Policing the entrances
 - Mopping and/or vacuuming spills
 - Extra time needed to finish scope of work
 - Recycling Bins: do not need to be checked. GSD will alert the supervisor, and you'll be instructed to empty a bin as it's needed.
 - Other tasks that are requested through the proper channels and communicated by GSD to the vendor supervisor.

 - Any requests for tasks to be completed, outside the scope of work, need to first be communicated to the vendor supervisor for the proper directing of the associates.



PRICING
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PRICING

Total Agreement Amount:

TOTAL AGREEMENT HOURS	10865.00
TOTAL AGREEMENT COST	\$196,330.55
TOTAL AGREEMENT COST w/PCARD	\$202,212.86

Broken Down/Billed As Follows:

				Regular Hourly Rate	Pcard Hourly Rate
	Days	Weeks	Monthly Hours	\$18.07	\$18.6114
				Monthly Cost	Monthly Cost w/Pcard
Sep 2023	20	4	1060.00	\$19,154.20	\$19,728.08
Oct 2023	21	4	1113.00	\$20,111.91	\$20,714.49
Nov 2023	19	5	1007.00	\$18,196.49	\$18,741.68
Dec 2023	20	4	1060.00	\$19,154.20	\$19,728.08
Jan 2024	21	5	1113.00	\$20,111.91	\$20,714.49
Feb 2024	20	4	1060.00	\$19,154.20	\$19,728.08
Mar 2024	21	4	1113.00	\$20,111.91	\$20,714.49
Apr 2024	22	4	1166.00	\$21,069.62	\$21,700.89
May 2024	22	5	1166.00	\$21,069.62	\$21,700.89
Jun 2024	19	4	1007.00	\$18,196.49	\$18,741.68
	205	43			

WORKLOADING FOR AGREEMENT: 11.GSD.035.24									
Agreement Type	Janitorial	Agreement Period	9/1/2024	6/30/2024	Days/Week	5	Agreement Days**	205	
LOCATION PROFILE									
Carpet (ft ²)	151693	Restrooms (#)	18	Elevators (#)	3	Windows (#)		6	
VCT Tile (ft ²)	17983	Fixtures (#)	170	Light Fixtures (ft ²)	0		Inside (ft ²)	33	
Ceramic (ft ²)	5294	Water Fountains (#)	8	Stair Flights (#)	18		Outside (ft ²)	33	
Concrete (ft ²)	400	Trash Receptacles (#)	1545	Upholstery (ft ²)	0		Int Glass Doors/Panels	8	
Vinyl/Lam (ft ²)	0	Vents (ft ²)	283	Horizontal Surf. (ft ²)	2000		Int 1 Side (ft ²)	23	
Other (ft ²)	643	Walk Off Mats (#)	6	Vertical Surf. (ft ²)	2000		Ext Glass Doors/Panels	12	
TOTAL (ft²)	176013	ft ² per WO Mat	24	Baseboard (linear ft)	0		Ext 1 Side (ft ²)	21	
Outside (ft ²)	0	TOTAL ft² WO Mat	144	Entrance (ft ²)	288				
Refrigerator (#)	15	Breakroom Total (ft ²)	2681						
Microwave (#)	14								
Breakroom Sink (#)	8								
Breakroom Chairs (#)	86								
Breakroom Tables (#)	37								
SCOPE OF WORK									
Scope of Work #	ISSA #	Description	Time	Work Days/Agreement	Scope of Work #	ISSA #	Description	Time	Work Days/Agreement
1a	486	Sweep	0.000	0	7b	67	Baseboards	0.000	0
1b	GSD	Mop (All but breakrooms & restrooms)	0.951	205	8a	183	Clean Fountain	0.134	205
1c	385	Spray Buff	0.000	0	9a	67	Clean outside refrigerator, microwave & stove	0.021	43
1d	406	Sweep Breakrooms	0.322	205	9b	67	Clean and disinfect sink	0.020	205
1e	373	Mop Breakrooms	0.536	205	9c	67	Wipe and disinfect tables, chairs, and counter tops	0.242	205
2a	295	Spot Vacuum (35%)	0.000	0	10a-b	84	Exterior Glass Doors/Panels	0.600	205
2b	295	Vacuum	0.000	0	10c-d	84	Interior Glass Doors/Panels	0.438	205
2c	294	Spot Clean (35%)	0.000	0	10e	563	Interior Windows	0.000	0
2e	91	Walk Off Mats	0.000	0	10f	563	Exterior Windows	0.000	0
3a	177	Empty Trash/Wipe Clean	25.802	205	11a	540	Wash Light Fixtures	0.000	0
3b	178-177	Reline Baskets	2.700	43	11b	179	Police Entrance(25%)	0.022	205
4a	69	Spot Dust (35%)	0.001	10	11c	179	Police Parking Lot	0.000	0
4b	69	Thorough Dust	0.000	0	11d	590	Remove Trash	2.934	205
4d	81	Vacuum Upholst. Furniture	0.000	0	12a	94	Stair Flight Dust Mop	0.503	43
5a	69	Dust Vents	0.000	0	12b	100	Stair Flight Damp Mop	0.044	10
5b	546	Wash Vents	0.000	0	12c	589	Elevator	0.500	205
6a-6i	229	Restrooms AM/Morning: Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Sweep/Wet mop floors/Disinfectant must be "In" listed with EPA	8.500	205	13a	GSD	Utility Time Task - as defined in Terms of Agreement	4.000	205
7a	228	Restrooms PM/Afternoon: Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Sweep Floors	4.644	205			HOURS PER DAY	53.00	

ISSA 612 STANDARD TIMES

Scope of Work #	Scope of Work Description	ISSA #	ISSA Description	ISSA Time	
Hard Surface Floors					
1a	Sweep and/or dust mop	486	Sweep w/ 24" Push Broom	3896	ft ² /hr
1b	Damp mop using OmniFlex	GSD	Damp Mop using OmniFlex	20000	ft ² /hr
1c	Spray buff	385	Buff	8333	ft ² /hr
1d	Sweep Breakrooms	406	Dust Mop w/ 24" Mop using Dust Treatment Chemical	8333	ft ² /hr
1e	Mop Breakrooms	373	Damp Mop w/ 24oz Mop Head using Double Bucket & Wringer	5000	ft ² /hr
Carpeted Floors					
2a	Spot Vacuum	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
2b	Thorough Vacuum	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
2c	Spot clean (track in or spillage)	294	Spot Sweep w/ 10" Upright Vacuum	12000	ft ² /hr
2e	Thorough Vacuum Walk-Off Mats	91	Mats	2000	ft ² /hr
Trash Removal					
3a	Empty Waste Basket	177	Empty Trash/Wipe Clean	1	min/2ft ² each
3b	Replace Liner	178-177	Reline Basket	0.50	
Furniture, Cabinets, Countertops					
4a	Spot dust horizontal & vertical surfaces	69	Dust w/ treated cloth	5000	ft ² /hr
4b	Thorough dust horizontal & vertical surfaces	69	Dust w/ treated cloth	5000	ft ² /hr
4d	Vacuum upholstered furniture	81	Vacuum Upholstered Furniture	714	ft ² /hr
Heating & A/C Registers					
5a	Dust	69	Dust w/ treated cloth	5000	ft ² /hr
5b	Wash registers	546	Wash	0.50	min/each
Restrooms - AM/Morning					
6a	Clean & Disinfect commodes & urinals	229	Restrooms	27	min/9 fixtures
6b	Clean & Disinfect sinks				
6c	Clean mirrors, shelving & dispensers				
6d	Sweep Floors				
6e	Mop floors with disinfectant				
6f	Clean walls adjacent to fixtures				
6g	Clean restroom walls				
6h	Stock disposals				
Restrooms - PM/Afternoon					
7a	Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Sweep floor	228	Restrooms	14.75	min/9 fixtures
Drinking Fountain					
8a	Clean & disinfect all surfaces	183	Clean fountain	0.50	min/each
Employee or Break Room					
9a	Clean outside of refrigerator, microwave & stove	67	Damp wipe surface with disinfectant	3125	ft ² /hr
9b	Clean and disinfect sink	67	Damp wipe surface with disinfectant	3125	ft ² /hr
9c	Wipe and disinfect tables and counter tops	67	Damp wipe surface with disinfectant	3125	ft ² /hr
Glass Door/Window Washing					
10a-b	Exterior Glass Doors/Panels	84	Clean using Trigger Sprayers & Cloth (2Sides) 3 minutes each	840	ft ² /hr
10c-d	Interior Glass Doors/Panels	84	Clean using Trigger Sprayers & Cloth (2Sides) 3 minutes each	840	ft ² /hr
10e	Interior Windows	563	Interior & Exterior: Wash w/ Trigger Sprayer & Cloth	526	ft ² /hr
10f	Exterior Windows (1st floor only)	563	Interior & Exterior: Wash w/ Trigger Sprayer & Cloth	526	ft ² /hr
Other Operations					
11a	Wash Light fixtures	540	Damp wipe with trigger sprayer and cloth using ladder	3000	ft ² /hr
11b	Police immediate entrance area	179	Pick Up Loose Debris w/ Pan & Porter Broom/Scrape Gum	3333	ft ² /hr
11c	Police sidewalks & parking area	179	Pick Up Loose Debris w/ Pan & Porter Broom/Scrape Gum	3333	ft ² /hr
11d	Carry trash to pickup point	590	Remove Trash to Designated Area	60000	ft ² /hr
12a	Stair Flights Dust Mop	94	Dust mop/vacuum stairs and landing w/ 24" dust mop and pick up debris	8.0	min/flight
12b	Stair Flights Damp Mop	100	Damp mop stairs and landing w Kentucky or string type mop	3.0	min/flight
12c	Elevators	589	Elevator	10	min/each

JANITORIAL TASK LIST

GSD BUILDING 35

DAILY:

- Mop using machine (all but breakrooms and restrooms)
- Sweep breakrooms
- Mop with damp mop all breakrooms
- Empty Waste Basket
- AM/MORNING Restroom Cleaning: Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Wet Mop Floor with Disinfectant
- PM/AFTERNOON Restroom Cleaning: Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Sweep Floors
- Clean drinking fountains
- Clean and disinfect sink in break room
- Wipe and disinfect tables and counter tops in breakroom
- Clean exterior glass doors and panels
- Clean interior glass doors and panels
- Police the immediate entrance areas (correct any issues found)
- Carry trash to the pickup point
- Clean the elevator, including the floor (whether carpet, mop, or both)
- Travel to the parking garage and remove trash from trash cans

CONTINUOUS MONITORING FOR CLEANING OPPORTUNITIES DAILY:

- Entry doorway and panel glass
- Employee lunch/breakrooms (trash emptied, wipe spillage from tables, etc.)
- Policing the entrances (correct any issues found)
- Mopping and/or vacuuming spills

WEEKLY:

- Replace trash liners (may be required to change more often if trash is soiled)
- Clean the outside of the refrigerator and microwave
- Dust mop stair flights

MONTHLY:

- Spot dust horizontal and vertical surfaces (including but not limited to: bookshelves, desks, displays, pictures on walls, decorations in public areas, walls, ledges)
- Damp mop stair flights

ADDITIONAL SERVICES:

- If you need your recycling bin emptied, please contact the GSD Service Desk
- If you have additional needs not listed above, please contact the GSD Service Desk

CONTACT:

- For any issues, please contact the GSD Service Desk anytime at GSDServiceDesk@wv.gov or between 7:00 AM and 5:00 PM by calling 304-558-2317.