



Service Agreement
07.GSD.005.22

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)

Vendor/Sub-Contractor: Goodwill Industries of Kanawha Valley, Inc.
(Work Performed By*)

Work Performed: Janitorial

Customer/Site: **General Services Division**
Building #5
1900 Kanawha Blvd E
Charleston, WV 25305
Jim Hawley
304-352-5497
jim.f.hawley@wv.gov

Billing: **General Services Division**
Building #5
112 California Avenue
Charleston, WV 25305
GSDInvoices@wv.gov

Period of Agreement: **10/1/2021** to **9/30/2022**

Total Agreement Pricing**:	16616.00	Total Hours
	\$261,702.00	Total Cost at \$15.75/hr
	\$269,602.9080	Total Cost w/Pcard at \$16.2255/hr

- 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*, *GSD Terms of Agreement*, and *Workloading* documentation sheets that provide a detailed breakdown of the scope of work. The GSD Janitorial Scope of Work has been attached for reference.

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

DocuSigned by:

Tara Martinez
WVARF, Inc. CEO

9/24/2021
Date

Customer Signature
James R. Jones
Customer Print Name

Procurement Supervisor
Customer Title
9/27/2021
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:

WV ARF CONTACT:	VENDOR CONTACT:
Misty Mayville, Contract Manager	Joyce Birley
O: 681-661-0144	O: 304-346-0811
C: 304-539-9353	C:
mmayville@wvarf.org	jbirley@goodwillkv.com
- If an issue arises with the quality of services being provided, the customer agrees to contact WV ARF at the above WV ARF 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 WV ARF 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.
- WV ARF 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 16616, which is the number of hours per day (67) times the number of working days (248) 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).

- 8 of the 67 hours in this agreement are for a Working Supervisor

• **GSD Scope of Work Notes:**

Please be advised:

1st floor Hard Surface: Entrances, Lobby and Halls-Terrazzo & Tile has a total of 4,263

• **Utility Time**

GENERAL UTILITY TIME - CONTINUOUS MONITORING FOR CLEANING OPPORTUNITIES

- 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.

COVID-19 TOUCHPOINTS - TO BE COMPLETED TWICE DAILY

Clean and disinfect all public and employee lunch/breakroom touch point areas, following CDC guidelines:

- Wear disposable gloves to clean and disinfect
- Clean surfaces using soap and water, then use disinfectant
 - Cleaning with soap and water reduces the number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.
- Practice routine cleaning of frequently touched surfaces
 - More frequent cleaning and disinfection may be required based on level of use
 - Surfaces and objects in public places should be cleaned and disinfected
- High touch surfaces include:
 - Tables, doorknobs, light switches, countertops, handles

Disinfect

- Use a recommended EPA-registered household disinfectant
- Follow the instructions on the label to ensure safe and effective use of product

WORKLOADING FOR AGREEMENT: 07.GSD.005.22											
Agreement Type		Janitorial	Agreement Period		10/1/2021	9/30/2022	Days/Week		5	Agreement Days**	248
LOCATION PROFILE											
Restrooms (#)	20	Elevators (#)	5	Windows (#)	0	Refrigerator (#)	0				
Fixtures (#)	200	Light Fixtures (ft ²)	0	Inside (ft ²)	0	Microwave (#)	0				
Water Fountains (#)	23	Stair Flights (#)	30	Outside (ft ²)	0	Breakroom Sink (#)	0				
Trash Receptacles (#)	851	Upholstery (ft ²)	0	Int Glass Doors/Panels	0	Breakroom Chairs (#)	0				
Vents (ft ²)	900	Horizontal Surf. (ft ²)	1000	Int 1 Side (ft ²)	0	Breakroom Tables (#)	0				
Walk Off Mats (#)	12	Vertical Surf. (ft ²)	1000	Ext Glass Doors/Panels	14						
ft ² per WO Mat	24	Baseboard (linear ft)	0	Ext 1 Side (ft ²)	21						
TOTAL ft² WO Mat	288	Entrance (ft ²)	525	Outside (ft ²)	0						
1. Hard Surface - 1st Floor Lobby & Entrances			1A. All Other Hard Surface Floors			1B. Hard Surface Floors			1C. Hard Surface Floors		
VCT Tile (ft ²)	0	VCT Tile (ft ²)	21774	VCT Tile (ft ²)	0	VCT Tile (ft ²)	0				
Ceramic (ft ²)	0	Ceramic (ft ²)	5885	Ceramic (ft ²)	0	Ceramic (ft ²)	0				
Concrete (ft ²)	0	Concrete (ft ²)	0	Concrete (ft ²)	0	Concrete (ft ²)	0				
Vinyl/Lam (ft ²)	0	Vinyl/Lam (ft ²)	7971	Vinyl/Lam (ft ²)	0	Vinyl/Lam (ft ²)	0				
Other (ft ²)	4263	Other (ft ²)	0	Other (ft ²)	0	Other (ft ²)	0				
1. TOTAL (ft²)	4263	1A. TOTAL (ft²)	35630	1B. TOTAL (ft²)	0	1C. TOTAL (ft²)	0				
2. Carpeted Floors			2A. All Other Carpeted Floors			2B. Carpeted Floors					
Carpet (ft ²)	155049	Carpet (ft ²)	0	Carpet (ft ²)	0						
SCOPE OF WORK											
Scope of Work #	ISSA #	Description	Time	Work Days/ Agreement	Scope of Work #	ISSA #	Description	Time	Work Days/ Agreement		
1. Hard Surface - 1st Floor Lobby & Entrances					5. Heating & A/C Registers						
1a	406	Dust mop	0.512	248	5a	69	Dust Vents	0.000	0		
1b	373	Damp mop	0.853	248	5b	546	Wash Vents	0.000	0		
1A. All Other Hard Surface Floors					6. Restrooms - DAILY MORNING (AM)						
1Aa	406	Dust mop	2.534	147	6a	229	Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Wet Mop Floor with Disinfectant (must be "N" listed with EPA)	10.000	248		
1Ab	373	Damp mop	4.224	147							
1B. Hard Surface Floors											
1Ba	406	Dust mop	0.000	0							
1Bb	373	Damp mop	0.000	0							
1C. Hard Surface Floors					7. Restrooms - DAILY AFTERNOON (PM)						
1Ca	406	Dust mop	0.000	0	7a	228	Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Sweep floors	5.463	248		
1Cb	373	Damp mop	0.000	0							
2. Carpeted Floors					8. Drinking Fountain						
					8a	183	Clean & disinfect all surfaces	0.384	248		

WORKLOADING FOR AGREEMENT: 07.GSD.005.22											
Agreement Type		Janitorial	Agreement Period		10/1/2021	9/30/2022		Days/Week	5	Agreement Days**	248
2a	295	Spot Vacuum (35% of total)	14.366	147	9. Employee or Break Room						
2b	295	Thorough Vacuum	3.351	12	9a	67	Clean outside of refrigerator & microwave	0.00	0		
2c	294	Spot clean (track in or spillage)(35%)	0.000	0							
2d	91	Thorough Vacuum Walk-Off Mats	0.144	248	9b	67	Clean and disinfect sink	0.000	0		
2A. All Other Carpeted Floors					9c	67	Wipe and disinfect tables and counter tops	0.000	0		
2Aa	295	Spot Vacuum (35% of total)	0.000	0	10. Glass Door/Window Washing						
2Ab	295	Thorough Vacuum	0.000	0							
2Ac	294	Spot clean (track in or spillage)(35%)	0.000	0	10a-b	84	Exterior Glass Doors/Panels	0.700	248		
2B. Carpeted Floors					10c-d	84	Interior Glass Doors/Panels	0.000	0		
2Ba	295	Spot Vacuum (35% of total)	0.000	0	10e	563	Interior Windows	0.000	0		
2Bb	295	Thorough Vacuum	0.000	0	10f	563	Exterior Windows (1st floor only)	0.000	0		
2Bc	294	Spot clean (track in or spillage)(35%)	0.000	0	11. & 12. Other Operations						
3. Trash Removal					11a	540	Wash Light fixtures	0.000	0		
3a	177	Empty Waste Basket	7.106	248	11b	179	Police immediate entrance area	0.039	248		
3b	178-177	Replace Liner	0.743	52	11c	179	Police sidewalks & parking area	0.000	0		
4. Furniture, Cabinets, Countertops					11d	590	Carry trash to pickup point	3.249	248		
4a	68	Spot dust horizontal & vertical surfaces	0.010	12	12a	94	Stair Flights Dust Mop	0.126	52		
					12b	100	Stair Flights Damp Mop	0.073	12		
4b	69	Thorough dust horizontal & vertical surfaces	0.000	0	12c	589	Elevator	0.250	248		
					13. Other Operations: Utility						
					13a	GSD	Utility Time Task - as defined in Terms of Agreement - including COVID Touchpoints	12.650	248		
								HOURS PER DAY	67.00		

**Based on the number of contracted working days in the fiscal year, October 1, 2021 to September 30, 2022.

ISSA 612 STANDARD TIMES

Scope of Work #	Scope of Work Description	ISSA #	ISSA Description	ISSA Time	
1. Hard Surface - 1st Floor Lobby & Entrances					
a	Dust mop	406	Dust Mop w/ 24" Mop using Dust Treatment Chemical	8333	ft ² /hr
b	Damp mop	373	Damp Mop w/ 24oz Mop Head using Double Bucket & Wringer	5000	ft ² /hr
1A. All Other Hard Surface Floors					
a	Dust mop	406	Dust Mop w/ 24" Mop using Dust Treatment Chemical	8333	ft ² /hr
b	Damp mop	373	Damp Mop w/ 24oz Mop Head using Double Bucket & Wringer	5000	ft ² /hr
1B. Hard Surface Floors					
a	Dust mop	406	Dust Mop w/ 24" Mop using Dust Treatment Chemical	8333	ft ² /hr
b	Damp mop	373	Damp Mop w/ 24oz Mop Head using Double Bucket & Wringer	5000	ft ² /hr
1C. Hard Surface Floors					
a	Dust mop	406	Dust Mop w/ 24" Mop using Dust Treatment Chemical	8333	ft ² /hr
b	Damp mop	373	Damp Mop w/ 24oz Mop Head using Double Bucket & Wringer	5000	ft ² /hr
2. Carpeted Floors					
a	Spot Vacuum (35% of total)	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
b	Thorough Vacuum	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
c	Spot clean (track in or spillage)(35%)	294	Spot Sweep w/ 10" Upright Vacuum	12000	ft ² /hr
d	Thorough Vacuum Walk-Off Mats	91	Mats	2000	ft ² /hr
2A. All Other Carpeted Floors					
a	Spot Vacuum (35% of total)	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
b	Thorough Vacuum	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
c	Spot clean (track in or spillage)(35%)	294	Spot Sweep w/ 10" Upright Vacuum	12000	ft ² /hr
2B. Carpeted Floors					
a	Spot Vacuum (35% of total)	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
b	Thorough Vacuum	295	Vacuum w/ 12" Upright Vacuum	2239	ft ² /hr
c	Spot clean (track in or spillage)(35%)	294	Spot Sweep w/ 10" Upright Vacuum	12000	ft ² /hr
3. Trash Removal					
a	Empty Waste Basket	177	Empty Trash/Wipe Clean	1	min/2ft ² each
b	Replace Liner	178-177	Reline Basket	0.50	
4. Furniture, Cabinets, Countertops					
a	Spot dust horizontal & vertical surfaces	68	Dust w/ duster	10000	ft ² /hr
b	Thorough dust horizontal & vertical surfaces	69	Dust w/ treated cloth	5000	ft ² /hr
5. Heating & A/C Registers					
a	Dust Vents	69	Dust w/ treated cloth	5000	ft ² /hr
b	Wash Vents	546	Wash	0.50	min/each
6. Restrooms - DAILY MORNING (AM)					
a	Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Wet Mop Floor with Disinfectant (must be "N" listed with EPA)	229	Restrooms	27	min/9 fixtures
7. Restrooms - DAILY AFTERNOON (PM)					
a	Trash/Clean Disinfect Fixtures/Wipe Mirrors/Replace Supplies/Sweep floors	228	Restrooms	14.75	min/9 fixtures
8. Drinking Fountain					
a	Clean & disinfect all surfaces	183	Clean fountain	0.50	min/each
9. Employee or Break Room					
9a	Clean outside of refrigerator & microwave	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
10. Glass Door/Window Washing					
a-b	Exterior Glass Doors/Panels	84	Clean using Trigger Sprayers & Cloth (2Sides) 3 minutes each	840	ft ² /hr
c-d	Interior Glass Doors/Panels	84	Clean using Trigger Sprayers & Cloth (2Sides) 3 minutes each	840	ft ² /hr
e	Interior Windows	563	Interior & Exterior: Wash w/ Trigger Sprayer & Cloth	526	ft ² /hr
f	Exterior Windows (1st floor only)	563	Interior & Exterior: Wash w/ Trigger Sprayer & Cloth	526	ft ² /hr
11. & 12. 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 stairs and landing w/ 24" dust mop and pick up debris	1.20	min/flight
12b	Stair Flights Damp Mop	100	Damp mop stairs and landing w Kentucky or string type mop	3	min/flight
12c	Elevator	589	Elevator	10	min/each
13. Other Operations: Utility					
a	Utility Time Task - as defined in Terms of Agreement - including COVID Touchpoints	GSD	Time given by GSD		ft ² /hr
b					ft ² /hr
c					ft ² /hr



The West Virginia Association of Rehabilitation Facilities, Inc.

PO Box 6764 Charleston WV 25362

Phone: (304) 205-7970

Fax: (304) 205-7915

January 31, 2023

Close Out Request CDOs GSD2200000002 & GSD2200000003

Dear Sir or Madam,

This letter serves as a notice that the West Virginia Association of Rehabilitation Facilities, Inc (WVARF) has been paid for all services from CDOs GSD2200000002 & GSD2200000003. Please reference the attached statements for supporting documentation.

Sincerely,

DocuSigned by:

38DD98D0CE6B4EF...

Tara Martinez
C.E.O.
WVARF, Inc.



The General Service requested this letter to close out delivery orders that had unused funds remaining.

3:17 PM

01/25/23

Accrual Basis

WV Association of Rehabilitation Facilities Inc.
Sales by Customer Detail
 All Transactions

Type	Date	Num	Memo	P. O. #	Open Balance	Amount
GSD - MASTER						
GSD Bldg 37						
Invoice	10/31/2021	119778	JANITORIAL GENERAL SERVICES BLDG #37 - OCT 2021	GSD22*002		-20,117.98
Invoice	11/30/2021	120781	JANITORIAL GENERAL SERVICES BLDG #37 - NOV 2021	GSD22*002		-19,099.41
Invoice	12/31/2021	120961	JANITORIAL GENERAL SERVICES BLDG #37 - DEC 2021	GSD22*002		-20,057.17
Invoice	01/31/2022	121932	JANITORIAL GENERAL SERVICES BLDG #37 - JAN 2022	GSD22*002		-18,790.29
Invoice	02/28/2022	122472	JANITORIAL GENERAL SERVICES BLDG #37 - FEB 2022	GSD22*002		-18,065.64
Invoice	03/31/2022	123130	JANITORIAL GENERAL SERVICES BLDG #37 - MAR 22	GSD22*002		-23,705.77
Invoice	04/30/2022	123797	JANITORIAL GENERAL SERVICES BLDG #37 - APR 22	GSD22*002		-21,942.28
Invoice	05/31/2022	124647	JANITORIAL GENERAL SERVICES BLDG #37 - MAY 22	GSD22*002		-20,665.27
Invoice	06/30/2022	125008	JANITORIAL GENERAL SERVICES BLDG #37 - JUN 22	GSD22*002		-19,813.93
Invoice	07/31/2022	126189	JANITORIAL GENERAL SERVICES BLDG #37 - JUL 2022	GSD22*002		-16,682.21
Invoice	08/31/2022	126783	JANITORIAL GENERAL SERVICES BLDG #37 - AUG 2022	GSD22*002		-21,668.63
Invoice	09/30/2022	127424	JANITORIAL GENERAL SERVICES BLDG #37 - SEP 2022	GSD22*002		-18,618.00
Total GSD Bldg 37					0.00	-239,226.58
Total GSD - MASTER					0.00	-239,226.58
TOTAL					0.00	-239,226.58

Accrual Basis

WV Association of Rehabilitation Facilities Inc.
Sales by Customer Detail
All Transactions

	<u>Type</u>	<u>Date</u>	<u>Num</u>	<u>Memo</u>	<u>P. O. #</u>	<u>Open Balance</u>	<u>Amount</u>	
GSD - MASTER								
GSD Bldg 4								
	Invoice	07/31/2021	118034	JANITORIAL GENERAL SERVICES BLDG #4 - July 2021	GSD22*03 1		-1,984.50	
	Invoice	08/31/2021	118665	JANITORIAL GENERAL SERVICES BLDG #4 - Aug 2021	GSD22*03 2		-2,079.00	
	Invoice	09/30/2021	119048	JANITORIAL GENERAL SERVICES BLDG #4 - SEP 2021	GSD22*03 3		-1,984.50	
	Total GSD Bldg 4						0.00	-6,048.00
GSD Bldg 5								
	Invoice	10/31/2021	119768	JANITORIAL GENERAL SERVICES BLDG #5 - OCT 2021	GSD22*03 1		-21,057.75	
	Invoice	11/30/2021	120532	JANITORIAL GENERAL SERVICES BLDG #5 - NOV 2021	GSD22*03 1		-19,892.25	
	Invoice	12/31/2021	120953	JANITORIAL GENERAL SERVICES BLDG #5 - DEC 2021	GSD22*03 1		-21,439.69	
	Invoice	01/31/2022	121924	JANITORIAL GENERAL SERVICES BLDG #5 - JAN 2022	GSD22*03 1		-20,305.69	
	Invoice	02/28/2022	122458	JANITORIAL GENERAL SERVICES BLDG #5 - FEB 2022	GSD22*03 1		-19,939.50	
	Invoice	03/31/2022	123122	JANITORIAL GENERAL SERVICES BLDG #5 - MAR 2022	GSD22*03 1		-24,270.75	
	Invoice	04/30/2022	123789	JANITORIAL GENERAL SERVICES BLDG #5 - APR 2022	GSD22*03 1		-22,057.88	
	Invoice	05/31/2022	124639	JANITORIAL GENERAL SERVICES BLDG #5 - MAY 2022	GSD22*03 1		-21,049.88	
	Invoice	06/30/2022	125000	JANITORIAL GENERAL SERVICES BLDG #5 - JUN 2022	GSD22*03 1		-20,959.31	
	Invoice	07/31/2022	126181	JANITORIAL GENERAL SERVICES BLDG #5 - JUL 2022	GSD22*03 1		-20,514.38	
	Invoice	08/31/2022	126774	JANITORIAL GENERAL SERVICES BLDG #5 - AUG 2022	GSD22*03 1		-24,270.75	
	Invoice	09/30/2022	127416	JANITORIAL GENERAL SERVICES BLDG #5 - SEP 2022	GSD22*03 1		-22,160.25	
	Total GSD Bldg 5						0.00	-257,918.08