

Janitorial Services Contract 00508

Site Visit Guidelines

1 Preparation

Assign personnel (Tour guides): Assign two individuals the task of preparing for the visit. Choose individuals who could act as back up for one another. (Don't choose two people who ride to work together). This is to ensure someone will be able to conduct the tour in case of illness or delay. Confirm this assignment with both individuals.

Review specification sheet: Have the assigned tour guides read through the Work Request Excel worksheet to become familiar with its function, thinking about their route in touring the site.

Advance walk through: Have the assigned tour guides use the Work Request Excel worksheet to go through a test walk through of the tour. Have them ask themselves:

- Is everything we need to have cleaned mentioned in the spec sheet?
- Is the frequency of cleaning appropriate?
- Is there a square footage listed for each floor care area? Is it correct?
- Is there a quantity listed for each item such as toilets or waste receptacles? Is it correct?
- Will the tour plan allow vendors to see all work areas?
- Who will supply disposables, etc?

Review guest list: Share the guest list with the assigned tour guides so they know whom to expect. Some firms may send two representatives when there is more than one component to the work.

2 Day of event

Tour Guide and Material: Although two tour guides have prepared, only one need conduct the tour unless the group is large. The materials to conduct the event should be on hand and available in the event a backup person needs to conduct the tour.

Check-In: It is required that all invited bidders attend the site visit. This eliminates misunderstandings about the work that can taint performance once the contract is awarded. Attendance is verified by having each attendee complete (legibly) their information on the Sign-In Sheet. If a company is represented by more than one attendee, all representatives must sign in. Once the site visit has begun, late arrivals may not be allowed to tour the site and be disqualified from the competition. After the walkthrough, the Site Coordinator will fax (Attn: Janitorial Desk, 360-586-2426, email a PDF copy to janitorialdesk@des.wa.gov) the sign-in sheet to the DES contract administrator.

Uninvited vendor: If an uninvited vendor arrives, they are not allowed to participate.

Beginning the tour: When all invited vendors have arrived, announce to the group that the tour is starting and lead them through the site. You may consider asking that all electronic devices (cell phones, pagers, etc.) be turned off during the site visit to ensure everyone can actively listen and participate in the tour.

Conducting the tour: Point out the work detailed in the specifications, and tell them your expectation regarding the cleaning standards to be met.

Questions: Those questions that are easy may be answered. In cases where the spec or bid are unclear about a point, or the guide is not sure, the question should be sent by the questioner to the Client's Primary Point of Contact/Contract Administrator. Only those answers made via amendment will bear upon award. In all other matters the written document will be binding. The tour guide should tell the attendees **Only those answers made via amendment will bear upon award. In all other matters the written document will be binding.**

Ending the visit: After a few questions, the tour director thanks the group for their interest and dismisses them.

Thank you for conducting your site visit. This saved your agency money and put you in control of this event at your site. Your assistance is appreciated. Ending the visit: After a few questions, the tour director thanks the group for their interest and dismisses them.