

Project Number 27739

- 1. General/Scope:** The City of Las Vegas is soliciting bids to perform quiet cleaning, preventive maintenance of equipment at 911 call center annually. The vendor is to provide all cleaning equipment, supplies and specified services. Call center will be fully functional/live during cleaning.

Location: 750 Sierra Vista Dr, Las Vegas, NV 89169

Equipment: (40) Forty Consoles/workstations
(3) Three CAD Computers with
(7) seven monitors attached
(1) One phone computer
(2) Two radio computers
(3) Three AIS computers

2. Service Requirements:

- 2.1. Cleaning (Expectation is that no dust/debris left behind/around work stations)
 - 2.1.1. Clean and Vacuum console CPU cabinetry inside and out.
 - 2.1.2. Attempt to remove console stains from console fabric panels
 - 2.1.3. Clean and wipe down all counters attached to the console
 - 2.1.4. Clean and disinfect all high touch areas and peripherals attached to the console including keyboards, mice, phones, monitors, and input surfaces.
- 2.2. Vacuuming (Expectation is that no dust/debris/food particles left behind/around work stations)
 - 2.2.1. Vacuum console fabric panels – front and rear
 - 2.2.2. Vacuum under console cavity shelves
 - 2.2.3. Vacuum under console utilizing specialized tool for disregarded food/particles that can cause allergens and pests. All food particles should be removed
- 2.3. Inspection
 - 2.3.1. Inspect and repair edge molding on top and bottom of console fabric panels
 - 2.3.2. Inspect all console lights and replace light bulbs as needed
 - 2.3.3. Inspect/check and/or replace post caps on console.
 - 2.3.4. Physically and visually check/inspect all electrical (CPU, radio, USB, Ethernet, and monitor) equipment for any anomalies including physical connections, frayed wires, and other defects in the console.
 - 2.3.5. Inspect console fans and control units
 - 2.3.6. Inspect and repair console air control duct arms
 - 2.3.7. Inspect/check all filters in the console air controls units, replace filters as needed (Johnson control filters)
 - 2.3.8. Inspect/check alignment and fit of work surfaces to side surfaces on consoles
 - 2.3.9. Inspect/check and/or re-hang console panels to posts

- 2.3.10. Inspect/check all consoles to ensure they are level, level consoles if necessary
- 2.3.11. Inspect/check and/or replace console door stops on foundation
- 2.3.12. Inspect and align doors under consoles including rear access doors
- 2.3.13. Inform of any wiring concerns

3. Preventive Maintenance & Minor Repairs:

- 3.1. Align individual console positions to room if necessary
- 3.2. Tuck and tighten console cloth on panels
- 3.3. Re-fasten console leg and comfort control wires
- 3.4. Replace broken wire management pieces and tie down wiring related to the mechanical lift portion of the console only.
- 3.5. Miscellaneous materials/parts/supplies for repairs purchased at cost plus % markup

4. Requirements:

- 4.1. All services performed while center stays LIVE.
- 4.2. Submit the project by August 12, 2020 12:00PM UTC
- 4.3. Dispatchers/Call takers will NOT need to be relocated outside the dispatch floor.
- 4.4. For project specific questions please contact David Copper at (702)432-1212.
- 4.5. All cleaning to be completed with environmentally safe, bio degradable products when possible. MSDS sheets available upon request.
- 4.6. Financial related questions should be address to Amy Hidalgo at Las Vegas Metropolitan Police Department main number extension 112.

5. Performance Criteria:

- 5.1. Complete and provide a detailed inspection report that is given to site following completion of services stating areas cleaned/vacuumed and any additional costs associated with any replacements, repairs, and/or maintenance.
- 5.2. Personnel must have experience cleaning within a live 911 call center and is sensitive to operational activities and works accordingly with the ability to adjust to the needs of emergency dispatch.
- 5.3. All cleaning & preventative maintenance employees are direct employees and NOT subcontracted.
- 5.4. All employees have completed background checks and verification is available upon request.

6. Submission Process:

- 6.1. Submit response via PDF file and include the following information with double space Arial font size 14:
 - 6.1.1. Name of your company, Address, Contact Name
 - 6.1.2. Project Number
 - 6.1.3. A paragraph about your interest in participating in this project.
 - 6.1.4. Any other information you'd like to share.