

## **Sub-Agreement - Scope of Work**

*Represented as Exhibit C in the Master Services Agreement*

**Document Purpose:** This document is identified as the template referenced in Exhibit C. This sub-agreement template is to be utilized for adding additional scope of work during the contract period and shall provide a template that shall be completed by the Agency for the purpose of formality and confirmation of the expectations for the agency site location scope of work. The final version of this document shall be approved by the Agency, the Contractor, and the State, as part of this contract.

This Sub-agreement Scope of Work (“this SOW”), entered into by and between the Department of Revenue (the “State Agency”) and the **VENDOR** (the “Contractor”), and reviewed for approval by Indiana Department of Administration on behalf of All State Agencies (the “State”), in consideration of those mutual undertakings and covenants, the parties agree as follows:

**Agency Department(s):**  
**Department of Revenue (DOR)**

**Facility Name and Address:**

Reagan Building  
7811 Milhouse Rd  
Indianapolis, IN 46241

**Agency Site Designee Contact Information:**

Heather Lynette – Facility Coordinator  
317-615-2518  
[hlynette@dor.in.gov](mailto:hlynette@dor.in.gov)

**Facility Hours of Operation:**

Facility Hours: 8:00AM – 4:30PM, Monday - Friday  
Janitorial Hours: 6:00AM – 4:30PM, Monday - Friday

**Holidays observed not requiring janitorial services:**

Standard State Holiday Schedule

**Description of Facility:**

- 93,947 square feet – 25,700 square feet is warehouse area
- Average Daily Population Breakdown:
  - Returns Processing Operations Division (RPO) = 124
  - Special Tax = 20
  - Motor Carrier Services Division (MCS) = 86
  - ISP area = 13
  - Please note that the Returns Processing Division increases roughly 100-150 employees during Individual Tax Season (January – May).
- The facility is entirely on one level.
- The entire building houses the Bureau of Motor Vehicles (BMV), Indiana State Police (ISP), & Department of Revenue (DOR). BMV is not included in this scope of work.

- DOR has two divisions housed at the Reagan building. Motor Carrier Services (MCS) & Returns Processing Operations (RPO).
- There are three warehouses: one for ISP, one for the DOR – Motor Carrier division, & one for DOR – Returns Processing division.
- Areas other than the warehouse areas consist of:
  - Private office areas with work surfaces and small conference tables & chairs
  - Executive office areas with private restrooms and a small counter with sink
  - There are a total of seventeen restrooms. Seven of them are one stall bathrooms. Ten are multi-stall bathrooms. This is for the DOR & ISP areas.
  - There are two breakrooms and one lunchroom, but no cafeteria, only vending machines, microwaves, & refrigerators. The two breakrooms are located in MCS & ISP areas. The lunchroom is in the RPO area but is used by MCS & RPO employees.
  - There are five conference rooms (two conference rooms on RPO side, two conference rooms on MCS side, one conference room in ISP area) and one training room in RPO area. (ISP cleans their own training room.)
- Type of flooring:
  - Carpet tiles – 46,400 square feet
  - Polished colored concrete – 23,500 square feet
  - Sealed concrete – 20,300 square feet
  - Ceramic tile – 1,600 square feet
- Other specifications:
  - Office doors have glass windows
  - Cubicles consist of carpeted wall panels and surface areas arranged in “cube” configurations
  - Conference rooms consist of large conference tables and chairs with video equipment permanently attached to some surfaces plus TV monitors secured to the walls
  - Wellness room has a refrigerator and sink
  - There are 3 utility closets with sinks
  - Multiple filing cabinets located throughout the building
  - 4 IT rooms with IT equipment and servers
  - Entry ways – 3 DOR & 1 ISP public double glass door entrances & 2 Exit Only double glass door
  - Warehouse areas have shelving units and other miscellaneous items
- Floor plan is attached. Please note there have been changes since publishing to room names & how many cubicles are in the area. (Example: ISP does not have a workout room & the office in the warehouse is actually a storage room.)

**Service types:**

<b>Area of Service: General</b>	<b>Frequency</b>
Bathrooms (itemized below)	Daily
Breakrooms (itemized below)	Daily

Waste receptacles are to be emptied once each day and trash liners replaced as needed. All regular trash materials are to be placed in the garbage dumpster located at the MCS Warehouse door #6. Recyclable receptacles are located throughout the building and will be placed in the recyclable dumpster located next to Dock door #2 at the rear of the building.	Daily
Clean entry way doors and windows (inside) each day. Polish as needed.	Daily
Dust tops of filing cabinets and other furniture	Weekly
Warehouse eye wash sinks (2 stations) are to be cleaned inside and outside AND disinfected once a week.	Weekly
Remove cobwebs from all spaces every Friday or as needed.	Weekly
Sweep dock areas every Thursday or Friday or as needed.	2 Times Weekly
Empty and clean outside trash receptacles and ashtrays Mondays, Wednesdays, and Fridays or as needed.	3 Times Weekly
Sweep sidewalks around public access areas, within 25' of entry, every Monday, Wednesday, and Friday.	3 Times Weekly
Clean refrigerators	Monthly
Window sills, baseboards, and vents are to be cleaned the first Monday of every month or as needed.	Monthly
Clean and polish all inside windows adjacent to office doors or executive areas, as needed.	As needed
Remove fingerprints and marks from around light switches and door frames, as needed.	As needed

<b>Area of Service: Floors</b>	<b>Frequency</b>
Sweep all entry way floors each day.	Daily
Mop floors	Daily
All colored concrete floors are to be dry moped with a microfiber pad on Mondays and Wednesdays or as needed	2 Times Weekly
All carpeted floors are to be vacuumed on Mondays, Wednesdays, and Fridays or as needed.	3 Times Weekly
Clean concrete floors	Weekly

Sweep warehouses	Weekly
Colored concrete floors are to be cleaned with AmeriPolish® SureLock™ Rejuvenating Cleaner every Friday. This cleaner will be provided by DOR and manufacturer application instructions must be followed. AmeriPolish® SureLock™ Rejuvenating Cleaner cleans polished/colored concrete surfaces without damaging the concrete. AmeriPolish® SureLock™ Rejuvenating Cleaner is a water-based concentrate cleanser and stain protection replenish. It is pH neutral. It is intended to be diluted with water by the user.	Weekly
All concrete floors are to be polished every month.	Monthly
Spot cleaning is to be done immediately if spills occur.	On demand
Shampoo carpet areas	Yearly
Buff concrete floors	Yearly

<b>Area of Service: Large Restrooms</b>	<b>Frequency</b>
Mop floors	Daily
All restrooms are to be stocked with paper towels, toilet paper, and urinal screens and soap daily. (Two times a work shift may be required for January – May.)	Daily
All restroom waste receptacles are to be emptied and trash liners replaced as needed.	Daily
All mirrors in restrooms are to be cleaned and polished each day.	Daily
Toilets and urinals are to be cleaned inside and outside AND disinfected each day. Toilet bowl rings will be scrubbed until the ring disappears and appropriate measures are to be taken so the rings do not appear again.	Daily
All sinks and faucets are to be scoured inside and outside AND disinfected each day.	Daily
All counter surfaces, door handles, towel dispensers, partitions are to be cleaned and dried each day.	Daily
Any splash marks are to be removed from all surfaces each day.	Daily
All water fountains are to be cleaned and sanitized each day.	Daily
To avoid dry drains, liquid (water/pine-sol mixture) is to be poured down all restroom drains once a week.	Weekly
Wash Walls	Weekly
Bleach sinks	Weekly
High Dusting	Weekly

<b>Area of Service: Lunchroom and Break Rooms</b>	<b>Frequency</b>
Wipe down microwaves	Daily
Wipe down countertops: clean and disinfect them	Daily
Wipe down tables: clean and disinfect them	Daily

All sinks are to be scoured inside and outside AND disinfected each day.	Daily
Clean garbage disposal	Daily
Mop floors	Daily
Wipe down door windows	Daily
Wipe down ice machine	Daily
Trash needs to be emptied daily and trash can liners are to be replaced when needed.	Daily
Any splash marks are to be removed from all surfaces each day.	Daily
Stock with paper towels and soap once a day	Daily
Refrigerators are to be cleaned out and disinfected once a month on Friday afternoon after the lunch period.	Monthly
Ajax Sink	Monthly

<b>Area of Service: Conference Rooms</b>	<b>Frequency</b>
Table tops are to be cleaned Mondays, Wednesdays, and Fridays (if rooms are available).	3 Times Weekly
Trash needs to be emptied daily and trash can liners are to be replaced when needed.	Daily

<b>Area of Service: Wellness Room</b>	<b>Frequency</b>
Waste receptacles are to be emptied each day and trash liners replaced as needed.	Daily
Sink is to be scoured inside and outside AND disinfected each day.	Daily
All counter surfaces, door handles, towel dispensers are to be cleaned and dried each day.	Daily
Any splash marks are to be removed from all surfaces each day.	Daily

<b>Area of Service: Executive Restroom and Counter Areas</b>	<b>Frequency</b>
Executive restrooms are to be stocked with paper towels, toilet paper, and soap daily.	Daily
Restroom waste receptacles are to be emptied each day and trash liners replaced as needed.	Daily
Mirrors in restrooms are to be cleaned and polished each day.	Daily
Toilet is to be cleaned inside and outside AND disinfected each day. Toilet bowl rings will be scrubbed until the ring disappears and appropriate measures are to be taken so the rings do not appear again.	Daily
Sinks are to be scoured inside and outside AND disinfected each day.	Daily
Restroom floors need to be moped daily.	Daily
All counter surfaces, door handles, towel dispensers are to be cleaned and dried each day.	Daily

Any splash marks are to be removed from all surfaces each day.	Daily
To avoid dry drains, liquid (water/pine-sol mixture) is to be poured down all restroom drains once a week.	Weekly

Area of Service: Motor Carrier Services Customer Service Area	Frequency
Restrooms are to be stocked with paper towels, toilet paper, urinal screens and soap at the beginning of the work shift each day.	Daily
Restroom waste receptacles are to be emptied each day and trash liners replaced as needed.	Daily
Mirrors in restrooms are to be cleaned and polished each day.	Daily
Toilets are to be cleaned inside and outside AND disinfected each day. Toilet bowl rings will be scrubbed until the ring disappears and appropriate measures are to be taken so the rings do not appear again.	Daily
Sinks are to be scoured inside and outside AND disinfected each day.	Daily
All counter surfaces, door handles, towel dispensers are to be cleaned and dried each day.	Daily
Any splash marks are to be removed from all surfaces each day.	Daily
Floors are to be cleaned daily. There are carpet tiles along with colored concrete for the floor.	Daily
Customers are to be disturbed as little as possible.	

#### General needs:

- At every service clean and disinfect all frequently touched hard surfaces such as doors, restroom fixtures and partitions, tables and chairs, counters, appliances, etc. If surfaces are dirty, clean them using a detergent or soap and water before disinfecting them.
- **Cleaning** refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Cleaning is typically performed using soap, detergents, cleansers and clean water before using a disinfecting method.
- **Disinfecting** refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Disinfecting is typically performed using approved commercial or household disinfecting solutions.

#### Unique needs specific to your facility:

- Required Time Frames:
  - Trash removal always starts at 11:00am for the entire building (except for the breakrooms being done when they are cleaned)
  - 8:30AM – 9:15AM for RPO Lunchroom
  - 10:30AM -11:00AM for MCS Breakroom

- ISP Breakroom immediately following RPO Lunchroom
  - 8:30AM Bathroom Cleaning begins at the Doc Prep restrooms
  - This list is subject to change at any time throughout the contract. All other areas can be cleaned in the order and at times convenient to the contractor as long as they follow their frequency pattern outlined in the SOW.
- Background Checks: The Department of Administration requires assurances in its Quantity Purchase Agreements (QPA) for temporary personnel that the backgrounds of those temporary personnel do not reveal relevant past criminality or dishonesty. In addition, agencies should not utilize the services of contractual personnel who do not satisfy the agency's criteria for employment. As such, the following background checks need to be successfully completed for each Contractor personnel assigned to the facilities detailed in this SOW:
  - Criminal History Check
  - Fingerprinting
  - Tax check
- Security Requirements: The areas are segregated by badge access. Numbered access cards (badges) will be provided to the Vendor employees. All badges, except for the onsite manager, are to be returned to the onsite manager at the end of the work shift and are not to leave the building. Loss of the access cards (badges) will result in the Vendor have to purchase additional cards at the cost of \$20 per card. The Motor Carrier Customer Service area is public but all other areas require a badge.
- The Reagan building is leased.
- Disposables: The Department of Revenue will provide all paper products, liners, soap and hand sanitizer. All necessary equipment and chemicals needed to complete the above listed services will be provided by the Vendor.
  - All other cleaning supplies are to be provided by the Vendor.
- Cleaning Supplies:
  - Unscented cleaning products preferred. If scented, Apple Cinnamon is required. All scented products must be approved by Agency Site Designee before use. Agency Site Designee reserves the right to request alternate scents at no cost to the State.
  - Vacuum cleaners, provided by the Vendor, are to be as quiet as possible when in use so as to not interrupt the DOR employees. It is suggested that vacuuming be done before employees are onsite.
- Staffing Requests:
  - A contractor staff member with the authority to oversee daily staff, respond to on demand requests for in scope tasks, resolve issues and follow the issue escalation policies is requested to be onsite during all stated janitorial hours.
  - Any extraordinary work authorized by DOR will be performed on time and materials basis at an agreed upon rate and time frame. The extraordinary work may be performed on State holidays when DOR employees are present.

#### **Non-Collusion and Acceptance**

The undersigned attests, subject to the penalties for perjury, that the undersigned is the Contractor, or that the undersigned is the properly authorized representative, agent, member or officer of the Contractor. Further, to the undersigned's knowledge, neither the undersigned nor any other member, employee, representative, agent or officer of the Contractor, directly or indirectly, has entered into or been offered any sum of money or other consideration for the execution of this Contract other than

that which appears upon the face hereof. Furthermore, if the undersigned has knowledge that a state officer, employee, or special state appointee, as those terms are defined in IC 4-2-6-1, has a financial interest in the Contract, the Contractor attests to compliance with the disclosure requirements in IC 4-2-6-10.5.

**In Witness Whereof**, Contractor and the State have, through their duly authorized representatives, entered into this Sub-agreement Scope of Work, as represented from the Master Services Agreement for **QPA# XXXXX**. The parties, having read and understood the foregoing terms of this agreement, do by their respective signatures dated below hereby agree to the requirements thereof.

**Contractor:**  
**VENDOR**

Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**State of Indiana Agency:**

Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**Indiana Department of Administration**

Vendor Contract Manager

Date: \_\_\_\_\_