



Building Maintenance Contract and Janitorial Services Contract

General Services Department

Keith A. Wharton, Division Manager

March 24, 2026

Strategic Plan for Our **Smart One Water Future**



Vision

In every home, in every business, we make everything possible by ensuring access to dependable and safe water for everyday life.

Smart One Water Mission

WSSC Water ensures all communities thrive by ethically delivering safe, reliable and sustainable water and wastewater services.

Promise

Continue the legacy of treasuring our water, customers and employees through dedicated service for current and future generations.

Values

Just. Accountable. Caring. Community Focused. Excellent. Trustworthy.

Strategic Priorities



**Workforce
Development**



**Culture
Shift**



**Affordability &
Financial
Viability**



**Sustainability &
Resiliency**



**Asset
Management &
Infrastructure
Reliability**



**Optimizing
Operations**



**Customer
Engagement &
Partnerships**



**Digital
Transformation**

Agenda

1. Team Introductions
2. Project Objectives
3. Project Overview
4. Keys to Success
5. Project Compliance
6. Questions



Team Introductions

Team Introductions

Department of General Services

- **Allison Dunn Wilson**, Director

Facility Services Division

- **Keith A, Wharton**, Division Manager
- **Richard Lawler**, Section Manager (Laurel Maintenance Section)



Contract Objectives

Contract Objectives

Award **two (2) comprehensive service contracts** for **WSSC Water's Support Center** and **Consolidated Laboratory** facilities.

The expectation for both contracts is to deliver seamless, uninterrupted facility operations and maintenance and janitorial services for high-profile, mission critical facilities:

- **Support Center:** WSSC Water's headquarters building is **320,000 sq ft**. It houses 24/7 operations of system controls, emergency call center, and security.
- **Consolidated Laboratory Facility:** WSSC Water's state-of-the-art MDE-certified environmental laboratory is **75,000 sq ft**. It houses dedicated staff members (24/7) to provide the highest quality analytical data for the benefit of public health and environmental quality.



Contract Overview

Building Operations & Maintenance Overview

The Contractor will be responsible for full-service facility operations and maintenance including:

Core Building Systems:

- Maintain and repair mechanical, electrical, and plumbing systems
- Ensure both buildings always remain fully operational
- Perform routine maintenance and minor, unplanned repairs

General Building Maintenance:

- Maintain interior building components (doors, ceilings, flooring, fixtures, etc.)
- Perform carpentry, painting, and repairs
- Conduct regular inspections along with preventative maintenance

Building Operations & Maintenance Overview

Grounds and Exterior Maintenance:

- Landscaping
- Snow and ice removal
- Garage cleaning, including drains
- Brick and sidewalk cleaning and sealing
- Drive-up teller cleaning

Support Services:

- Trash and recycling disposal services
- Integrated pest control services and management
- Fire extinguisher inspections and compliance
- Specialty Services (e.g. rug cleaning, indoor plant care, geese control, etc.)

Janitorial Services Overview

Interior and Exterior Janitorial Operations

- Interior Cleaning Requirements including but not limited to all rooms, common areas, pantry areas, conference room, auditorium, restrooms, locker rooms, storage areas, fitness center, daycare center, lab areas, cafeteria / kitchen food service areas (currently not in use), seating areas, vending areas, building entrances, lobbies, corridors, ceilings to include return and supply air diffusers, stairways, hallways, mechanical rooms, electrical rooms, communication rooms, janitorial closets, coat closets, and elevators
- Exterior Cleaning Requirements include but not limited to the following: sidewalks, patios, driveways, loading docks, stairways, parking areas, daycare areas, ball field, roof tops, drive up teller, and garage areas

Day Porters to support:

- Daily cleaning operations
- Conference and assembly room setup
- Minor moving services
- Other miscellaneous operational service duties as assigned by the PM

Additional services on an as-needed basis



Keys to Success

Keys to Success

- Consistent, high-quality results
- Proactive staffing & supervision
- Proactive and consistent resource management
- Strong attention to detail in sensitive environments
- Professionalism in high-visibility facilities
- Responsiveness and reliability
- Effective and consistent communication
- Excellent customer service
- Full compliance with safety requirements at all times
- Competitive pricing (Time and Materials)



Contract Compliance

Contract Compliance

Building Operations and Maintenance

- **Gaylord Hoods and Kitchen Exhaust Equipment Inspections:** Must be performed by a properly trained, qualified and certified by the manufacturer
- **Fertilizer and Soil Management:** Soil samples must be taken and analyzed by a certified soil laboratory
- **Pest Control:** Contractor must be licensed by the Maryland Department of Agriculture and hold a commercial pesticide applicator license
- **Trash/Recycling:** Contractor is responsible for ensuring that all waste removed from the facilities is disposed of by a certified facility
- **Fire Extinguisher Inspections:** Contractor must be licensed by the State of Maryland Fire Marshall's Office for servicing and refilling of CO fire extinguishers
- **Electrician:** Must hold and retain a State of Maryland Journeyman Electrical License

Contract Compliance

General Compliance

- Strict adherence to WSSC Water rules and regulations related to Procurement.

Safety Compliance:

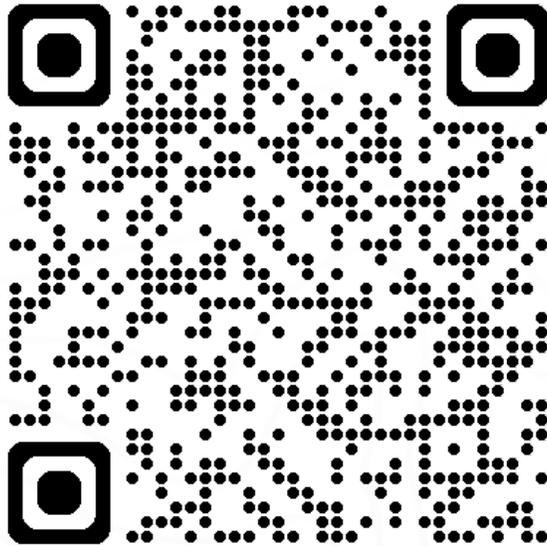
- All bidders must complete and submit the attached Contractor Safety and Health Program Questionnaire as part of the prequalification process.
- Failure to provide this information may result in disqualification from consideration.
- Contractors whose current Experience Modification Rate (EMR) is greater than 1.0, or whose most recent Total Recordable Incident Rate (TRIR) or other incident rates exceed 100% of the industry average for their applicable NAICS code(s), are required to designate a qualified and experienced safety representative whose duties and responsibilities shall be the prevention of accidents and the maintaining and supervising of safety precautions and programs on all WSSC Water-related projects.
- This designated safety representative must be present, actively engaged, and qualified to manage and implement site-specific safety programs in compliance with regulatory and project-specific requirements. Industry average incident rates can be referenced at: www.bls.gov/news.release/osh.nr0.htm.



Supplier Portal and OpenGov Platforms

Supplier Portal and OpenGov Platforms

Scan to register with the Supplier Portal



or **Visit:**

<https://www.wsscwater.com/supplier>



Scan to register with OpenGov



or **Visit:**

<https://procurement.opengov.com/portal/wsscwater>



Questions?

Early Engagement Vendor Session Inquiry Form



<https://forms.office.com/g/c3xHCEqjgG>

For past event's presentations and sign in sheets, visit
www.wsscwater.com/work-us/procurement/outreach-events



Early Engagement Vendor Session Post-Event Survey



<https://forms.office.com/g/57Ws7Ur0Xf>

