

McHenry County College

8900 US Highway 14
Crystal Lake, IL 60012

Request for Proposal

Custodial Services

RFP Number:

05012013

Contact:

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RFP Release Date:

April 11, 2013
Posted at <http://www.mchenry.edu/bid>

Mandatory Pre-bid Meeting:

April 19, 2013, 1:00 P.M.

Bid End Date:

May 1, 2013, 10:00 A.M.

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Section I – Introduction

Statement of Purpose

The objective of this Request for Proposal (RFP) is to solicit proposals that will enable McHenry County College (herein referred to as “MCC” or “the College”) to determine which Service Provider will best meet the College’s needs in regards to Custodial Services. MCC shall award the contract based upon the selection criteria established by the College in its sole discretion and described herein.

Background

McHenry County College in Crystal Lake, Illinois initially began with the construction of the Automotive Technology Building, later renamed D Building, in 1974. The campus has grown considerably since the first facility was built, with the addition of the main hall (A Building) in 1976, the multipurpose gymnasium wing to the south end of A Building in 1981, B and C Buildings in 1991, the A Building southern Library pod in 1996, E Building in 1997, and the latest, the Student Services addition to the north side of A Building, in 2003. McHenry County College is a growing community college enrolling approximately 7,500 students with no on-campus residency and employs 310 full-time and 364 part-time employees. The College’s present 168 acre campus is located northwest of Crystal Lake, Illinois on State Route 14 between Crystal Lake and the community of Woodstock. The campus contains a total of thirteen buildings, including the five main academic facilities, Fire Science Tower, and Greenhouses. Also part of this college is the Shah Center, a corporate training and business development center that was remodeled from a former hotel in 2005 approximately six miles northeast of MCC in the town of McHenry, Illinois.

Section II – Contracting Information

Investigation of Service Providers

The Director of Business Services shall make such investigation as is necessary to determine ability and qualifications of the Service Provider to perform the contemplated work. The Service Provider shall furnish all such information and data for this purpose as may be requested. The Director of Business Services reserves the right to reject any bid, if evidence in the hands of said Director indicates to said Director that the Service Provider is not properly qualified to carry out the obligations as described in the bid document.

Reservation of Rights by College

The College reserves the right to reject any or all bids, to waive irregularities and to accept that bid which is considered to be in the best interest of the College. Any such decisions shall be considered final and not subject to review. “Accepted bids are subject to execution of a written contract between the Service Provider and McHenry County College. All such contracts are contingent upon approval by the Board of Trustees of McHenry County College.

Termination for Convenience

MCC may terminate this Agreement upon not less than thirty (30) days’ written notice to the contractor for the MCC’s convenience and without cause. In the event of termination not the fault of the contractor, contractor shall be compensated for services performed prior to termination.

Signature Constitutes Acceptance

Signatures of Service Providers to bid documents shall be constructed as acceptance of all items of proposal and specification.

Withdrawal of Bids

Bids may be withdrawn by letter, e-mail, fax, or in person, prior to the time and date established for the bid opening.

Equal Opportunity Employment/Affirmative Action

McHenry County College is an Equal Opportunity / Affirmative Action Employer. In the event of the Service Provider's noncompliance with any provision of this Equal Opportunity Clause, the Illinois Fair Employment Practice Act, or the Fair Employment Practices Commission's Rules and Regulations for Public contracts, the Service Provider may be declared nonresponsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporation and the contract may be cancelled or avoided in whole, or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute of regulation.

Staffing Requirements

The Service Provider shall employ trained, reliable, quality conscious employees and subcontractors to perform the required services satisfactorily. A background check meeting the same level criteria or higher than the College's screening process, must be obtained on all employees before assigning them to work on MCC's campus. MCC's background check process includes criminal history and sex offender registry checks for each State of residence, as well as a Federal level sex offender registry check. The Service Provider shall be responsible for verifying that all personnel assigned to the College have the legal right to work in the United States in accordance with The Department of Homeland Security U.S. Citizenship and Immigration Services Form-I9 Employment Eligibility Verification requirements. Service Provider shall immediately resolve any performance related issues upon notification. The Service Provider shall honor any request by the College for removal of any of its employees for any reason that they are not deemed suitable. The Service Provider will be required to interview all current MCC Facility Services Staff and consider them for employment. All drugs, DMV, criminal, civil, credit checks, and registered sex offender checks will be made by the Service Provider prior to employee performing duties at MCC. Background checks must include a national records check and fingerprints.

The Service Provider and their subcontractors will pay at least the minimum wage rate. The Service Provider will pay all taxes pertaining to his employees as required by law.

Expense of Submittal Preparation

The College accepts no liability for the costs and expenses incurred by the proposers in responding to this RFP, in preparing responses for clarification, in attendance at interviews, participating in contract development sessions, or in meetings and presentations required for the contract approval process. Each proposer that enters into the procurement process shall prepare the required materials and submittals at its own expense and with the express understanding that the proposer cannot make any claims whatsoever for reimbursement from the College for the costs and expenses associated with the procurement process.

Execution of Bids

In order to provide for increases or decreases in the quantity specified, because of changes in requirements or conditions, Service Providers are encouraged to indicate both unit costs and total amounts where applicable. In the event that the Service Provider does not supply unit costs (if applicable), it shall be assumed that the unit cost is the total cost divided by the quantity specified. Failure to indicate unit costs shall not result in a technical disqualification.

Proof of Insurance

No more than ten (10) calendar days subsequent to the College's issuance of an award letter, the successful Service Provider shall provide documentation to prove that they have purchased and currently maintaining the following insurance coverage with carriers with a Bests Financial Rating not less than A, XII.

The Service Provider shall furnish a copy to McHenry County College prior to the commencement of any work covered by this contract of all insurance policies required and the endorsements and declarations reflecting that MCC is an additional insured and the policies waive subrogation rights against MCC. The policies shall also contain a provision that the coverages afforded under the policies required shall not be cancelled or allowed to expire unless 60 days prior written notice has been given to McHenry County College. Failure on the part of the Service Provider to maintain coverage as required shall constitute a default and entitle McHenry County College, at its sole option, to either terminate the contract or procure replacement coverage and offset the cost against any money due to the Service Provider.

The service provider waives all rights of recovery from McHenry County College, from any and all claims of every type and description, including damage or destruction of property of the service provider while on the premises of McHenry County College, and in connection with the performance of this agreement.

Coverage, whether written on occurrence or claims-made, shall be maintained without interruption from the date of commencement of work until the date of final payment and termination of any coverage to be maintained after final payment.

1. Workers Compensation/Employers Liability:

- a. \$500,000 per accident
\$500,000 disease, policy limit
\$500,000 disease, each employee
- b. The policy will be endorsed showing a **waiver or right recovery form #WC000313** or equivalent in favor of McHenry County College.

2. Commercial General Liability:

Coverage shall include premises operations, independent contractors, contractual liability, product and complete operations including broad form property damage, covering bodily injury and property damage for limits as shown below. Products and completed operations liability shall be maintained for two years after completion of work performed under this contract.

- a. \$1,000,000 each occurrence
\$2,000,000 general aggregate
- b. Policy shall properly endorsed to show McHenry County College as an additional insured. Coverage for the Additional Insured shall be primary and non-contributory to any insurance, written or available to McHenry County College.

3. Commercial Automobile Liability:

Coverage shall be written to include all owned, non-owned, and hired automobiles covering bodily injury and property damage, including uninsured and underinsured motorists' coverage for limits shown below.

- a. \$1,000,000 combined single limit each occurrence OR
- b. \$1,000,000 bodily per person, per occurrence and property damage per occurrence

4. Umbrella Liability:

The policy shall cover excess of Employers Liability, General Liability, and Automobile Liability with underlying limits as shown in A,B, and C and shall also name McHenry County College as an additional insured for the following limits.

- a. \$1,000,000 each occurrence
- b. \$1,000,000 general aggregate

Should any of the above be written on a claims-made basis the policy date or retroactive date shall predate the contract. The additional insured provisions as contained in paragraphs 2, 4, and 5 shall be maintained for a period of not less than five (5) years after the expiration and/or non-renewal of the contract.

The termination date of the policy or applicable extended reporting period shall be no earlier than the termination date of coverage required to be maintained as shown above.

Award of Order

The College reserves the right to divide the award of orders for the items listed on this bid schedule if the best interest of the College is so served in so doing and/or if the award is applicable to a divided award. If a divided award is not acceptable to the Service Provider, the Service Provider must so state on the submitted bid.

Toxic Substances

Where applicable all Service Providers shall comply with the **Toxic Substance Disclosure to Employees Act** of the state of Illinois (P.A 83-240), effective January 1, 1984 and provide Material Safety Data Sheets as requested.

The Service Provider shall maintain one (1) complete set of the current Material Safety Data Sheets (MSDS) related to each cleaning product to be used on the College's premises in its designated custodial office space, within each custodial closet and wherever cleaning supplies are stored, and with the Campus Police Department. The Service Provider shall post a list in plain sight of all cleaning products that are stored within each storage space and custodial closet.

It is the responsibility of the Service Provider to arrange for the proper storage, removal, and disposal of all hazardous materials including related containers that the Service Provider brings on to College's premises in accordance with all applicable federal, state, and local laws, regulations and ordinances. Service Provider shall not dispose of hazardous materials or related containers through the College's waste disposal system.

OSHA Codes

Service Provider shall comply with all OSHA standards.

Tobacco Free Campus Policy

To promote a safe, clean, and healthy learning environment, McHenry County College prohibits the use of tobacco products inside College facilities, in all College vehicles and on all College property. This includes the burning of any type of cigar, cigarette, pipe, electronic cigarette, or any other smoking equipment. The use of smokeless/chewing tobacco is also prohibited.

It is the responsibility of the Service Provider and its employees to comply with this policy. Refusal to comply with this policy may result in citations issued by the Campus Police Department and/or disciplinary action by the appropriate administrative office.

Security

- McHenry County College may recommend to the Service Provider to dismiss from work such employee as are deemed incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest security.
- The Service Provider shall provide adequate supervision.
- The Service Provider shall be responsible that all articles found by the Service Provider's employees are turned into the Campus Police Department.
- The Service Provider shall ensure that only their properly identified employees are permitted on the premises during the performance of daily duties.
- The Service Provider will be held strictly accountable for damages or breaches of security caused

- by its employees.
- The Service Provider and its employees are expected to adhere to MCC's Board Policy in regards to employee behavior.

Non-Discrimination

In connection with the performance of work under this contract, the Service Provider agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or nation origin. This provision shall include, but not limited to the following: employment, upgrading demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Except with respect to sexual orientation, the Service Provider further agrees to take affirmative action to ensure Equal Employment Opportunities. The Service Provider agrees to post in conspicuous places, availability for employment, notices to be provided by the contracting office setting forth the Non-Discrimination Clause.

Section III – General Information for Request for Proposal

Period of Bid – Contract Dates

This RFP is for a 60 month period beginning July 1, 2013 and ending June 30, 2018 (the initial term). The College shall have the option to extend the contract in one (1) year increments for up to three (3) additional years.

Period 1	July 1, 2013 – June 30, 2014
Period 2	July 1, 2014 – June 30, 2015
Period 3	July 1, 2015 – June 30, 2016
Period 4	July 1, 2016 – June 30, 2017
Period 5	July 1, 2017 – June 30, 2018
Period 6	July 1, 2018 – June 30, 2019 (optional renewal year 1)
Period 7	July 1, 2019 – June 30, 2020 (optional renewal year 2)
Period 8	July 1, 2020 – June 30, 2021 (optional renewal year 3)

The dates stated above are tentative and subject to change at the discretion of the College.

Contract Renewal / Price Adjustments

Contract renewal options are to be initiated solely by the College. Award of any renewal option is subject to its written acceptance by all parties to the contract. Contract prices, as bid, are to remain firm through the initial period of the contract. Thereafter, contract prices may only be adjusted at the time of contract renewal or if significant changes to the specifications are requested.

Any extension is considered as month to month extensions until documented mutual consent has been received from both parties. All terms and conditions as set forth in the contract shall remain in full force and effect. In the event either party wishes to cancel said contract, either shall provide the other party a letter of intent to cancel such "month-to-month" extension at least 45 days prior to the desired date of cancellation.

Subcontracting of Contract

The Service Provider awarded the Contract shall be the prime Service Provider and shall solely be responsible for contractual performances. No subcontracting of contractual obligations may occur without the expressed written consent of the College. In the event of a subcontracting relationship the prime Service Provider will assume all responsibility for the performance of the services that are supplied by the subcontractor. The Service Provider must submit a Subcontracting Plan (if applicable) with their Technical Proposal to be reviewed during the selection process.

Mandatory Pre-Bid and Submittal Deadlines

There will be a **mandatory** pre-bid meeting on **Friday, April 19th at the Main Campus Board Room, room A217 at 1:00 P.M.** At this meeting, Service Provider(s) will have an opportunity to ask any questions regarding this RFP.

Only those in attendance at the pre-bid meeting will be afforded the opportunity to respond to this request for proposal.

Basic building and floor plans will be furnished to each Service Provider who attends the pre-bid meeting. The floor plans will include information about cleanable and non-cleanable space, types of floor covering, etc. A guided tour will be provided for Service Providers to walk the Campus. Service Providers must notify the Physical Facilities Department (815)-455-8760 if the company plans to walk the buildings on any date other than that of the mandatory pre-bid meeting.

MCC Issues RFP listed at www.mchenry.edu/bid	April 11, 2013
Mandatory Pre-Bid Meeting	April 19, 2013, 1:00 P.M., Bldg A, Rm 217
Last day for vendors questions via email jjones@mchenry.edu	April 22, 2013
Response to vendor questions will be listed by addendum at www.mchenry.edu/bid	April 23, 2013
Bid End Date/Bid Opening	May 1, 2013, 10:00 A.M.
Reviewed by MCC Evaluation Team	May 7, 2013
Interview Process	May 9, 2013
Recommendation to Board of Trustees	May 23, 2013
Notification of Award	May 28, 2013
Contract Start Date	July 1, 2013
Project Manager Contact	Greg Evans, AVP Physical Facilities, 815-455-8564

Proposals

All proposals must be submitted and enclosed in a sealed envelope plainly marked with the RFP number and the opening date and addressed, mailed, or delivered to:

**McHenry County College
Business Services Office Room A246
8900 US Highway 14
Crystal Lake, IL 60012**

Three (3) printed copies of entire proposal package, signed in ink, must be submitted in a sealed package along with an electronic version, either thumb drive or CD. Deadline for proposal submittal is **May 1, 2013** prevailing time in the office of Business Services.

Clarifications

The individuals listed below may be contacted requesting clarification or specifications or for any questions concerning the Scope of Work that Service Providers may have. **No authority is intended or implied that specifications may be amended or alternates accepted prior to proposal opening without written approval of McHenry County College through the addendum process.**

All contract clarification requests must be made in writing, and will be sent to all bidders. No volunteered alternatives should be accepted unless all bidders submit a bid on the same alternatives.

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McHenry County College
Director of Business Services
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Section IV - Statement of Work

Description of Required Services

Service Provider shall perform the Custodial Services as described in the following sections. Errors or omissions in the description of the Custodial Services set forth in this Statement of Work shall not relieve Service Provider's responsibility for completing the Custodial Services in a manner that meets the College's standards as described below.

Service Provider's performance of the Custodial Services shall (1) conform to the specifications and requirements outlined in this document, and (2) to the extent consistent with the RFP, shall conform to Service Provider's proposal as submitted. **Main Campus** facilities will require event set-up and regular cleaning with a full staff five (5) days per week Monday thru Friday, and a staff of no less than two (2) people for Saturday and Sunday. The **Shah Center** requires regular cleaning and classroom set-ups Monday thru Friday and no less than four (4) hours of the same on Saturday or Sunday. The **Woodstock Center** require cleaning services three (3) times weekly with the days to be left to the discretion of the College.

Approximate Cleanable Square Feet

Main Campus

8900 US Route 14
Crystal Lake IL, 60012

Building A	189,213
Building B	50,571
Building C	16,338
Building D	23,331
Building E	37,683
Total	317,136

Shah Center
4100 Shamrock Lane
McHenry IL, 60050

Total 13,787

Woodstock Center
912 Trakk Lane
Woodstock IL, 60098

Total 4,800

Currently the Custodial Services are performed on third shift from the hours of 10:30pm – 7:00am while the campus is closed. Service Providers are expected to submit bids for these hours as well as an **Alternative Bid for the hours of 4:30am – 1:00pm. (Alternative Bid #1)**

The College has adopted “**Level 2**” as the standard for custodial cleaning and maintenance in all public spaces as identified and “**Level 3**” for all back of house areas as identified and defined by the Association of Higher Education Facilities Officers (APPA) in Custodial Operational Guidelines for Educational Facilities, 3rd Edition 2011. This is a nationally accepted standard for institutions of higher learning. Service Provider’s performance of custodial services under this agreement shall be in conformance with Level 2 and Level 3 cleaning utilizing no less than 90% green materials, methods and equipment and defined by the APPA as:

Level 2- Ordinary Tidiness

- Floors and base molding shine and/or are bright and clean; colors are fresh.
- There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.
- There can be up to two-day’s worth of dust, dirt, stains, or streaks on floors and base molding
- Dust, smudges, and fingerprints are noticeable on vertical and horizontal surfaces

Level 3—Casual Inattention indicators

- Floors are swept or vacuumed clean, but upon close observation, there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.

The APPA specifies the cleaning requirements and frequency to be performed by Service Provider in order to meet Level 2 and Level 3. In addition some modifications have been made to the guideline in regards to tasks and frequency in order to meet MCC’s cleaning standards.

The College expects the vendor to operate under the definitions established in the “**Cleaning Industry Management Standards**” CIMS 1101:2006

General Guidelines and Definitions

- **Auto-scrub floors** – Using an appropriate sized auto-scrub machine, auto-scrub the area thoroughly, ensuring the corner areas are cleaned. A mop should be used in the areas the machine cannot reach. The chemical used for cleaning should be an all-purpose, no rinse, and low foaming neutral cleaner.
- **Clean whiteboards** – Using a micro-fiber towel and glass cleaner, clean board completely. Wet-wipe rails.
- **Clean/disinfect shower room walls and floors** – Spray disinfectant cleaner onto walls, fixtures, and floor. After allowing ten minutes dwell time, rinse solution from surfaces with water. Spray a final coat of disinfectant, allowing to air dry on all surfaces.
- **Clean/disinfect toilet bowls** – Apply cleaner to toilet bowl according to manufacturer's instruction. Swab toilet bowl thoroughly starting under the rim, flushing twice after swabbing. Disinfect all exterior surfaces including the seat, pipes and valves.
- **Clean/disinfect urinals** – Apply cleaner to urinal according to manufacturer's instruction. Rinse urinal thoroughly and flush twice. Disinfect all exterior surfaces including the pipes and valves.
- **Clean/disinfect flat surfaces** – Apply cleaner to surface according to manufacturer's instruction and allow dwell time. Using a micro-fiber cloth, wipe excess chemical from surface.
- **Clean doors and windows** – After frame is dusted, spray cleaner onto window and wipe the surface. Squeegee or wipe the window dry and wipe the frames and ledges.
- **Clean drains** – Using a micro-fiber cloth or brush, remove all hair, soap film, paper, and other debris in drain, ensuring holes are open. Following manufacture's dilution instructions, pour a prescribed quantity of disinfectant into the drain.
- **Clean glass and TV screen** – After frame is dusted spray cleaner onto micro-fiber cloth and wipe surface the surface. Wipe glass dry and wipe the frame.
- **Clean kitchen hood baffles** – Remove baffle sections from exhaust hood. Using a hose or utility sink clean mats with an approved degreaser type cleaner according to manufacturer's instruction and replace when dry.
- **Clean light fixtures** – Wipe lenses with a micro-fiber cloth and remove all bugs from lenses.
- **Clean lockers and benches** – Wipe down lockers, benches, and other flat surfaces with a treated micro-fiber cloth.
- **Clean mirrors** – Using a micro-fiber cloth with glass cleaner, wipe mirrors clean.
- **Clean partitions and doors** – Wipe partitions and walls clean with a mild germicidal / disinfectant solution.
- **Clean roll-up walk-off mats** – Vacuum each mat covering each section twice. Roll clean mat and set aside for floor to be cleaned.
- **Clean kitchen mats** – Using a hose or utility sink clean mats with an approved degreaser type cleaner according to manufacturer's instruction and replace on floor.

- **Clean sinks** – Remove debris and flush sink thoroughly with cold water. Using a micro-fiber cloth and cleaner thoroughly clean the sink and fixtures. Flush and rinse upon completion. Disinfectant cleaners require a ten-minute stand time.
- **Clean tables, seating, tablet chairs, and casework** – Wipe down tables, seating, and other flat surfaces with a treated micro-fiber cloth.
- **Clean telephones** – Using a micro-fiber cloth dampened with cleaner, wipe the handset and cradle clean.
- **Clean trash containers** – Spray inside and outside of container with a disinfectant cleaner. Wipe out and replace liner.
- **Clean vending areas** – Clean and maintain vending areas including the inside of student microwaves.
- **Clean washbowls** – Clean out sinks with germicidal/disinfectant cleaner. Wipe clean, and dry all fixture surfaces above and under the sink. Remove all debris from drain.
- **Clean water fountains** – Clean fountain with descaler and allow for manufacturer's dwell time. Wipe all surfaces of fixture clean, rinse and polish metal work.
- **Clean windows** – After frame is dusted, spray cleaner onto micro-fiber cloth and wipe the window surfaces. Squeegee or wipe the window dry and wipe the frames and ledges.
- **Damp mop floors** – Using a flat mop or micro-fiber mop head and appropriate cleaning solution, mop area in a figure-8 or linear motion running mop under furniture and paying particular attention to corners. Mop should be turned, rinsed, and wrung as necessary.
- **Damp mop stairs and landings** – Using a flat mop or micro-fiber mop head and appropriate cleaning solution, mop area paying particular attention to corners. Mop should be turned, rinsed, and wrung as necessary. Stair rails shall also be wiped using a chemically treated micro-fiber cloth.
- **Dust blinds** – With a treated tool, wipe down closed blind on both sides.
- **Dust flat surfaces** – Wipe down surface as needed with treated micro-fiber cloth. Use a damp cloth to wipe up spills and a specialty tool to clean other material adhering to surfaces.
- **Dust vents** – Wipe/dust with a treated micro-fiber cloth.
- **Empty pencil sharpeners** – According to manufacturer's instructions, open and empty into a trash receptacle. Reinstall holder and wipe off unit with cloth.
- **Empty waste containers** – Carry container to cart and empty. Replace liner if necessary.
- **Interim carpet care** – After vacuuming and spot-cleaning carpet, place bonnet on buffer that is damp with cleaner. Circulate bonnet on carpet, concentrating on high soil areas, rinsing bonnet and changing cleaning solution as each gets dirty.
- **Interim floor care** – Move furniture, dust and damp-mop the floor. Strip the top coat of finish from the floor and apply two coats of new finish to the prepared surface, replacing furniture when done.

- **Polish stainless steel surfaces** – Prepare surface by cleaning with an appropriate cleaner. Apply a water based stainless steel cleaner according to manufacturer's instruction. Using a micro-fiber cloth with a circular motion, remove excess chemical and buff till shine appears.
- **Project clean furniture** – After removing gum, etc., clean the top, seat and other surfaces with the appropriate cleaning solution.
- **Project clean upholstered furniture** – After pre-treating soiled areas and vacuuming, clean with an appropriate upholstery machine according to manufacturer's instructions. Wipe excess foam from the surfaces and vacuum again after surfaces have dried.
- **Project clean walk off mats** – After vacuuming, remove mat to an open, well drained area and wash with a high pressured hose or carpet extractor.
- **Restock soap and paper** – Refill soap and toilet paper and paper towel dispensers, ensuring they are operational. Wipe fixture clean.
- **Restorative carpet care** – Move portable furniture, spot and vacuum the floor. Clean the entire carpeted area with an extraction machine according to manufacturer's instructions. Allow to dry and replace furniture.
- **Spot clean carpets** – Scrape solid spots with a putty knife. Apply spot remover to soiled spots, brushing in after 20 to 30 seconds of time. Blot liquid spills. Repeat steps as necessary and vacuum after any one or combination of procedures.
- **Spot clean walls and doors** – Remove finger smudges, spots or graffiti from doors, walls, and partitions as required with the appropriate cleaning solution.
- **Spray buff/burnish floors** – For spray buffing use a red pad and a 175/300 RPM machine and spray a fine mist of solution on floor while buffing in a back-and-forth overlapping motion. For burnishing use appropriate burnishing machines according to manufacturer's instructions with an aqua pad. Dust-mop after either.
- **Strip/refinish floors** – Remove all furniture and dust-mop area. Using a **chemical free** stripping machine according to manufacturer's instructions remove all wax from hard floor. Apply **two coats of sealer** flowed by **four coats of wax** to prepared surface. Replace furniture when dry and ready for traffic. A chemical type stripping method may be used only with the expressed permission of the Assistant Vice President or his designee.
- **Sweep/dust mop floors** – Using a pre-treated swivel head mop, dust-mop in a figure-8 motion, running under and/or lifting furniture, straightening furniture while proceeding. Other tools such as counter brushes, broom, dust pans, scrapers, and treated micro-fiber dust cloths may be used to clean corners, remove gum, etc.
- **Sweep outside steps, ramps, and landings** – With a yard broom sweep debris into a pile and dispose of it in an appropriate container.
- **Vacuum carpet** - Vacuum by pushing the machine forward and pulling back, covering each section twice, straightening furniture while proceeding.
- **Wet-mop/scrub floors** – Wet-mop or auto scrub floors using a germicidal/disinfectant solution. When complete either use a hose or bucket to flush floor drains with fresh water.

Custodial Staff

The Service Provider shall provide a staff that is both adequate in size and training to perform all tasks at the appropriate frequency as specified in the Space Category and Frequency. The bid price should reflect the primary custodial services to be accomplished for both the hours of 10:30pm – 7:00am or 4:30am – 1:00pm. **(Alternate #1)**

Day Porter Service

In addition to the requirements of the custodial staff, the Service Provider shall also provide Day Porter Service that would consist of no less than two (2) employees for both the first shift (7:00am – 3:30pm) and the second shift (1:30pm – 10:00pm). The primary responsibilities of the Day Porters would include shipping and receiving, setups, furniture moves, recycling, light custodial duties as assigned, and the policing of restrooms throughout the shift.

On-site Supervisor

On-site Supervisors both day and night shall meet the following minimum qualifications:

- Adequate knowledge of proper methods, materials, and equipment to perform all tasks required in this contract, according to generally accepted industry practices, safety standards, and health regulations.
- Specialized knowledge required, but not limited to the following areas:
 - Control of expendable supplies, i.e. tissue, soap, paper towels, etc.
 - Carpet maintenance
 - Resilient and hard surface floor maintenance
 - Proper use and handling of any and all chemicals used in custodial activities, including hazardous materials.
- Ability to interpret blueprints and campus room lay-out maps.
- Ability to plan custodial services both during and after completion of new construction and renovation.
- Demonstrated supervisory experience and communications skills to ensure businesslike performance of all Service Provider employees assigned to campus and customer service.
- Experience and skills to deal with various levels of faculty and staff personnel.
- Service Provider shall equip all on-site supervisors with cell phones for the Tri-County business area range.
- General computer and internet literacy for use with the College's computerized Work Order system.
- Shall be able to speak and understand English

Space Categories and Frequencies

The following is a listing of the individual space categories as well as the tasks and frequency of said tasks performed in each category.

Main Campus

Auditorium - 4100 Sq. Ft- Level 2

Vacuum carpet/straighten furniture - **Daily**
Dust flat surfaces – **Alternate Days**
Wipe table and seating – **Daily**
Empty waste containers – **Daily**
Sweep and mop stage - **Daily**

Interim carpet care – **Monthly**
Restorative carpet care – **Annually**
Project clean table and chairs – **Semi-annually**
Clean windows – **Annually**

Cafeteria with Carpeted Floor – 1,212 Sq. Ft – Level 2

Vacuum carpet/straighten furniture - Daily	Interim carpet care – Monthly
Dust flat surfaces – Alternate Days	Restorative carpet care – Annually
Wipe table and seating – Daily	Project clean table and chairs – Semi-annually
Empty waste containers – Daily	Clean windows – Annually
Spot clean walls and doors – Weekly	Clean trash containers - Monthly
Spot clean carpets – Alternate Days	

Cafeteria with Hard Floor – 7418 Sq. Ft – Level 2

Dust flat surfaces – Alternate Days	Burnish floors – Weekly
Wipe table and seating – Daily	Dust window frames – Weekly
Empty waste containers – Daily	Interim floor care – Semi-annually
Spot clean walls and doors – Weekly	Project clean table and chairs – Semi-annually
Sweep, dust-mop floors – Daily	Clean windows – Annually
Auto-scrub floors - Daily	Clean trash containers - Monthly
Clean vending area - Daily	

Classroom with Carpeted Floor – 55,747 Sq. Ft – Level 2

Spot clean walls and doors – Weekly	Clean erasers – Daily
Clean light fixtures – As needed	Dust Blinds – Annually
Clean whiteboards and trays – Daily	Project clean furniture and seating – Annually
Dust flat surfaces – Weekly	Clean trash containers – Semi-annually
Empty waste containers – Daily	Dust Vents – Quarterly
Empty pencil sharpeners – Daily	Perform interim carpet care – Quarterly
Vacuum carpet/straighten furniture - Daily	Perform restorative carpet care – Annually
Spot clean carpets - Weekly	Clean windows - Annually
Clean tables and seating - Daily	

Classroom with Hard Floor – 30,118 Sq. Ft – Level 2

Spot clean walls and doors – Weekly	Clean erasers – Daily
Clean light fixtures – As needed	Dust Blinds – Annually
Clean whiteboards and trays – Daily	Project clean furniture and seating – Annually
Dust flat surfaces – Weekly	Clean trash containers – Semi-annually
Empty waste containers – Daily	Dust Vents – Quarterly
Empty pencil sharpeners – Daily	Perform interim floor care – Quarterly
Sweep, dust-mop floors - Daily	Strip/refinish floors – Annually
Damp-mop floors - Daily	Clean windows - Annually
Spray buff/burnish floors – Monthly	Clean tables and seating - Daily

*Special Note – Art Department Classrooms A138, A139, A142, A143, A145, A149, and A152 have additional **lab sinks that must be cleaned daily**.

*Special Note – Room A145 the Ceramic Studio is a heavy use room and requires **auto scrubbing and the spot cleaning of walls daily** in addition to the entire Classroom with Hard Floor matrix.

Daycare / Pre K – 2,451 Sq. Ft – Level 2

Sweep, dust-mop hard floors – **Daily**
Damp-mop hard floors – **Daily**
Vacuum carpeted floors – **Daily**
Dust flat surfaces – **Weekly**
Empty waste containers – **Daily**
Clean and disinfect toilets – **Daily**
Clean sinks – **Daily**
Restock soap and paper - **Daily**
Clean/disinfect flat surfaces - **Daily**

Lounge / Student Space – 4,124 Sq. Ft – Level 2

Dust flat surfaces and furniture – **Weekly**
Vacuum carpet/straighten furniture – **Daily**
Spot clean carpet – **Alternate Days**
Clean light fixtures – **As Needed**
Clean glass and TV screens – **Daily**
Empty waste containers - **Daily**

Entranceway with Foyer – 2,045 Sq. Ft – Level 2

Clean doors and windows – **Daily**
Clean roll-up walk-off mats – **Daily**
Damp-mop floors – **Daily**
Dust flat surfaces – **Daily**
Spot clean walls – **Weekly**
Spray buff / burnish floors - **Weekly**

Fitness Center – 2,394 Sq. Ft – Level 2

Vacuum carpeted floors – **Alternate Days**
Dust flat surfaces – **Weekly**
Empty waste containers – **Daily**
Spot clean walls and doors – **Weekly**
Spot clean carpets - **Monthly**

Gymnasium – 8,851 Sq. Ft – Level 2

Dust-mop floor – **Daily**
Empty waste containers – **Daily**
Spot clean walls and doors - **Weekly**

Kitchen / Culinary Lab – 4,600 Sq. Ft – Level 2

Auto-scrub floors – **Daily**
Clean/disinfect toilet bowls – **Daily**
Clean/disinfect flat surfaces - **Daily**
Clean doors and windows – **Daily**
Clean drains – **Daily**
Clean light fixtures – **As Needed**
Clean mirrors – **Daily**
Clean kitchen mats – **Alternate Days**
Clean sinks – **Daily**

Spot clean walls and doors – **Daily**
Spot clean carpets – **Monthly**
Interim floor care – **Monthly**
Restorative carpet care – **Annually**
Strip/refinish hard floors – **Annually**
Project clean tables and chairs – **Semi-annually**
Clean windows – **Semi-annually**
Clean trash containers – **Monthly**

Clean trash containers – **Monthly**
Perform interim carpet care – **Monthly**
Project clean upholstered furniture – **Monthly**
Perform restorative carpet care – **Quarterly**
Clean windows – **Semi-annually**

Sweep outside ramp and landing – **Weekly**
Sweep, dust-mop floors – **Daily**
Strip and refinish floors - **Quarterly**
Project clean walk-off mats – **Semi-annually**
Empty exterior trash - **Daily**

Interim carpet care – **Monthly**
Restorative carpet care – **Annually**
Clean mirrors – **Monthly**
Clean trash containers - **Monthly**

Clean bleachers – **Weekly**
Auto-scrub floors – **Weekly**
Clean trash containers - **Monthly**

Clean trash containers – **Alternate Days**
Clean windows – **Monthly**
Dust flat surfaces - **Weekly**
Dust vents – **Weekly**
Restock soap and paper – **Daily**
Sweep/dust-mop floors - **Daily**
Polish stainless steel surfaces – **As Needed**
Clean/degrease hood baffles - **Weekly**
Spot clean walls - **Daily**

Library with Carpet – 19,914 Sq. Ft – Level 2

Empty waste containers – **Daily**
Vacuum carpet– Alternate **Days**
Empty pencil sharpeners – **Daily**
Spot clean carpets – **Weekly**
Clean light fixtures – **As Needed**
Spot clean walls – **Weekly**
Dust flat surfaces - **Weekly**

Clean trash containers – **Monthly**
Interim carpet care – **Quarterly**
Project clean furniture – **Quarterly**
Clean windows – **Semi-annually**
Perform restorative carpet care – **Annually**
Dust vents - **Monthly**

Library with Hard Floor – 2,387 Sq. Ft – Level 2

Empty waste containers – **Daily**
Sweep, dust-mop floors – **Daily**
Empty pencil sharpeners – **Daily**
Damp-mop floors – **Daily**
Clean light fixtures – **As Needed**
Spot clean walls – **Weekly**
Dust flat surfaces – **Weekly**

Interim floor care – **Quarterly**
Project clean furniture – **Quarterly**
Clean windows – **Semi-annually**
Spray buff / burnish floors – **Monthly**
Dust vents – **Monthly**
Strip / refinish floors - **Annually**
Clean trash containers - **Monthly**

Locker / Changing Room – 967 Sq. Ft – Level 2

Clean lockers and benches – **Daily**
Dust flat surfaces – **Weekly**
Empty waste containers – **Daily**
Spot clean walls and doors - **Weekly**

Spot clean carpets – **Weekly**
Interim carpet care – **Weekly**
Restorative carpet care – **Semi-annually**
Clean trash containers - **Monthly**

Mechanical Lab – 7,697 Sq. Ft – Level 3

Sweep, dust-mop floor – **Daily**
Empty waste containers – **Daily**
Clean lab sinks – Alternate **Days**
Spot clean walls and doors - **Weekly**

Auto scrub floors – **Weekly**
Dust flat surfaces – **Weekly**
Clean trash containers - **Monthly**

Nursing Station Hard Floor – 358 Sq. Ft – Level 2

Sweep, dust-mop floor – **Daily**
Empty waste containers – **Daily**
Dust flat surfaces – **Weekly**
Disinfect surfaces - **Daily**
Damp-mop floor - **Daily**

Spot clean walls and doors – **Daily**
Interim floor care – **Weekly**
Clean trash containers – **Monthly**
Strip / refinish floors - **Annually**

Office with Carpeted Floors – 56,088 Sq. Ft – Level 2

Clean telephones – **Weekly**
Dust furniture and flat surfaces – **Weekly**
Empty waste containers – **Daily**
Clean light fixtures – **As Needed**
Spot clean carpets – **Weekly**
Spot clean walls and doors – **Weekly**
Vacuum carpet - **Daily**

Clean trash containers – **Monthly**
Clean windows – **Semi-annually**
Dust blinds – **Quarterly**
Dust vents – **Monthly**
Perform interim carpet care - **Quarterly**
Perform restorative carpet care – **Annually**
Project clean furniture – **Quarterly**

Office with Hard Floors – 3,264 Sq. Ft – Level 2

Clean telephones – **Weekly**
Dust furniture and flat surfaces – **Weekly**
Empty waste containers – **Daily**
Clean light fixtures – **As Needed**
Spot clean walls and doors – **Weekly**
Damp-mop floors - **Weekly**
Sweep, dust-mop floors - **Daily**
Clean trash containers – **Monthly**

Clean windows – **Semi-annually**
Dust blinds – **Quarterly**
Dust vents – **Monthly**
Perform interim floor care – **Quarterly**
Spray buff/ burnish floors – **Monthly**
Strip / refinish floors - **Annually**
Project clean furniture – **Quarterly**

Public Circulation with Carpeted Floor – 6,734 Sq. Ft – Level 2

Vacuum Carpet – Daily	Spot clean carpets – Weekly
Clean telephones – Daily	Clean trash containers – Monthly
Clean water fountains – Daily	Dust vents – Monthly
Dust flat surfaces – Daily	Project clean furniture – Semi-annually
Empty waste containers – Daily	Perform interim carpet care – Semi-annually
Clean light fixtures – As Needed	Restorative carpet care - Annually
Spot clean walls - Daily	

Public Circulation with Hard Floor – 63,717 Sq. Ft – Level 2

Auto scrub floor - Daily	Spray buff / burnish floor - Weekly
Clean telephones – Daily	Sweep, dust-mop floor - Daily
Clean water fountains – Daily	Clean trash containers – Monthly
Dust flat surfaces – Daily	Dust vents – Monthly
Empty waste containers – Daily	Project clean furniture – Semi-annually
Clean light fixtures – As Needed	Perform interim floor care – Semi-annually
Spot clean walls - Daily	Strip / refinish floor - Annually

Research Lab without Hazardous Waste – 8,691 Sq. Ft – Level 2

Clean lab sinks – Daily	Spot clean walls – Monthly
Clean telephones – Daily	Sweep, dust-mop floor – Daily
Damp-mop floors – Daily	Clean trash containers – Monthly
Dust furniture and flat surfaces – Monthly	Dust vents – Monthly
Empty waste containers – Daily	Project clean furniture – Quarterly
Clean light fixtures – As Needed	Perform interim floor care - Quarterly
Restock soap and paper – Daily	Auto Scrub – Alternate Days

Shower Room – 597 Sq. Ft – Level 2

Clean drains - Daily	Clean / disinfect shower room - Daily
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Stairwell – 3,659 Sq. Ft – Level 2

Damp-mop stairs and landing – Daily	Sweep, dust-mop stairs and landings – Daily
Dust flat surfaces – Weekly	Clean windows – Semi-annually
Clean light fixtures – As Needed	Perform interim floor care – Quarterly
Spot clean walls and doors - Weekly	Strip / refinish stairs and landings – Annually

Storeroom – 9,378 Sq. Ft – Level 3

Clean light fixtures – As Needed	Dust vents – Semi-annually
Clean entry door – Semi-annually	Sweep, dust-mop floors – Quarterly
Damp-mop floor Quarterly	

Utility – 490 Sq. Ft – Level 2

Spray buff / burnish floors – Weekly	Project clean tables and chairs – Quarterly
Sweep, dust-mop floors – Daily	Dust vents – Monthly
Damp-mop floors – Daily	Strip / refinish floors – Semi-annually
Clean light fixtures – As Needed	Clean trash containers – Monthly
Empty waste containers – Daily	Spot clean walls and doors – Monthly
Clean sink – Daily	Interim floor care - Quarterly
Dust furniture and flat surfaces – Alternate Days	

Washrooms – 9,970 Sq. Ft – Level 2

Clean mirrors – **Daily**
Clean partitions and doors – **Weekly**
Clean wash bowls – **Daily**
Clean disinfect toilet bowls – **Daily**
Clean disinfect urinals – **Daily**
Dust open flat surfaces – **Weekly**
Empty waste containers - **Daily**

Clean light fixtures – **As Needed**
Restock soap and paper – **Daily**
Spot clean walls and doors – **Weekly**
Sweep, dust-mop floors – **Daily**
Wet and scrub floors – **Daily**
Clean trash containers – **Monthly**
Dust vents – **Monthly**

Shah Center

Classroom with Carpeted Floor – 3,332 Sq. Ft – Level 2

Spot clean walls and doors – **Weekly**
Clean light fixtures – **As needed**
Clean whiteboards and trays – **Daily**
Dust flat surfaces – **Weekly**
Empty waste containers – **Daily**
Empty pencil sharpeners – **Daily**
Vacuum carpet/straighten furniture - **Daily**
Spot clean carpets - **Weekly**

Clean erasers – **Daily**
Dust Blinds – **Annually**
Project clean furniture and seating – **Annually**
Clean trash containers – **Semi-annually**
Dust Vents – **Quarterly**
Perform interim carpet care – **Quarterly**
Perform restorative carpet care – **Annually**
Clean windows - **Annually**

Classroom with Hard Floor – 1,895 Sq. Ft – Level 2

Spot clean walls and doors – **Weekly**
Clean light fixtures – **As needed**
Clean whiteboards and trays – **Daily**
Dust flat surfaces – **Weekly**
Empty waste containers – **Daily**
Empty pencil sharpeners – **Daily**
Sweep, dust-mop floors - **Daily**
Damp-mop floors - **Daily**
Spray buff/burnish floors – **Monthly**

Clean erasers – **Daily**
Dust Blinds – **Annually**
Project clean furniture and seating – **Annually**
Clean trash containers – **Semi-annually**
Dust Vents – **Quarterly**
Perform interim floor care – **Quarterly**
Strip/refinish floors – **Annually**
Clean windows - **Annually**

Entranceway with Foyer – 280 Sq. Ft – Level 2

Clean doors and windows – **Daily**
Clean roll-up walk-off mats – **Daily**
Damp-mop floors – **Daily**
Dust flat surfaces – **Daily**
Spot clean walls – **Weekly**
Spray buff / burnish floors - **Weekly**

Sweep outside ramp and landing – **Weekly**
Sweep, dust-mop floors – **Daily**
Strip and refinish floors - **Quarterly**
Project clean walk-off mats – **Semi-annually**
Empty exterior trash - **Daily**

Library with Carpet – 315 Sq. Ft – Level 2

Empty waste containers – **Daily**
Vacuum carpet– Alternate **Days**
Empty pencil sharpeners – **Daily**
Spot clean carpets – **Weekly**
Clean light fixtures – **As Needed**
Spot clean walls – **Weekly**
Dust flat surfaces – **Weekly**

Clean trash containers – **Monthly**
Interim carpet care – **Quarterly**
Project clean furniture – **Quarterly**
Clean windows – **Semi-annually**
Perform restorative carpet care – **Annually**
Dust vents - **Monthly**

Office with Carpeted Floors – 1,909 Sq. Ft – Level 2

Clean telephones – **Weekly**
Dust furniture and flat surfaces – **Weekly**
Empty waste containers – **Daily**
Clean light fixtures – **As Needed**
Spot clean carpets – **Weekly**
Spot clean walls and doors – **Weekly**
Vacuum carpet - **Daily**
Clean trash containers – **Monthly**
Clean windows – **Semi-annually**
Dust blinds – **Quarterly**
Dust vents – **Monthly**
Perform interim carpet care - **Quarterly**
Perform restorative carpet care – **Annually**
Project clean furniture – **Quarterly**

Public Circulation with Hard Floor – 4,964 Sq. Ft – Level 2

Auto scrub floor - **Daily**
Clean telephones – **Daily**
Clean water fountains – **Daily**
Dust flat surfaces – **Daily**
Empty waste containers – **Daily**
Clean light fixtures – **As Needed**
Spot clean walls - **Daily**
Spray buff / burnish floor - **Weekly**
Sweep, dust-mop floor - **Daily**
Clean trash containers – **Monthly**
Dust vents – **Monthly**
Project clean furniture – **Semi-annually**
Perform interim floor care – **Semi-annually**
Strip / refinish floor – **Annually**

Utility – 258 Sq. Ft – Level 2

Spray buff / burnish floors – **Weekly**
Sweep, dust-mop floors – **Daily**
Damp-mop floors – **Daily**
Clean light fixtures – **As Needed**
Empty waste containers – **Daily**
Clean sink – **Daily**
Dust furniture and flat surfaces – **Alternate Days**
Project clean tables and chairs – **Quarterly**
Dust vents – **Monthly**
Strip / refinish floors – **Semi-annually**
Clean trash containers – **Monthly**
Spot clean walls and doors – **Monthly**
Interim floor care - **Quarterly**

Washrooms – 834 Sq. Ft – Level 2

Clean mirrors – **Daily**
Clean partitions and doors – **Weekly**
Clean wash bowls – **Daily**
Clean disinfect toilet bowls – **Daily**
Clean disinfect urinals – **Daily**
Dust open flat surfaces – **Weekly**
Empty waste containers - **Daily**
Clean light fixtures – **As Needed**
Restock soap and paper – **Daily**
Spot clean walls and doors – **Weekly**
Sweep, dust-mop floors – **Daily**
Wet and scrub floors – **Daily**
Clean trash containers – **Monthly**
Dust vents – **Monthly**

Woodstock Center

Classroom with Hard Floor – 816 Sq. Ft – Level 2

Spot clean walls and doors – **Weekly**
Clean light fixtures – **As needed**
Clean whiteboards and trays – **Daily**
Dust flat surfaces – **Weekly**
Empty waste containers – **Daily**
Empty pencil sharpeners – **Daily**
Sweep, dust-mop floors - **Daily**
Damp-mop floors - **Daily**
Spray buff/burnish floors – **Monthly**
Clean erasers – **Daily**
Dust Blinds – **Annually**
Project clean furniture and seating – **Annually**
Clean trash containers – **Semi-annually**
Dust Vents – **Quarterly**
Perform interim floor care – **Quarterly**
Strip/refinish floors – **Annually**
Clean windows - **Annually**

Welding Lab – 3,900 Sq. Ft – Level 3

Sweep, dust-mop floor – **Daily**
Empty waste containers – **Daily**
Clean lab sinks – **Alternate Days**
Spot clean walls and doors – **Weekly**
Auto scrub floors – **Weekly**
Dust flat surfaces – **Weekly**
Clean trash containers - **Monthly**

Washrooms – 84 Sq. Ft – Level 2

Clean mirrors – **Daily**
Clean partitions and doors – **Weekly**
Clean wash bowls – **Daily**
Clean disinfect toilet bowls – **Daily**
Clean disinfect urinals – **Daily**
Dust open flat surfaces – **Weekly**
Empty waste containers – **Daily**

Clean light fixtures – **As Needed**
Restock soap and paper – **Daily**
Spot clean walls and doors – **Weekly**
Sweep, dust-mop floors – **Daily**
Wet and scrub floors – **Daily**
Clean trash containers – **Monthly**
Dust vents – **Monthly**

Reporting and Coordinating

The on-site manager shall coordinate with and report to the Assistant Vice President of Physical Facilities or his designee, and shall be subject to this management on behalf of the College.

The on-site manager will attend weekly supervisors' meetings as requested for the purpose of reconciling work orders.

The on-site manager and regional account manager shall meet quarterly with the Assistant Vice President of Physical Facilities or his designee to review quarterly reports and discuss Service Provider's performance.

The on-site manager shall provide copies of all records/reports including time cards, work schedules, inspections, cleaning schedules, and other, as requested.

Supplies, Materials and Equipment

The Service Provider will provide the necessary supplies, materials and equipment at its own cost and expendable supplies, including but not limited to, toilet tissue, paper towels, deodorants, washroom soap, plastic container liners (trash bags), vacuum cleaners, buffing machines, scrubbing machines, wet and dry vacuums, carpet cleaners/steam cleaners, etc., necessary to complete all work required. Service Providers selected for presentation must submit samples of paper products and proposed chemicals for approval to ensure acceptable quality. The samples should be submitted at the presentation. Dumpsters are provided by the College at each location or in close proximity.

All equipment such as but not limited to vacuums, auto floor scrubbers, and carpet extractors must be LEED certified. Vacuum cleaners must operate at no more than a 69dBA sound level and capture at least 96% of particulate 0.3 microns in size.

All paper products supplied by the Service Provider must be of a recycled nature, and no less than 90% of all chemicals use must be "Green Certified" or deemed "Bio-Renewable".

Dispensers for paper towels, toilet tissues and other similar products will be provided and installed by the Service Provider. These should match, as closely as practical, existing dispensers in the vicinity. Any wholesale change-out of dispensers must be approved by the Assistant Vice President of Physical Facilities prior to installation. At the end of the contract period, all dispensers attached to building surfaces will become property of MCC.

The Service Provider will store his/her supplies and equipment on site in areas mutually agreed upon by the Service Provider and the Assistant Vice President of Physical Facilities.

Quality Control

The Service Provider shall provide clearly defined routines, records, requirements, tests and inspection service, operating instructions, and administrative procedures essential to the designated custodial and maintenance levels and programs. The Service Provider will develop and maintain a manual containing instructions for what is to be done and how to do it. This manual is subject to review and evaluation by the College at any time.

The Service Provider shall put in place, but not be limited to, the following:

- Daily inspection
- Weekly inspection
- Preventive maintenance & corrective maintenance
- Review of progress.

The Service Provider will prepare monthly, quarterly, and year-end reports (to be submitted to the Assistant Vice President of Physical Facilities or his designee).

The Service Provider shall be subject to periodic inspection of the facilities by a designated staff member assigned by the Assistant Vice President of Physical Facilities or his designee to ensure contract compliance. Failure to comply may result in a cost reduction for a facility or group of facilities not meeting the standards of the contract.

Space and Utilities – Service Providers Use

The Service Provider shall note any request for space and services such as office, storage and use of other facility space in its response to the RFP. MCC will provide office space to the successful Service Provider. A campus telephone number and a desk telephone will be provided (telephone charges, are considered as reimbursable to the College).

Computer network access (including Internet access) and a computer will be provided by MCC. If any additional computer network support is necessary (e.g. wireless handheld devices), please note this on the proposal.

The On-Site Supervisor is required to carry a Service Provider provided cell phone and be available for contact while on premises and during off hours by the Assistant Vice President of Physical Facilities or his designee.

Special Cleaning

The Service Provider will submit as part of the rate of compensation for extra services the cost to address special cleaning for items like, but not limited to, staph infections, emergency clean-ups; i.e., flooding, water intrusions, etc. as part of their proposal.

The Service Provider shall provide an hourly rate of compensation for extra services (when required and preauthorized by the Assistant Vice President of Physical Facilities or his designee) to include labor and all materials.

Event Set-Up / Cleaning

All prospective Service Providers are expected to cover all MCC events in the contracted buildings. There will be no extra compensation for these events. The Service Provider will be required to check with MCC for special events and include those as part of their proposal. The website will list the majority of events but is not inclusive. Special events for MCC; i.e., basketball games, theater presentations, music presentations are not considered extra compensation to the contract.

<http://www.mchenry.edu/events/vieweventcalendarall.asp>

<http://www.mchenry.edu/AcademicCalendar.asp>

Responsibilities of the Service Provider

The Service Provider shall provide at its' own cost and expense all labor, equipment, Chemicals, liquids, supplies, paper products, floor mats, and other items as necessary to provide contracted services.

The Service Provider shall be responsible for the good and proper maintenance of all equipment used by the Service Provider and at its own cost and expense will make any needed repairs thereto.

The Service Provider shall be responsible for all of the technical and safety training and evaluation of all employees to insure that approved safety practices, precautions, and safe work habits are fostered and maintained. Service Provider must submit a copy of all training programs and certificates to MCC to assure compliance.

All work areas will be kept clean. The Service Provider will properly dispose of all trash, packing materials, and debris.

The Service Provider shall be responsible for training its employees with proper maintenance and operation of any and all equipment used by the Service Provider in providing the contracted services.

The Service Provider shall be responsible for training its employees in the proper use, handling, storage, and disposal of any and all chemicals and cleaning materials used in providing the contracted services.

The Service Provider agrees to employ and supervise all labor and management necessary for the efficient effective operation of all custodial service to the satisfaction of the College. The College reserves the right to screen, and Service Provider agrees to honor, the recommendations of the College with respect to the employment or retention of employees on the College's campuses and other facilities. All employees of the Service Provider shall comply with the rules and regulations with respect to personal hygiene and conditions of work as established and promulgated by the State Department of Health and other governmental agencies; shall maintain proper work conduct of their employees; pay such employees in compliance with the Fair Labor Standard Act as amended, and any other applicable statutes.

The Service Provider shall be responsible for the security of all keys provided for custodial access. In the event of loss or negligent exposure of keys to the risk of breaking security, the Service Provider shall be responsible at the option of the College for remuneration to the College for the actual cost of necessary re-keying of affected areas. The College shall be the sole arbiter of the need to re-key in this instance.

The Service Provider shall be responsible for controlling access to the buildings and areas unlocked by custodial personnel for custodial service. If theft, vandalism, or other damage results from unauthorized access to building not properly secured after custodial entry, the Service Provider may be held responsible for such theft and damage at the sole discretion of the College. The Service Provider shall follow the key control policy set forth by the College.

The Service Provider shall comply with all applicable provisions of federal, state, and local laws, ordinances, and regulations and shall procure all licenses or permits and pay required fees and taxes necessary to lawfully operate such services upon College premises.

The Service Provider agrees upon termination or expiration of this contract to:

- Vacate the premises and surrender to the College all institutional equipment, appliances, and furnishings previously received by it, in good order and condition, reasonable wear and tear expected.
- Promptly remove, at its own expense and without damage to the buildings and property, all equipment and supplies, stored to fulfill terms of this agreement, and shall further restore in good order and condition those areas utilized for these operations.

The Service Provider agrees not to use the name of the College in making contracts with suppliers, or in any other manner. The Service Provider shall make all contracts in its own name, and the Service Provider shall be responsible for purchases and contracts made by it. The College will not be responsible for purchases or contracts made by the Service Provider nor will the College be responsible for any goods, services, or equipment purchased by the Service Provider, or for any other obligations or liabilities assumed or created by the Service Provider. The Service Provider shall not set or hold itself out to be an

agent for the College and nothing herein shall be construed as creating the relationship of partners, joint ventures, or agency.

The Service Provider shall be liable for payment of all monies becoming due owing either to the College or persons performing the labor or furnishing materials in connection with the contract in the event that any actions by Service Provider incur costs to the College. The Service Provider agrees not to do or permit anything to be done on the premises, or bring or keep anything therein which will, in any way, increased the rate of fire insurance, or conflict with any laws, ordinances, regulations of federal, state, or local authorities.

Coordination of planned schedules by the Service Provider is required to preclude adverse impact upon College activities.

Service Provider's employees shall wear a MCC approved uniform and name badge provided by the Service Provider while on the premises. Shorts and open toed shoes are not acceptable. Any Service Provider's employee not wearing uniform and name badge will be asked to leave the campus until such time as the employee has corrected the deficiency.

Service Provider shall not permit any alcoholic or intoxicating beverages, drugs, guns, knives, or other dangerous weapons to be used, sold, or dispensed at any College location by its employees or agents.

Service Provider warrants to the agency that all work performed will be performed professionally and consistent with industry practices and standards.

Section V – Proposal Evaluation Criteria

Evaluations of Proposals

Received RFP's will be evaluated based on the criteria below and specifications best serving the College's overall operational needs at a cost benefit price. A selection committee will review submitted proposals and set interviews with firms selected as finalists. Price and fees are just one component of the overall proposal. The proposals will be evaluated on the criterions below. The proposals should clearly address the items outlined in each of the segments.

Service Providers must submit the following information in the same order as set forth in this section. Service Provider may use a format of his/her own choosing to present the information as long as each evaluation topic is clearly identified. Service Provider shall submit reasonable evidence to support their claim as a part of their proposal package.

Experience, Management and Stability

(15 points)

- Company Profile
- Industry professional designations
- Submit at least five (5) current accounts with similar size and complexity. Include contact name and phone number.
- List of all contracts lost in the last three (3) years with reason for cancellation or non-renewal.
- Bank and credit references.
- List all lawsuits within the past five (5) years against Service Provider where they were listed as a defendant and the outcome of the lawsuits.

Management and Quality**(15 points)**

- Resumes for key corporate and on-site employees, including proposed on-site manager.
- Supervision plans and policies.

Staffing Plans and Policies**(15 points)**

- Staffing and management plan for the campus, including detailed cleaning crew structure showing number of full-time and part-time employees.
- Employee training programs, including OSHA training requirements and company's health and safety program.
- Wage structure
- Employee benefits package, to include employee medical benefits, holiday, vacation, sick leave benefits, profit sharing, and retirement benefits.
- Sample copy of blank employment application form.
- Employee handbook or policy manual.
- Policy and procedures for police clearances, criminal record checks, drug screens, etc.

Technical Strength**(10 points)**

- Projected type and dollar value of equipment to be placed on site.
- Projected dollar value of annual expenditure on supplies for this site.
- System for keeping current on new methods, equipment, and materials.
- Internet capabilities for submission and status updates of work orders.

Operation Plans and Policies**(15 points)**

- Quality control procedures.
- Complaint resolution process.
- Process for determining customer satisfaction.
- Customer satisfaction results and comparison.
- Grades, qualities, and brand name of all cleaning chemicals to be used on site.

Pricing and Cost Realism**(30 points)**

Please use the attached Proposal Form to show your pricing proposal.

Vendor Overview

Please provide a description of your organization.

References

Please include at least three references for your business; including at least one reference from the Higher Education market (if possible). The following information is required:

- Name of reference
- Title, company, address and phone number
- Nature and length of relationship with your company
- Experience and proven track record within the community college climate

Program Set-Up

Provide documentation that describes any and all implementation costs.

Proposal Form

Company Name: _____

Period of Agreement

This Agreement is for a sixty (60) month period beginning July 1st, 2013 and ending June 30th, 2018 (the initial term). The College shall have the option to extend this contract in one-year increments for up to three (3) additional years.

Contract Renewal/Price Adjustments

Contract renewal options are to be limited solely by the College. Award of any renewal option is subject to its written acceptance by all parties of the contract. Contract prices, as bid are to remain firm through the initial period of the contract. Thereafter, contract prices may only be adjusted at the time of contract renewal or if significant changes to the specifications are requested.

Any extension is considered as month to month extensions until documented mutual consent has been received from both parties. All terms and conditions as set forth in the contract shall remain in full force and effect. In the event either party wishes to cancel said contract, either shall provide to the other party a letter of intent to cancel such "month-to-month" extension at least 45 days prior to the desired date of cancelation.

If, during the term of the Agreement, Service Provider's cost are increased due to Service Provider's obligation to pay the federal or state minimum wage, social security taxes, or any other governmental (federal or state) mandated requirement, then Service Provider may increase the prices it charges the College in order to reflect such an increase in Service Provider's costs. To do so, Service Provider must provide the College with sixty (60) days advance written notice of such a price increase. Service Provider's written notice shall identify the dollar amount of such a price increase, identify the federal and state mandated requirement causing such an increase, and demonstrate both how the requirement applies to Service Provider and how the requirement necessitates the identified in Service Provider's prices.

Service Provider's prices under the Agreement shall remain fixed for the Initial Term of the Agreement. However, Service Provider may increase such prices on the first day of each renewal term by providing the College with written notice of such a price increase no later than sixty (60) days prior to the first day of that Renewal Term. Such Service Provider price increase shall be based on and shall not exceed the change in the Consumer Price Index for All Urban Consumers (CPI-U) during the contiguous twelve (12) month period immediately preceding the first day of the Renewal Term on which Service Provider's price increase is to take effect.

The maximum annual percentage of such escalation is _____%

The College reserves the right to terminate agreement at no cost or obligation to the College or to decide not to exercise the College's option to renewal rather than pay any Service Provider price increase

The Service Provider must define the number of employees that will be employed to meet the College's specifications.

Project Manager-

Service Provider must name the proposed Project Manager and chain of command. Manager must have not less than five (5) years' experience in the custodial services industry, and not less than three (3) years in a supervisory capacity. Service Provider may be required to substantiate claim. College will approve proposed Project Manager. Any disapproval will require Service Provider to offer an alternate Project Manager. This requirement will not affect award of bid, but must be satisfactorily completed prior to the start of services under contract.

Project Manager Name: _____

Years Experience in Custodial Industry: _____

Years Experience in Supervisory Capacity: _____

Years Experience in Higher Learning: _____

Total Number of Proposed Supervisor(s): _____

Total Number of Proposed Custodians _____

Total Number of Hours Per Custodian _____

Total Number of Proposed Day Porters: _____

Total Number of Hours Per Day Porter: _____

Unscheduled and Emergency Work

Monday thru Friday

Per hour per employee \$ _____ per hour

Minimum hours required, if any _____ hours

Saturday / Sunday

Per hour per employee \$ _____ per hour

Minimum hours required, if any _____ hours

Holidays

Per hour per employee \$ _____ per hour

Minimum hours required, if any _____ hours

Please list pricing in table below per site, per period

	Year 1	Year 2	Year 3	Year 4	Year 5
Main Campus Monday-Friday					
Saturday/Sunday					
Total					
Shah Center Monday-Friday					
Weekends					
Total					
Woodstock Center 3 times weekly					

Building floor plans and inspections

Basic Building floor plans will be furnished to each Service Provider who attends the pre-bid meeting. The floor plans will include information about cleanable and non-cleanable space, types of flooring, etc.

McHenry County College

RFP # 05012013

Name of Company/Corporation/Entity

Name of Preparer (please print)

Title

Signature

Date

Attesting Signature (Required of Corporation)

Title

Business Address

City

State

Postal Code

Telephone Number

Federal Employee Identification Number (FIEN)

Notice: Rubber-stamped or typed signatures will disqualify your proposal.