

GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
RFP #900-57

1.0 SECTION 1 – REQUEST FOR PROPOSAL

- 1.01 **SUBMISSION DEADLINE AND REQUIREMENTS:** Grand Valley State University is requesting bid proposals from qualified companies *for a Contract for Custodial Services Operations for the Downtown Campus*. Proposals must be received in the Operations Office, Grand Valley State University, 109 Eberhard Center, 301 W. Fulton, Grand Rapids, MI 49504 no later than 2:00 p.m. EST on March 31, 2000. Proposal envelopes must be sealed and marked RFP #900-57 CUSTODIAL SERVICES CONTRACT -- Downtown Campus. No telephone, facsimile, or verbal quotations will be accepted. Grand Valley State University is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.
- 1.02 Additional copies of the RFP documents are available upon request.
- 1.03 Each Bidder is responsible for delivery of Proposal. Proposals and/or Proposal revisions received after the date and time specified will not be considered.
- 1.04 Each Proposal must be an original and hard copy, and signed by an authorized member of the Bidder's company. This member should be the highest-ranking officer at the local level.
- 1.05 Each Bidder must submit with the signed original Proposal, ten (10) complete copies of the signed original Proposal.
- 1.06 **INQUIRIES:** Prospective Bidders may request clarification of information contained in the RFP. All such requests must be received by the close of business on March 20, 2000. A response to all written requests will be provided within five (5) business days after the receipt of such request. Responses to any request for clarification will be provided in writing to all prospective Bidders who are on record as having received the RFP. All inquiries for clarification of information contained in the RFP must be submitted on the Bidder Inquiry Form (see Schedule 1) to:
- Lisa Haynes, Asst. Director of Downtown Operations
Grand Valley State University
109 Eberhard Center
301 W. Fulton, Grand Rapids, Michigan 49504
Fax: 616/336-7289
E-mail: haynesl@gvsu.edu
- 1.07 **PRE-BID MEETING:** All prospective Bidders must attend a mandatory pre-bid meeting. The purpose of the meeting is to provide for questions and answers as required to clarify the requirements and specifications contained in the RFP. Only those prospective Bidders present will be deemed eligible to bid on this project. This pre-bid meeting will also include a site visit to the DeVos Center. Any assistants or subcontractors in the project are encouraged to attend the pre-bid meeting on March 13, 2000 at 2:00 p.m. EST, 109 Eberhard Center, Grand Rapids, MI 49504.
- 1.08 Additional site visits of the Downtown Campus may be scheduled upon advance request by interested prospective Bidders. Prospective Bidders are responsible for their own safety and for providing own safety equipment (steel-toed boots and/or hard hat) for each member of their party in order to gain access to any construction site. Contact Diane Harrison at 616/771-6700 or haynesl@gvsu.edu to schedule site visits.
- 1.09 **PROPRIETARY INFORMATION:** The information provided in the RFP is intended solely for internal use by the Bidder in response preparation. All information contained herein is proprietary and shall not be distributed to any third party, except as required by law.
- 1.10 **RESTRICTIONS ON COMMUNICATION:** From the issue date of the RFP until a Contract has been awarded and announced, prospective Bidders, Selection Committee members, employees and students are not allowed to communicate about the subject of the RFP or a Bidder's Proposal except as provided in the pre-bid meeting (reference section I-1.07) and inquiries (reference section I- 1.06).

(Please circle yes or no)

- YES NO 1.11 **BID GUARANTEE:** Each Proposal must be accompanied by either a certified or cashier's check on an open, solvent bank or a bid bond with an authorized surety company in the amount equal to 5% of the first year's estimated dollar distribution to the University. Bid guarantee must be made payable to Grand Valley State University as a guarantee of good faith. If the successful Bidder fails to furnish satisfactory bonds and insurance within 10 days after notice of award, such guarantee shall be forfeited as liquidated damages by the University to compensate for losses due to delay and/or increased costs for the project. The guarantees of the two lowest Bidders will be retained until the bond and insurance of the successful Bidder have been approved by the University. The guarantees of all other Bidders will be returned within ten days after the bid opening.
- YES NO 1.12 **PROPOSAL COSTS:** Any recipient of the RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a Proposal, or otherwise responding to the RFP, or any negotiations incidental to its Proposal or the RFP.
- 1.13 **RFP/PROPOSAL INFORMATION CONTROL:** The following process described is intended to ensure that all prospective Bidders have equal access to information relative to the RFP. As part of the RFP preparation (which may have included previous discussions with selected prospective Bidders), every effort has been made to provide prospective Bidders with adequate disclosure. Each Bidder shall prepare Proposal based only on the information contained in the RFP, notwithstanding any information that may have been previously provided. A prospective Bidder noting any inconsistency between the information contained in the RFP and any information previously provided should request clarification (reference Section I-1.06).
No information communicated, either verbally or in writing, to or from a Bidder shall be effective unless confirmed by written communication contained in the RFP, an addendum to the RFP, a request for clarification or written response thereto, or in the Proposal.
- 1.14 **ADDENDA TO THE RFP:** Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective Bidders on record as having received the RFP. Each Bidder must acknowledge receipt of addenda, but the failure of a Bidder to receive or acknowledge receipt of any addendum, shall not relieve the Bidder of the responsibility for complying with the terms thereof. Acknowledgment shall consist, minimally, of returning a signed copy of all addenda cover sheets as part of the Proposal by the RFP closing date and time. All addenda shall become a part of the RFP. Acknowledgment of all addenda received must be submitted by the RFP closing date and time.
- 1.15 **OPENING OF PROPOSALS:** At the specified time and date stated in Section I-1.0 all submitted Proposals shall be opened. No immediate decision will be rendered. Any interested parties may attend the opening, however, information received will be confidential until after final action by the Selection Committee, except as required by law.
- 1.16 **RESERVATION OF RIGHTS:** The University reserves the right to accept or reject any or all Proposals not withdrawn before the opening date and to waive any irregularity or informality in the Proposal process. The University reserves the right to conduct discussions, request additional information and accept revisions of Proposals from any or all Bidders. The University reserves the right to negotiate with the Bidder whose proposal is deemed strongest by the Selection Committee. Bids may not be withdrawn within 60 days after opening date without forfeiting bid security. The University reserves the right to make such investigations as deemed prudent to determine Bidder's qualifications and eligibility, including but not limited to, requests for financial statements and company profiles.
- 1.17 **FINALITY OF DECISION:** Any decision made by the University, including the selection of a Contractor, shall be final.

2.0 SECTION II – DEFINITIONS

- 2.01 **"University"** – The Board of Control of Grand Valley State University or its expressly authorized representative. The term may also be referred to as "Owner" or "Grand Valley State University".
- 2.02 **"Contractor"** – Any custodial company having been invited by the University, as a matter of being on record as having received the RFP, and preparing and presenting a Proposal for the CUSTODIAL SERVICES CONTRACT -- Downtown Campus(s) rights in accordance with the RFP.
- 2.03 **"Proposal"** – A response to the RFP submitted in accordance with the RFP.
- 2.04 **"Custodial Services"** – Refers in the RFP to the current privatized service provider contract that includes the cleaning and maintenance of the downtown campus.
- 2.05 **"Properties"** – Any facility, land, or real estate owned or controlled by the University on the Downtown Campus. The Allendale, Holland, Muskegon, and Traverse City facilities are not included in this RFP.
- 2.06 **"Contract"** – The Contract resulting from the University's acceptance of the Contractor's Proposal, together with such form of Contract, if any, as the University and Contractor may reasonably agree, that encompasses the RFP and the successful Proposal.
- 2.07 **"Accounting period"** – a four- (4) week accounting period within a contract year.
- 2.08 **"Contract Year"** – each 12-month period commencing on July 1 and ending on the next succeeding June 30 during the term hereof or ending on the termination date if the contract is terminated earlier if this contract is terminated prior to June 30.
- 2.09 **"University Representative"** – person or persons from each component authorized to handle administrative matters associated with the contract. The University Representative is not authorized to enter any amendment or extension of this contract.

3.0 SECTION III – SPECIFICATIONS/SCOPE OF WORK

- 3.01 **BACKGROUND – GENERAL OVERVIEW:** This RFP is being issued to qualified custodial service providers for the operation of the following custodial components at the campus of the Grand Valley State University -- Downtown Campus.
- 3.02 The development of the DeVos Center and Secchia Hall will result in a shift of the "core" campus to the west of Eberhard Center and will result in a significant transformation from a building downtown to an urban collegiate campus. The environment will change from a commuter campus to a more traditional campus with the addition of housing units adjacent to the campus. The Downtown Campus will be a humane, memorable, safe and welcoming place. It is a place where you want to be. This friendly, academic village will be reminiscent of European tradition. It will be a series of low, connected buildings around a commons or square. At the north end of the square will be the plaza. This enclosed space will have the feel of being out of doors while being protected from the elements. For a detailed description see Exhibit 6.
- 3.03 The first floor plaza will house the various services necessary to support the students, faculty, staff, and visitors to the downtown campus. These include: Library, Student Services, Computer Services, Bookstore, Food Service, and Copy Services. For a comprehensive tenant list see Exhibit 5.
- 3.03.1 The contractor will be awarded custodial opportunities in the Richard M. DeVos Center.
- 3.03.2 The Richard M. DeVos Center will be exclusive custodial contract facilities. The University agrees to promote the contractor as its preferred custodial service.
- 3.03.3 The Contractor will designate a manager or supervisor for the Richard M. DeVos Center approved in advance by the Operations Department.
- YES NO 3.03.4 The contractor will be expected to provide the necessary equipment to meet the demands of the Operations Department maintaining quality and service standards. It is understood and agreed that the University shall in no way be responsible for any theft, disappearances or other misappropriation of any equipment to be supplied by the contractor, nor for the theft, disappearance, or other misappropriation of any supplies or any other property of the contractor wherever located. The equipment list and value of equipment must be included in the bid.
- YES NO 3.03.5 The contractor will supply an up to date custodial supply and equipment inventory.
- YES NO 3.03.6 Failure by the contractor to maintain quality, service, and/or cleanliness standards as determined by University management will be documented and may result in reduction or cancellation of part or all custodial contract.
- 3.04 The requirements in this scope of work are the minimum required for the University's custodial services program. Contractors are encouraged to be creative and propose improvements and enhancements for consideration.
- 3.05 This RFP will result in a single contract award.
- 3.06 **OBJECTIVES:** The University seeks to accomplish the following objectives for its custodial services. (This list is not in order of importance.)
- 3.06.1 Develop and establish service levels and operating hours that are responsive to the needs of students, faculty, staff, and guests.
- 3.06.2 Develop an innovative and effective custodial program.
- 3.06.3 Develop financial controls and reporting systems that meet the needs and expectations of the University.
- 3.06.4 Maximize productivity through strong custodial service operations.
- 3.06.5 Instill flexibility into all aspects of custodial service operations to enhance responsiveness to demand.

3.07 GENERAL POLICIES AND REQUIREMENTS APPLYING TO ALL AREAS.

- YES NO 3.07.1 All custodial functions shall be performed in University facilities on campus. The contractor will not be authorized to utilize the facilities or for any other custodial service or purpose not specifically defined in the RFP. Only custodial services for campus facilities and will be performed in University facilities.
- YES NO 3.07.2 The Contractor will provide services at the times required. All custodial operations will deliver upon opening the full scope of prompt and efficient services.
- YES NO 3.07.3 The policies and activities of the contractor shall be subject to the approval of the University; said policies and activities shall include, but not be limited to, the quality of the services by the award contractor.
- YES NO 3.07.4 The Contractor's Director of Operations shall meet regularly with authorized members of the University to effect adjustments in operations and cooperate at all times to maintain maximum efficiency, cleanliness, and good public relations with students, faculty and staff and guests or clients.

3.08 FACILITIES AND EQUIPMENT: The University will provide the contractor with all facilities to efficiently operate the custodial service as proposed, together with heat and utility service (except telephone service). The University will maintain utility service at its best efforts. The University will not be responsible for any losses caused by utility outages. The contractor agrees to keep energy consumption at a minimum and will comply with energy conservation practices and policies in keeping with the University's efforts.

- YES NO 3.08.1 The contractor will be responsible for the payment of telephone installation, instrumentation, and service. The contractor may install as many extensions as are necessary for proper communications both inside and outside of the University community.
- YES NO 3.08.2 The contractor will be responsible for advising the University of the need for, and the University or its designee will make all necessary repairs and replacements to its facilities and equipment, except in those instances where the necessity for repair or replacement is due to negligence on the part of the contractor or employees under the supervision and direction of the contract. If any such incidents occur, repair and/or replacement costs are the responsibility of the award contractor. No equipment of any type shall be removed from the facilities except to be repaired and only then with the approval of the University.
- YES NO 3.08.3 Equipment list should be provided by the contractor including value of equipment in the RFP. A list of such inventory will be provided at the start of the contract. The University will provide toilet paper, paper towels, soap, and trash can liners.
- YES NO 3.08.4 The contractor is responsible for control of the keys (maintained in key boxes with listings) obtained from the University, for the areas provided for the operation of custodial services. The contractor shall be responsible for reimbursing the University for the replacement of lost keys and cost of re-keying and replacement of lock cylinders required as a result of negligence and/or lost keys by its employees.

YES NO 3.09 **INVENTORY-CUSTODIAL SERVICE:** The contractor may be required to purchase any usable inventory of custodial supplies that may be on hand at the commencement of operations under an award contract. Such inventory is to be purchased at cost. Financial arrangements shall be negotiated by mutual agreement.

- YES NO 3.09.1 The contractor shall maintain rigid procurement procedures throughout the entire process of purchasing, receiving, storage and inventory of all custodial supplies, and will pay for all cleaning and maintenance supplies related to custodial service and management applicable to the contract.
- YES NO 3.09.2 The University shall have free access to any and all records or receipts, check lists, and product specifications issued each service unit to determine that sanitary specifications are complied with and that purchasing specifications are being met.
- YES NO 3.09.3 All custodial items shall be delivered in proper transportation containers at University approved times.

4.0 SECTION IV – CONTRACT FORMATION AND PERIOD

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| YES | NO | 4.01 | This is a request for Proposals only. Proposals will be treated as offers to enter into a Contract with the University. The written acceptance of the Contractor's Proposal by the University shall constitute a Contract, even pending execution of a formal written Contract satisfactory to both the University and the Contractor. |
| YES | NO | 4.02 | LENGTH OF CONTRACT: The Contract period shall begin May 8, 2000, and its terms will be phased-in by June 30, 2000. The University plans to award a Contract to the Contractor as a result of the RFP for an overall period of three (3) years. Maximum length of the Contract will be determined by the bid results, with the possibility of one-year extensions for up to two additional years beyond the determined length of the Contract. All equipment installations shall be completed by August 1, 2000. |
| YES | NO | 4.03 | TERMINATION: The University may terminate the Contract upon sixty (60) days written notification to the Contractor if performance is not satisfactory as it relates to service requirements, deviation from specified product quality or cost agreements. |

YES NO 5.0 SECTION V – SELECTION TIMELINE

The University's anticipated timeline for the selection process is:

March 1, 2000	RFP sent to prospective Bidders
March 13, 2000	Mandatory pre-bid meeting and site visit
March 20, 2000	Deadline for submitting written requests for clarification & questions
March 31, 2000	Deadline for submitting Proposals – 2:00 p.m. Bid Opening
April 5 – 12, 2000	Evaluation of Proposals and recommendation
April 15, 2000	Announcement of Contract award to Contractor Bidders notified of decision
April 24, 2000	Contract finalized
May 8, 2000	Limited Custodial Service Operations Begin Office Tower Floors 2-5 only. Complete service to ramp up to August 1, 2000

6.0 SECTION VI – PROPOSAL REQUIREMENTS AND FORMAT

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| YES | NO | 6.01 | This outlines the information that must be provided by Bidders and the required format for the Proposal. Any Proposal not providing the required information, or not conforming to the format specified, may be disqualified. Please refer also to the SUBMISSION DEADLINE AND REQUIREMENTS section (reference Section I -1.0) of the RFP for additional requirements. |
| YES | NO | 6.02 | Proposals should be presented in a format that can readily be incorporated into a form of Contract between the successful Bidder and the University encompassing the RFP and the successful Proposal. Each Bidder is encouraged to include with its Proposal a form of such encompassing Contract. The RFP and Proposal, at the University's option, may be appended or otherwise included in the form of Contract to the effect that the RFP and Proposal are controlling on the terms of the Contract. |
| YES | NO | 6.03 | Proposals must demonstrate an understanding of the scope of work and the ability to accomplish the tasks set forth and must include information that will enable the University to determine the Bidder's overall qualifications. Each Proposal shall also include any other information that the Bidder feels is significant in making an informed decision relative to the Proposal. |
| YES | NO | 6.04 | Any exceptions to the specifications or any other special considerations or conditions requested or required by Bidder shall be enumerated by the Bidder and submitted as part of its Proposal, together with an explanation as to the reason the specifications cannot be met. Each Bidder shall be required and expected to meet the specifications in their entirety, except to the extent exceptions are expressly noted in its Proposal. |
| YES | NO | 6.05 | Each Bidder shall submit its Proposal for a three (3) year contract term. Each Proposal shall include an implementation schedule, financial proforma (and assumptions) for each year of the proposal, labor schedule and the following: |
| | | 6.05.1 | Management Capability |
| YES | NO | 6.05.1.1 | The Contractor must provide precise plans for each step in assuming management control and describe its ability to commit the staff personnel and resources required to develop a responsive management structure. A statement of the Contractor's management philosophy should be included. |
| YES | NO | 6.05.1.2 | The proposal shall specify how the management personnel employed to fulfill the contract will operate organizationally. All management positions proposed by the Contractor should be listed with areas of responsibility clearly defined. |
| YES | NO | 6.05.1.3 | The proposal should include profiles identifying specific management personnel (i.e., Directors, Production Managers, etc.) in your employ that will be assigned to University's campus. The profiles should describe the experience, education, background, specific professional accomplishments, and any special qualifications. Final selection of management personnel must be approved by the University. |
| YES | NO | 6.05.1.4 | An organizational chart of overall Contractor's management, showing special staff personnel, line supervision, and their relationships to campus personnel should be included. |
| YES | NO | 6.05.1.5 | The proposal shall include a description of training programs used for management personnel. The Contractor shall also describe training programs for other personnel and include information on the staff conducting the training, their background and qualifications and available training resources. |
| YES | NO | 6.05.2 | Technical Quality |
| YES | NO | 6.05.2.1 | The proposal should include a description of the facility to be operated including an evaluation of each unit and its capacity to provide the desired services and the resources required to efficiently handle a custodial service operation of this size and scope. |

YES	NO	6.05.2.2	The Contractor should list any equipment necessary to provide the services specified in this RFP.
YES	NO	6.05.2.3	The proposal will include a listing of all Contractor-owned equipment to be used on campus. This information will be constantly updated and all equipment not listed will be considered University property.
YES	NO	6.05.2.4	The proposal should include the Contractor's analysis of the campus custodial service environment, including techniques for preventing common problems and coping with them if they do arise. The Contractor should explain and include examples of systems used to determine customer satisfaction.

6.05.3 Contractor's Experience and Capabilities

YES	NO	6.05.3.1	The proposal must include a description of the general background, experience and qualification of the Contractor in college and university or similar custodial service. The Contractor must list at least one operation presently served that is similar in nature to that of the University's. A general description of the type of units (e.g., industry, office building, etc.) and the period of time Contractor has served that contract for each. This information shall include the names, titles, addresses, and telephone numbers of individuals who are in a position to evaluate the general quality of the operation at their facilities.
YES	NO	6.05.3.2	The Contractor shall supply a copy of the most current, certified year-end balance sheet, income statement and statement of changes in financial position for their company.
YES	NO	6.05.3.3	The Contractor must describe their capacity to provide assistance in short and long range planning of facilities and services. Contractor must describe special additional personnel, if any, available to provide consulting services to local staff and to the University.
YES	NO	6.05.3.4	The Contractor must describe the procedures and capacity for replacing local personnel at the management level.

6.05.4 COST

YES	NO	6.05.4.1	<p>The Contractor shall submit a complete estimated operating statement for the proposed contract period(s), indicating the following estimated sales and costs:</p> <ul style="list-style-type: none"> • Salaries and Wages • Other Payroll Costs • Total Labor Costs • Custodial Supplies • General Insurance • Office Supplies • Uniform and Laundry • Bank Charges • Equipment Costs • Replacements • Other Operating Costs • Administrative Expenses • Total Direct Expenses • Total Cost and Expense • Operating Profit
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6.05.5 The Contractor will describe the resources, which are covered by administrative expenses if included.

- 6.06 Cover letter and/or executive summary prepared on company's business letterhead with authorized signatures. This should be limited to a brief narrative highlighting the Proposal and should be aimed at non-technical personnel. This item should not include commission/pricing quotations.
- 6.07 Company profile, support commitment and personnel responsible for carrying out the Contract.
- 6.08 Checklist of Proposal responses due.
- 6.09 Exceptions, including explanations, to Contract specifications, RFP requirements and signatures.
- 6.10 Any additional information considered necessary or helpful to the University in determining Bidder's qualifications/signatures.
- 6.11 Reference information for at least one (1) higher education institution or similar client with Custodial Service contract needs similar to Grand Valley State University. Include contact name, address, and telephone number and number of years servicing client.
- 6.12 Bidder's form of contract, if any, to encompass RFP and Proposal.
- 6.13 Signed copies of the addenda cover sheets, if applicable.
- 6.14 Include required security.
- 6.15 Ten (10) complete copies of signed original Proposal.

7.0 SECTION VII – EVALUATION CRITERIA

7.01 Contract award will be based upon a comprehensive review and analysis of the Proposals that best meet the needs of Grand Valley State University. The specific evaluation criteria will include the following:

- Past Experience in custodial service operations of a similar nature
- Cost to provide service
- New and innovative ideas
- Creativity
- Impressions from an unannounced site visit of an existing property observing staff, cleanliness, and service
- Impressions from an announced site visit observing staff and service quality and cleanliness
- Management depth and experience
- Staffing module proposed for operation at the Downtown Campus
- Training methods and procedures for hourly staff
- Evidence of a "customer service" focus

7.02 PRESENTATIONS: To assist in the evaluation process, a minimum of two (2) Bidders will be invited for an interview and opportunity to give an oral presentation of their Proposal to the University's Selection Committee. The presentation should be no longer than two (2) hours in length, with sufficient time allocated for questions and answers. The presentations will take place between April 5-12 2000, between the hours of 8:30 a.m. and 4:30 p.m., EST. Specific appointments will be scheduled with the invited Bidders.

8.0 SECTION VIII – CONTRACT SPECIFICATIONS

8.01 Health and Safety:

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| YES | NO | 8.01.1 | The University requires the contractor to provide health insurance to its full-time employees. Full-time is considered 30 hours per week. The minimum hourly wage paid to the contractors' employees must not be below \$7.00 per hour. |
| YES | NO | 8.01.2 | It shall be the sole responsibility of the contractor to require its employees to abide by all health and safety requirements imposed by law. Further, the contractor and all of its employees shall abide by safety and health regulations set forth by the University. |
| YES | NO | 8.01.3 | The contractor agrees to forward a copy of the health inspection report for each contracted service area to a designated University representative. |

8.02 Sanitation and Environment:

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| YES | NO | 8.02.1 | The contractor shall maintain sanitary working areas and shall comply with all federal, state, and local health and sanitation regulations that apply to custodial service operations. |
| YES | NO | 8.02.2 | The University reserves the right to inspect all cleaning areas, storage areas, offices and any other space under the contractors control at any time with or without notice. |
| YES | NO | 8.02.3 | <p>The contractor shall state their corporate commitment to recycling and be responsible for maintaining proactive energy conservation programs and, as a minimum, shall include the following:</p> <ul style="list-style-type: none">• Waste reduction: The contractor shall employ all reasonable measures to reduce and prevent waste.• Recycling: The contractor shall participate in any existing and/or future recycling programs established by the University.• Safety: The contractor shall use a proactive safety program for its employees and operations on the campus, as well as comply with all University safety rules that apply to custodial services operations. |

8.03 Equipment and Facilities Maintenance and Sanitation:

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| YES | NO | 8.03.1 | The premises, equipment, and facilities shall be maintained in a condition satisfactory to the institution and in compliance with the City of Grand Rapids Health Department code and/or the State of Michigan health code. The Contractor shall adhere to the highest standards of cleanliness and sanitary practices to insure continual sanitation in all functions and matters related to the custodial service operation. |
| YES | NO | 8.03.2 | The contractor will be responsible for specified stripping and sealing of floors, carpet cleaning, cleaning draperies and blinds, upholstered furniture, and cleaning walls and doors. |
| YES | NO | 8.03.3 | The contractor will remove all trash, garbage, and debris from all premises occupied by the contractor according to a schedule approved by the University. |
| YES | NO | 8.03.4 | The University shall have the right at all times to determine by inspection that facility cleanliness, sanitation and maintenance are satisfactory and in accordance with health standards. |

8.04 Licenses:

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| | | 8.04.1 | The contractor shall obtain all required licenses and permits required by law for the operation of the custodial service contract. The Contractor shall pay all required fees, taxes, and other charges applicable. |
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| YES | NO | 8.05 | Laws, rules and regulations: The contractor must comply with all University policies, county ordinances and/or state and federal laws that may be applicable to its performance under the contract. |
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8.06 Personnel:

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| YES | NO | 8.06.1 | The contractor shall maintain an adequate staff at all times to ensure a high quality custodial service operation, including expert personnel for administration, purchasing, equipment consulting, and supervision. The contractor shall submit by June 1 of each year the organization and staffing plan for administration of the custodial service operations covered under each contract for review and approval by the University. A qualified supervisor shall be on duty throughout the time that each custodial service operation is in operation. |
| YES | NO | 8.06.2 | The University reserves the right to prior consultation in the contractor's choice of its unit managers. No assignment of such personnel shall be made without prior approval from the University. |
| YES | NO | 8.06.3 | The contractor's unit managers shall continue serving only as long as their performance is acceptable to the University. Such consultation and approval shall be prior to announcing the transfer to the selected individual. |
| YES | NO | 8.06.4 | The contractor shall provide management staff, made known to the University by name, to routinely review and inspect operations, personally fill vacancies, consult with the University on current and future custodial service programs, and to act with full authority on the contractor's behalf in any and all matters pertaining to the specifications of this contract. |
| YES | NO | 8.06.5 | The contractor will make provision for a manager to be accessible each day. Such management should be non-production personnel and should be clearly identifiable as the individual in charge of the operation and available to give assistance. |
| YES | NO | 8.06.6 | All custodial service programs shall use as much regular part-time student help as possible. Whenever possible, the hiring of students will be coordinated with University Student Employment Office and in accordance with any special rules that may apply. Student employees shall be paid at a rate not less than the Federal minimum wage requirement. |
| YES | NO | 8.06.7 | All employees of the contractor assigned to jobs on campus shall be attired in uniform and have prominently displayed nametags. |
| YES | NO | 8.06.8 | Personnel or agents of the contractor shall observe all campus traffic and parking regulations. Drinking of alcoholic beverages or the use of illegal drugs or being under the influence of either on the job by the contractor's employees will not be permitted. Smoking is prohibited inside all facilities owned, leased or operated by the University, including, but not limited to such space as classrooms, halls, lavatories, studios, opened and private offices, corridors, dining areas, restrooms, and common areas. |
| YES | NO | 8.06.9 | The contractor shall have the resources and staff for providing comprehensive training and staff development programs including the management of a diverse work force for employees at all levels of the organization. |

8.07 Inspection:

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| YES | NO | 8.07.1 | The University shall have the right to access all custodial service facilities to inspect the operation thereof and the work of the contractor with respect to the quality of procedures, sanitary and safety standards, cleanliness, appearance and conduct of the contractors employees, operating hours, and general housekeeping and upkeep of premises. The University shall have the right to make reasonable regulations with regard to all such matters and the contractor agrees to comply with such regulations. |
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8.08 Accounting Statements and Audits:

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|-----|----|--------|--|
| YES | NO | 8.08.1 | At the end of each accounting period, the contractor shall furnish to the University an operating statement for each custodial service operation and a composite statement. The operating statement shall give a complete accounting of sales by category, including a breakdown of product cost, labor costs, other direct expenses and administrative and/or management charges. |
| YES | NO | 8.08.2 | Each operating statement and the composite statement shall present revenue and expense amounts for the period being reported and fiscal year-to-date with percentage ratios given for each item and period. |
| YES | NO | 8.08.3 | The University's fiscal reporting period is July 1 through June 30. The contractors year-to-date report shall correspond with this period. |
| YES | NO | 8.08.4 | All operating statements and sales reports will be submitted by the 15th day following the last day of each accounting period and be accompanied by respective payments. For this purpose, a schedule of the contractors accounting periods should be defined. |
| YES | NO | 8.08.5 | All start-up costs must be clearly identified. |
| YES | NO | 8.08.6 | The University reserves the right to audit or cause to be audited the contractors books and accounts with the University at any time during the term of this contract and for five (5) years thereafter. |

8.09 ADVERTISING:

- | | | | |
|-----|----|--------|---|
| YES | NO | 8.09.1 | The Contractor agrees not to use this Proposal or any subsequent agreement as part of any commercial advertising without prior approval of Grand Valley State University. |
|-----|----|--------|---|

9.0 SECTION IX – GENERAL TERMS AND CONDITIONS

- 9.01 **FEDERAL, STATE AND LOCAL LAW COMPLIANCE:** Grand Valley State University shall use its best efforts as reasonably requested by the Contractor to assist the Contractor in complying with any applicable federal, state or local laws, rules and regulations. The Contractor shall, in the exclusive provision of Custodial Service and in the performance of services pursuant to the RFP and Contract, fully comply with all applicable federal, state, or local laws, rules and regulations, and shall hold the University, its officers, employees, agents and assignees harmless from any liability from failure of such compliance. This Contract indemnification from Contractor to the University shall include Contractor representations and warranties that the Contract is in compliance with all applicable federal and state law.
- 9.02 **FEDERAL, STATE AND LOCAL LICENSES, PERMITS AND FEES:** Contractor shall give all notices and secure and pay for all licenses, permits and fees required by law for the proper completion of the Contract. Contractor shall comply with all laws, ordinances and codes applicable to the Contract, and to policies and procedures promulgated by the University, including but not limited to parking and traffic, no smoking, and safety and security.
- 9.03 **TAXES:** Contractor is responsible for personal property taxes and other applicable taxes related to the services provided under the Contract.
- 9.04 **EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS:** The Contractor will comply with all laws and all published rules, regulations, reporting requirements, directives and orders of the Michigan Civil Rights Commission relevant to 1976 PA 453, as amended which may be in effect prior to the taking of bids for any individual project. This may include providing information as to the practices, policies, and employment statistics of the Contractor and each subcontractor, and will permit access to any books, records and accounts by the University and/or its designee and its agents, for purposes of investigating compliance with this Contract and with rules, regulations, and orders of the University and Michigan Civil Rights Commission. A finding by the University or Michigan Civil Right Commission that Contractor has not complied with the contractual obligations under this agreement, may result in the cancellation of the Contract or ineligibility for future contracts with the University. The Contractor will include, or incorporate by reference, these provisions in every subcontract or purchase order and will be binding upon each subcontractor. Breach of this covenant may be regarded as a material breach of the Contract.
- 9.05 **DISCRIMINATION:** The Contractor will not discriminate against any individual because of race, religion, color, national origin, age, or sex. The Contractor will take affirmative action to insure that applicants for employment and employees during employment are treated without regard to their race, religion, color, national origin, age, or sex. Such action shall include, but not be limited to, employment, upgrading, demotion or transfer; recruitment advertising, solicitations or advertisements for employees; layoff or termination; rates or pay or other forms of compensation; and selection for training and apprenticeship.
- 9.06 **WARRANTY:** Unless otherwise specified, all materials and equipment shall be new, and all work shall be of good quality and in conformance with the Contract documents. Grand Valley State University endeavors to buy products made in the United States of America whenever an American-made* product is available that meets or exceeds the specifications requested and the price is equal to or lower than a foreign-made product. Bidders are requested to bid American-made products and/or services whenever available. Bidders may bid foreign-made products or services when:
- They are specified.
 - They are identified as an alternate by the Bidder as long as they are technically acceptable.
 - More than 50% of the product is manufactured or assembled in the United States.
- 9.07 **OSHA COMPLIANCE:** All goods or services to be furnished by the Contractor shall meet all applicable State and Federal requirements of the Occupational Safety and Health Act. Alleged violations or deviations from said State and Federal requirements pertaining to any goods or services to be furnished by the Contractor or the Contractor's working conditions or employment practices, must be corrected and penalties levied by OSHA paid by the contractor.

- 9.08 **BUSINESS RELATIONSHIP AFFIDAVIT:** The Contractor certifies that no elected or appointed official or employee of the University has benefited or will benefit financially or materially from any consideration of its Proposal, the selection of the Contractor, or the Contract.
- 9.09 **REPAIRS TO PROPERTY DAMAGE:** Any damage to University properties caused by the Contractor, its agents or employees shall be repaired so that the properties are in as good condition as found. All repairs shall be accomplished at no cost to the University.
- 9.10 **CONTRACT ASSIGNMENT OR SUB-CONTRACT:** The resulting Contract shall not be assigned, transferred, or subcontracted in whole or in part without the prior written approval of the University. The Contractor shall not subcontract with any entity or person with whom the University has a reasonable objection. The Contractor shall not change subcontractors without the consent of the University. The Contractor shall ensure that each subcontractor be bound to the Contractor, to the Contract, and to the terms and rights of these documents, including all General and Supplementary Conditions.
- 9.11 **INDEMNIFICATION:** The Contractor shall indemnify and hold harmless the University, its agents and employees from and against all claims, damages, losses and expenses including attorneys fees arising out of or associated with the service provided, or resulting from damages or injuries incurred by the Contractor by reason of any defect in material, workmanship, and/or design of any goods furnished by the Contractor, excepting only such liability that may result solely from the acts of negligence of the University or its employees, and in any case the Contractor shall, at the request of the University, undertake to defend any and all suits and to investigate any and all claims, whether justified or not, if such claim or suit be against the University. Such indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any subcontractor under workmen's compensation acts, disability benefit acts or other employee benefit acts.
- 9.12 **INSURANCE REQUIREMENTS:** Contractor shall purchase and maintain for the life of the Contract insurance with limits of liability as required by law or as set forth below, whichever is greater.
- Workmen's Compensation and Employer's liability at a minimum of \$500,000 or at statutory limits if greater.
 - Commercial General Liability made on an Occurrence Form basis which includes at minimum the following types of coverage:
 - Contractual liability, advertising and personal injury, products and completed operations, and an installation floater, showing limits of \$1,000,000 per occurrence, and a general aggregate limit of \$1,000,000.
 - Comprehensive Automobile Liability, which includes coverage for any auto, hired autos, and non-owned autos with a combined single limit of \$1,000,000.
 - Bodily and personal injury of \$500,000 per accident and \$250,000 per person
 - Property damage of \$100,000
 - Combined single limit of \$1,000,000
 - Grand Valley State University shall be identified as an additional insured under the coverage. Certificates of insurance shall be on standard format acceptable to the University and shall be filed with the University before commencing the Contract. These certificates shall contain a provision that coverage provided under the policies will not be canceled until at least thirty days prior written notice has been given to the University. The Contractor shall require its subcontractors to maintain equivalent coverage.

GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
RFP #900-57

Exhibit 1 - Custodial Specifications

Special Conditions

- A. Bidders must return a written schedule enclosed with their bid indicating the number of employees they will have at this Facility each day and the number of hours each will be working. Such schedules will be considered as the minimum acceptable number of employees per day and minimum acceptable number of hours per employee upon award of a contract. Before a contract is awarded, contractors must submit written documentation acceptable to Grand Valley State University proving that sufficient reserve staff is available to meet minimum staffing requirements for this Facility under all conditions without interruption.
- B. The contractor must insure that each employee carries a current identification card, with picture no more than two years old, and that each employee wears a badge in plain view indicating the employee's name and company name in letters not less than ¼" in height.
- C. The contractual supervisor will be required to report potentially hazardous conditions and items in need of repair including office lighting, emergency and exit lights, plumbing, and water cooler problems, etc., to the Operations Department.
- D. All lost and found articles recovered by contractual employees must be immediately turned in to the Operations Department.
- E. The Director of Operations may require the contractor to immediately remove any contractual employees from the premises for just cause. Any and all such removals shall be made in the name of the Contractor and all responsibilities will be assumed by the Contractor.
- F. Contractual employees:
- Must not have relatives or other personal visitors at the work site.
 - Must not consume food or beverages while on duty. During normal breaks and lunch periods the Plaza may be used for this purpose.
 - Must not consume alcoholic beverages nor use narcotics while on duty nor be under their influence when reporting for duty.
 - Must not smoke anywhere in the building except the designated smoking area.
 - Must not receive nor initiate personal phone calls from Grand Valley State University DeVos Center telephones.
 - Must not play radios or other sound equipment.
 - Must not fraternize with DeVos Center staff, clients, tenants, or visitors to the building nor unnecessarily disrupt tenant from their work while performing their work while performing their contractual duties.
- G. The Contractor must provide hours worked weekly to the Operations Manager showing the names, dates, areas, and hours actually worked including starting and quitting times for all employees who enter the building, all periodic work performed, and any non-routine work or incident that occurred that week.
- H. The Contractor must provide the Operations Manager with a list of all employees and supervisors to be used in this facility. The list must include each employee's name, address, Social Security number, and date of birth. Alternate employees may not be used until such list has been updated to include their names and data and provided to the Operations Manager.
- I. Parking is available on site.
- J. Contract employees will be required to wear clean and neat clothing or uniforms supplied by Contractor at all times while on the job.
- K. Contract supervisor must wear a tone and voice-paging device during normal working hours. Number must be supplied to Operations Department.

- L. Contractor must submit within the first 20 working days (after actually starting contract) a complete periodic schedule for all jobs listed other than daily items.
- M. Contractor must supply a trained supervisor to be in attendance during working hours.

General Information

A. Materials, Treatments, Etc.

- 1. Contractor must supply all cleaners, finishes, etc., for the treatment of the various types of flooring and carpeting. Use only such materials as are recommended and approved by the flooring manufacturer or Grand Valley State University.
- 2. The Contractor's prime responsibility is to protect owner's property at all times and to use only such materials and treatments as will enhance the appearance of flooring, etc., and preserve the surface against deterioration.
- 3. The Contractor may be required to submit a complete list by brand names and produce number of all supplies to be used in fulfilling this contract. Right is reserved by Grand Valley State University to accept or reject these items. An acceptable substitute must be immediately furnished for any rejected items.

B. Mechanical and Other Equipment

- 1. The Contractor must furnish all power equipment such as floor machines, vacuum systems and all other equipment.
- 2. Grand Valley State University will furnish an area when necessary for storage of contractor's equipment and supplies.
- 3. The Contractor will be held solely responsible for all items stored on the premises.

C. Supervision

- 1. Competent supervision is to be furnished by the Contractor, and these services must be satisfactory to the Operations Department.
- 2. Keys and access cards if appropriate to the campus will be furnished by Grand Valley State University. Any such keys must not be duplicated.

D. Billing

- 1. Contractor is to submit billing at the close of each calendar month to Grand Valley State University, Operations Department.

E. Inspection and Correction of Deficiencies

- 1. Performance evaluations will be given to the Contractor indicating exceptions in performance to the required specifications.
- 2. Contractor must correct these deficiencies as follows:
 - a. Within 24 hours for any daily, weekly, or monthly activity.
 - b. Within 48 hours for any activity listed as quarterly or semiannual.
- 3. Should the Contractor fail to correct his deficiency within the time stated, the Operations Department will assign the work to the subcontractor of his choice at the expense of the Contractor.
- 4. Repeated failure to correct deficiencies will result in cancellation of contract by the Grand Valley State University Downtown Campus Operations Department.

GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
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Exhibit 2 - Cleaning Frequencies

Cleaning Frequencies are to include, but are not limited to, the following:

DeVos Center

Daily

- One floor of the office tower will be cleaned thoroughly i.e. dusting in office, vacuuming, emptying trash, etc. For example, Floor 2 – Mondays, Floor 3 – Tuesdays, etc... The floors will be on a rotating basis.
- Empty wastebaskets (damp wipe inside and outside, replace liner as needed). Wastebaskets on non-scheduled floors will be placed outside the door if they need to be emptied.
- Wipe down tables and rearrange furniture neatly
- Wash all tables, wipe fingerprints and/or spills off
- Clean white boards with rag and water. dust top of board and clean marker ledge
- Clean elevator doors inside and out
- Neatly rearrange furniture
- Vacuum all lobby mats, extract in winter months
- Spot clean doors and door glass
- Clean drinking fountains
- Spot clean carpets
- Use automatic floor scrubber for all tiled floors
- Doorway entrance glass (door bases and ledges)
- Empty pencil sharpeners
- Restrooms
 - dust mop and wet mop floors
 - restock paper towels and soap products
 - clean sinks, splash areas and mirrors
 - polish all stainless steel
 - empty trash and replace liners
 - clean urinals, splash areas, and clean pipes
 - dust stalls, partition tops and back walls
 - dust handicapped rails
 - spot clean doors
 - clean stools – splash areas, clean pipes
 - restock toilet paper and dust paper towel holders
 - empty napkin disposal boxes, replace waxed bag if soiled or torn
- Plaza
 - clean kiosk area
 - wash table tops and spot clean chairs
 - rearrange furniture neatly
 - clean drinking fountains
 - damp wipe recycling stations
 - empty trash receptacles and damp wipe outside
 - sweep floor
 - automatic scrub floor
 - clean interior windows for spots, fingerprints and smudges

Weekly

- Flush restroom floor drains
- Vacuum edges of carpets and furniture
- Low dusting and window ledges
- Spray buff high traffic floor areas
- Clean and disinfect wet trash receptacles
- Clean janitor closets and storage rooms
- High dust ceiling corners and edges

- Workrooms – dust, vacuum, and restock soap and paper towels
- Dust window ledges
- Dust tops of partitions, credenzas and file cabinets in hallways
- Dust coat racks
- Dust window ledges in Plaza
- Dust base boards in Plaza

Monthly

- Clean whiteboards w/ ammonia solution
- Scrub restroom floors
- High dusting
- Deep clean carpets in high traffic areas (with extractor)
- Spot wash walls and furniture
- Clean interior and exterior doors, frames, and adjacent walls and kick plates
- Extract high traffic areas
- High dust light fixtures
- Dust chair legs
- Clean workrooms and attached lounge area to include cleaning sinks and countertops in workroom

Quarterly

- Scrub and re-coat waxable floors including kitchen
- Dust and clean baseboards
- Dust blinds
- Clean HVAC registers and vents
- Scrub and recoat waxable floors including kitchen
- Dust and clean baseboards
- Dust blinds
- Clean HVAC registers and vents

Semi-Annual

- Refinish tiled floors

Yearly

- Strip and refinish floors
- Thoroughly extract all carpets
- High dust ceiling vents
- Dust/clean all air vents, ceiling and light fixtures (light fixtures inside and outside)

As Required

- Dust mop and wet mop all hard surfaced floors
- Sweep and mop stairwells and landings

** High dusting in Plaza and Main Entrance and Reading Room will not be required

** Limits on Interior Window washing above 8 feet

The Depot

Daily

- Restroom
- Empty trash
- Dust office area & conference room
- Mop floors
- Spot clean carpeting and vacuum
- Glass on entrance doors

Weekly

- Empty recycling
- Vacuum edges of carpet and furniture
- Low dusting and window ledge

- Interior glass

Monthly

- High dusting
- Extract carpet in aisle ways

Quarterly

- Clean interior and exterior doors
- Door frames
- Kick plates
- Adjacent walls

Twice a Year

- Dust and clean baseboards
- Strip/finish floor
- Extract work area and conference area carpeting

GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
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Exhibit 3 - Task Definitions

A. Vacuum Carpet

Thoroughly vacuum all carpeted areas. Move all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.) and vacuum under. Be sure to replace all items moved. Straight suction vacuuming is acceptable; however, the Manager reserves the right to require that a beater bar type vacuum be used. Empty dust and dirt into plastic trash bag, tie off, and remove to dumpster.

B. Edge Vacuuming

Thoroughly vacuum all edges of carpeting along the base of walls and along the base of permanent fixtures using a crevice tool attachment. Also, vacuum upholstered furniture.

C. Dust Mop

Thoroughly dust mop all non-carpeted areas. Move all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.) and dust mop under. Be sure to replace all items moved. Dust mops must be treated with water based dust control chemical. Place dust and dirt into plastic trash bag, tie off, and remove to dumpster. Dust mop must not be dusted clean on carpeting.

D. Damp Mop

After dust mopping, thoroughly damp mop all non-carpeted areas. Move all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.) and damp mop under. Be sure to replace all items moved after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved, proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak-free.

E. Empty Waste Receptacles

Empty all containers that are provided for the disposal of waste (i.e., wastebaskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc.) into plastic bags, tie off, and remove to dumpster. Great care must be taken to remove only trash. When in doubt, DO NOT REMOVE – ASK. Secure dumpster covers before leaving area. Plastic liners are used where wet trash is a problem. Where used, liners must be changed no less than once per month in restrooms all plastic liners must be replaced daily.

F. Fill Dispensers

Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, and paper towels, etc.).

G. Dusting

Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, doorframes, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with a water based dust control chemical must be used. High dusting relates to the area above six feet. Low dusting relates to the area below two feet.

H. Clean and Disinfect Waste Receptacles and Dispensers

Thoroughly clean all waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved disinfectant* solution and allow to air dry.

I. Clean and Disinfect Sinks

Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved crème cleanser. Rinse thoroughly as all crème cleanser residues must be removed. Then wipe each item with approved disinfectant* solution and allow to air dry.

J. Clean Glass and Mirrors

Thoroughly clean all glass and mirrors using an approved alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are cleaned and dried as well as the glass surface. Squeegee may be used where necessary.

* All disinfectant solutions must be changed after each restroom.

K. Clean and Disinfect Toilets and Urinals

Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner and rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome (when acid cleaner is used.) Then wipe each toilet, toilet seat, and urinal completely with approved all-purpose collinear or approved glass cleaner only. Buff dry to a streak, smear, and smudge free "shine".

L. Clean and Disinfect Walls, Doors, Partitions, and Handrails

Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions, and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly when necessary, then wipe all areas with approved disinfectant* solution and allow to air dry.

Vacuum fabric covered walls with upholstery attachment. Spot clean with colorfast upholstery cleaner.

M. Damp Mop – Disinfectant*

Use same definition as Item D, but add: Thoroughly damp mop floor with approved disinfectant* solution. Allow to air dry.

Use same definition as Item D, but add: Thoroughly damp mop floor with approved disinfectant* solution. Allow to air dry.

N. Remove Carpet Runners

Carpet runners must be removed from floor to allow for proper cleaning, when necessary. Be sure to remove excess water from runner with approved wet pick up vacuum before carpet runners are removed. Carpet runners must be extracted weekly during ice melt/salt usage to maintain a clean appearance.

O. Replace Carpet Runners

After floor has been properly cleaned, and is completely dry, replace carpet runners in their original location.

P. Clean and Disinfect Drinking Fountain

Thoroughly clean entire exterior surface with approved crème cleanser. The grain of the stainless steel must be followed at all times. Rinse thoroughly as all crème cleanser must be removed. Wipe entire surface with approved disinfectant* solution.

Q. Wipe Dry

Use clean, soft cloth, and wipe item dry. The grain of the stainless steel must be followed.

R. Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.)

Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.

S. Spray Buff Hard Floors

- Hard Floors must be properly prepared before spray buffing:
 1. Remove carpet runners
 2. Dust mop
 3. Damp mop
- Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical at approved dilution. Buffing pad must be approved and will depend on the type of finish used.
- Floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed.
- Great care must be taken to avoid using "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often.
- Great care must also be taken not to allow floor machine (buffer) to run in one spot for too long to avoid burning the floor.
- Floor should be dust mopped after scheduled spray buffing is completed.
- Replace carpet runners.

T. Strip and Refinish

Close and properly mark area "closed". Remove all movable objects from area.

1. Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, etc., at this time. If splashed on adjacent surfaces, it must be removed before it dries.
2. Thoroughly agitate all floor area to remove all old finish with approved strip pad.
3. Use wet pick up vacuum to pick up old finish and stripper.
4. Thoroughly mop rinse area with clean cotton mop and clean water. Make sure walls, doors, etc., are also thoroughly rinsed.
5. Thoroughly mop rinse area a second time with clean cotton mop and clean water with approved neutralizer / conditioner chemical at approved dilution. Make sure walls, doors, etc., are also thoroughly rinsed.
6. Allow floor to air dry.
7. If any old finish remains, repeat #1 through #6.
8. Continue #1 through #7 until scheduled area is properly stripped and/or rinsed.
9. Apply thin coat of approved sealer with approved clean applicator. Sealer must not be slopped on walls, doors, etc...Allow sealer to thoroughly dry.
10. Apply second coat of sealer as described in #9 above. Allow sealer to thoroughly dry.
11. Apply thin coat of approved finish with approved applicator. Finish must not be slopped on walls, doors, etc. Allow to dry and apply second coat.

U. Scrub – Restroom Floors

Close restrooms. Remove all movable objects from area.

1. Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow solution to dry.
2. Quickly agitate small section coated with solution with approved stiff bristle brush and buffer. Be sure grouting is clean.
3. Use wet pick up vacuum to pick up dirty solution.
4. Thoroughly mop rinse area with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed.
5. Thoroughly mop rinse area a second time with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed a second time.
6. Allow floor to air dry.
7. After floor is thoroughly dry, replace all objects moved from area.

V. Carpet Extracting

All carpeting, including carpet runners, must be thoroughly cleaned as follows:

1. All movable items must be removed from area(s) to be cleaned (i.e., chairs, waste receptacles, all free standing tables, typing stands, boxes, plants, all temporary floor coverings placed, etc...)

2. Thoroughly spray next area to be cleaned with approved pre-treat or traffic lane cleaner used at approved dilution. Spray must be applied so that fibers remain damp until cleaned. Chemical should be left to work for 10-15 minutes.
3. Thoroughly extract all properly pre-treated carpeted areas. Minimum of two cleaning passes in opposite directions. Approved equipment and chemicals at approved dilutions must be used.
4. All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemical from carpet floor.
5. Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer.
6. Replace all items removed for cleaning. All items moved back into place that have metal of any type that comes in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry.

W. Alternative Carpet Cleaning Methods

If a method other than extraction cleaning is to be used, a detailed written description of the methods and chemicals or materials used and frequencies will be submitted with the bid and will be approved by the Building Manager before the alternative method can be implemented.

X. Porcelain Tile Floors

- No finish or sealer will be applied to quarry tile floors unless recommended by the manufacturer's representative and Grand Valley State University. Clean all traffic areas with an Automatic Floor Scrubber.
- Scrub thoroughly with a rotary machine with a quarry tile brush attachment and neutral cleaner.
- Use wet pick up vacuum to pick up water from tile and grout.
- Thoroughly rinse.

Y. Remove Recyclable Paper

Pick up all recyclable paper from marked containers and remove to designated containers in the loading dock area.

**GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
RFP #900-57**

EXHIBIT 4 - Downtown Campus Map and Breakdown of Space

DeVos Center Conference/ Meeting Space

Room Number	Room Designation	Size in Square Feet	Planned Capacity
105B	Conference Room	200	8
125B	Conference Room	130	4
125C	Student Project Area	3500	
102E	Regency Meeting Room	1500	*
105E	Hagers/Lubbers Exhibition Hall	4200	*
103E	Gordon Gallery	630	*
122E	Loosemore Auditorium	3600	232
107D	Case Room	1150	48
109D	Case Room	1150	48
111D	Case Room	1150	48
201D	Case Room	1150	48
203D	Case Room	1150	48
205D	Case Room	1150	48
138E	Lecture Hall	1235	112
136E	Lecture Hall	1235	112
107C	U-Club Lounge	1800	*
145C	Plaza	8460	140
220C	Conference Room	112	4
221C	Conference Room	112	4
297C	Conference Room	210	12
320C	Conference Room	112	4
302C	Conference Room	264	12
303C	Conference Room	610	35
323C	Conference Room	112	4
488C	Conference Room	210	12
420C	Conference Room	112	4
421C	Conference Room	112	4
499C	Conference Room	180	12
511C	Conference Room	680	12
502C	Board Room		*

**GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
RFP #900-57**

EXHIBIT 4 Downtown Campus Map and Breakdown of Space

Richard M. DeVos Center

What?

- ◆ 256,000 square feet, 5 story office tower
- ◆ 2 & 3 story classroom wings
- ◆ 263 faculty and other staff offices
- ◆ 18 classrooms
- ◆ 7 computer equipped classrooms
- ◆ 3 CODEC classrooms
- ◆ 2-112 seat lecture halls +6HC spaces each
- ◆ 230 seat auditorium (195 fixed seats, 35 loose chairs, and HC)
- ◆ 18 conference rooms
- ◆ Numerous student study areas
- ◆ Bookstore
- ◆ 242,000 volume capacity library
- ◆ Student assistance center
- ◆ Food service and student gathering area
- ◆ Fully ADA accessible
- ◆ Exterior (plaza, gardens) landscape site

The Depot

What?

- ◆ GVSU Welcome Center
- ◆ 1,008 square feet

GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
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EXHIBIT 5 Downtown Campus Demographics

DeVos Center

1st Floor – Library Services (Steelcase Library), Student Services, Academic Services (Registration area Plaza), Food Services (Plaza), Bookstore, Graduate Recruiter, Undergraduate Admissions, SSB Undergraduate Advising, Campus Ministry, Faculty Teaching and Learning, Student Center Director, Van Andel Global Trade

2nd Floor* – Special Events Office, Public Administration, Development, Philanthropy, Law, Vice Provost and Operations, Criminal Justice, Information Technology, and the Graduate Dean.

3rd Floor* – MBA Program, Seidman Business Services, Nursing, Global Trade, and Social Work.

4th Floor* – Seidman School of Business

5th Floor* – Dean of Seidman School of Business, Continuing Education, Dept TBD

* Approximately 75 private offices and 12 COT per floor

Maximum staff occupancy is roughly 400, note building occupancy is higher

Capacity of 300 Offices in new building.

Enrollment

Capacity at any one time between 6,000 – 6,500 students served on the downtown campus.

600 Sections offered with approximately 17-18 students per section.

60 – 70% Female

Average Age – 35

GRAND VALLEY STATE UNIVERSITY
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EXHIBIT 6 Campus Description

Plaza

This is to be the center hub of activity for the complex. A place to see and be seen. A place to get a bite to eat or a cup of coffee, etc. The plaza will have computers to check e-mail or surf the web. There will be TVs to keep track of current events and what is happening in the markets. It is a place for students to meet and work on group projects.... or just to come, relax and take a break. A place for faculty, staff and students to interact.

Lumber Barons Bar

The design of this space is patterned after the old Lumberman's Bar in the Amway Grand Plaza Hotel. Much of the furniture has been donated and saved for use in this space. Also known as the University Club, this is the faculty/staff dining room and will be scheduled for entertaining/events where presentations and speakers can be accommodated for making remarks. The space is being furnished with a bar, booth, and table seating, lounge furniture and a fireplace.

Amway Board Room

This is the large formal conference room on the fifth floor Business School's Dean's Suite adjacent to the dean's office. This space has also been called the Faculty Conference Room. Large meetings will be held here with a great view over the city to the north and DeVos Complex to the south. A foodservice area and kitchen is adjacent for catering luncheons and snacks during meetings/events. A large lobby space adjacent greets the visitor outside of the boardroom and also acts as a pre-function space for scheduled meetings.

Exhibition Hall

This space is multi-purpose in nature. It is a lobby for the Loosemore Auditorium and adjacent Regency Dining Room. It is a reception space outside of these same spaces for gatherings and hors d'oeuvres before and after events in the auditorium and dinners in the Regency Room. Finally, the space is a place to display products from local manufacturers and businesses, an interface between business and education.

Regency Dining Room

This is a space for formal dinners in an old English tradition complete with a genuine stone fireplace. Windows are adorned with drapery treatments and the windows contain some leaded glass. Outside, a walled formal garden greets the guest for receptions, carillon concerts or just viewing upon when weather is inclement.

Steelcase Library and AS/RS

The building features a New York Library style reading room and an automated storage (compressed storage) retrieval system to store up to 250,000 volumes of library volumes.

Various other Conference rooms, Case Rooms, Computer Labs, and Library

A number of these spaces have been named as special spaces based on their contributions and financial support during the private fund raising effort conducted back in '95 & '96.

Village Green

A large outdoor formal courtyard is created in the center wrapped by buildings to create the sense of a European village square. The size, scale, and feel will be reminiscent of the outdoor courtyards at Cambridge or Oxford. It should be a pleasant place to be, even in marginal weather. The buildings surrounding protect from wind and even noise of the city and USA 131 expressway adjacent.

Pedestrian Circulation

The concept puts a primary emphasis on circulation and the pedestrian. A major east-west "artery" is developed from the blue bridge by the Eberhard Center, under the expressway and through the DeVos Center on to parking at the west edge of the downtown campus. Interior circulation is kept as much as possible along the perimeter of the building for orientation and views into and out of the courtyard/plaza spaces. A sense of community is also enhanced. It is easier to negotiate the building as a visitor as it is easier to keep your bearings and know where you have come from and where you are going. Parking and automobiles are generally located on perimeter of campus separating the auto from the pedestrian as much as possible.

Site Elements

A grand circular plaza with a ring of flags and a fountain has been developed at the “front door” of the DeVos Center. Limousines and autos can also be pulled up to drop off dignitaries at the front door, etc. A boulevard is developed in front of the DeVos Center along Fulton Street with Townhouse student housing on the south to announce and better define that the passerby is on GVSU’s downtown Grand Rapids campus. The use of brick piers and fencing around the site perimeter and parking also acknowledge this. The Carillon / Clock tower becomes the landmark and focal point for the campus, much like the tower or steeple in the center of the European town or train station. You can now see, that this will be very prominent from significant distances since the steel has been erected. Building moonlighting is planned for the DeVos Complex to highlight and distinguish key facades and elements during evening hours. This is especially important given our climate (like winter) and number of classes and activities going on in the building during the hours after the sun goes down. The building style is contemporary but does reflect the Richardsonian style masonry many governmental and train stations around the country. The design contains a number of large masonry barrel vault arches at key entryways, characteristic of this architectural style.

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Schedule – Checklist of Proposal Responses Due
(return with proposal)

	Refer to Page	Complete	Incomplete	Reason for Incomplete
Signed Original Proposal				
10 ea. Copies of Proposal				
Bid Guarantee				
Addenda Acknowledgments				
Exceptions to specifications and/or requirements				
Contractor's Experience and Capabilities				
Cost				
Cover letter or company letterhead				
Company profile, support and personnel				
Schedule 2 – Checklist of Proposal Responses Due				
References				
<u>Contract specifications are met and agreed to:</u>				
Health and Safety				
Sanitation and Environment				
Equipment and Facilities				
Maintenance and Sanitation				
Federal, state and local law compliance				
Federal, state and local licenses, permits, fees				
Taxes				
Equal Employment Opportunity				
Warranty				
OSHA compliance				
Business relationship affidavit				
Repairs to property damage				
Contract assignment or sub-contractor				
Local control				
Indemnification				
Insurance requirement				
Other				

**GRAND VALLEY STATE UNIVERSITY
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Proposed Bidders

- GRAND RAPIDS BUILDING SERVICES
(616) 451-2064
1350 SCRIBNER NW
GRAND RAPIDS, MI 49504
CONTACT: REX KUHN

- UNITED COMMERCIAL SERVICES
(616) 742-3844
59 SEWARD NW
GRAND RAPIDS, MI 49504
CONTACT: TIM BROM

- MERIT SERVICES
(616) 245-4200
2215 29TH SE
GRAND RAPIDS, MI 49508
CONTACT: ANDY DEYOUNG

- RELIABLE MANAGEMENT SYSTEMS
(616) 454-8520
4398 BLACKFOOT SW
GRANDVILLE, MI 49418
CONTACT: LEE SCHOUW

- ENVIRO-CLEAN SERVICES INC.
(616) 285-9100
3417 ROGER B. CHAFFEE DRIVE
WYOMING, MI 49548
CONTACT: DAN KOSTER

- WEST MICHIGAN JANITORIAL CO.
(616) 647-0552
5160 WEST RIVER DRIVE
COMSTOCK PARK, MI 49321
CONTACT: JOHN J. TEN ELSHOF



REQUEST FOR PROPOSAL #900-57
CUSTODIAL SERVICES CONTRACT - Downtown Campus

Issued by the Downtown Campus Operations Office
109 Eberhard Center, 301 W. Fulton • Grand Rapids, MI 49504



DUE: MARCH 31, 2000 • 2:00 p.m. EST
TO: Grand Valley State University • Downtown Campus Operations Office
109 Eberhard Center, 301 W. Fulton • Grand Rapids, MI 49504

Comment: Addendum #1 – 3/19/99

REQUEST FOR PROPOSAL #900-57
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
DUE: March 31, 2000, 2:00 P.M. EST

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March 1, 2000

To: Prospective Bidder

Subject: Request for Quotation

Grand Valley State University is accepting quotations for a three (3) year contract to provide custodial services to the DeVos Centers and Depot. Reference attached copies.

This request for quotation is for a three (3) year contract period and we are requesting guaranteed pricing for a three (3) year period: July 1,2000 through June 30, 2003. Grand Valley State University reserves the right to renew contract for two (2) additional years in one (1) year increments. Renewal(s) will depend on pricing and level of service received during contract period.

If you desire to bid on these services, please submit your quotation for bid #900-57 no later than 2:00 p.m. Friday, March 31, 2000. Bids will be opened in the Pyle Room of the Eberhard Center. Mail your sealed bid in the enclosed envelope to: **Lisa Haynes, Grand Valley State University, 109 Eberhard Center, 301 West Fulton Street, Grand Rapids, MI 49504.** If the enclosed envelope is not used please put the above bid number on your mailing document. Your bid must be received before the bid opening date and time, when all bids will be publicly opened and read aloud. **No fax, verbal, or telephone quotations will be accepted.** GVSU is not responsible for late, lost misdirected, damaged, incomplete, illegible or postage-due mail.

All prospective Bidders must attend a mandatory pre-bid meeting. The purpose of the meeting is provide for questions and answers as required to clarify the requirements and specifications contained in the RFP. Only those prospective Bidders present will be deemed eligible to bid on this project. Any assistants or subcontractors in the project are encouraged to attend the pre-bid meeting on March 13, 2000 at 10:00 a.m. EST, Eberhard Center Room 902, Grand Rapids, MI.

Site visits of the University's Grand Rapids Campus buildings are not mandatory, but may be scheduled upon advance request by interested prospective Bidders. Prospective Bidders are responsible for their own safety and for providing own safety equipment (steel-toed boots and/or hard hat) for each member of their party in order to gain access to any construction site. Contact Diane Harrison at (616) 771-6700 to schedule site visits.

Thank you for your participation.

**GRAND VALLEY STATE UNIVERSITY
CUSTODIAL SERVICES CONTRACT -- Downtown Campus
RFP #900-57**

Meeting Agenda

Pre-Bid Meeting, March 13, 2000

Agenda

1. Introductions
2. Overview of the Downtown Campus
3. Introduction of any additional materials
4. Signature of Receipt
5. Overview of the Request for Proposal
6. Question and Answer Period
7. Tour of Downtown Campus

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Summary of Custodial Services

Addendum 1

The days and hours of services to the DeVos Center will be as follows. They include, but are not limited to the following.

1. Office Tower is to be cleaned 5 days a week. Monday through Friday.
2. The Public Areas are to be cleaned 7 days a week on the First Floor. The weekend requirements will be at a reduced schedule.
3. The classrooms are to be cleaned Monday through Friday. A weekend class list will be supplied for specific classrooms that will need to be cleaned on weekends. This class list will change from semester to semester. The weekend classroom usage is at a greatly reduced demand.
4. The Depot is to be cleaned Monday through Friday.
5. Unit cost per hour for general cleaning and cost per square foot for reconditioning needs to be included in the RFP. Please include cost per square foot for reconditioning carpet and hard floor services.

GRAND VALLEY STATE UNIVERSITY
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Flooring

The flooring in each area is as follows:

Carpeted:

- Library
- Auditorium
- University Club
- Student Study Area – Next to Plaza
- Bookstore
- Offices
- Selected Classrooms
- Lecture Halls

Vinyl Covered Flooring:

- Majority of Classrooms

Porcelain Covered Flooring:

- Exit Corridors
- Plaza
- Vestibule and Lobby
- Kitchen

**GRAND VALLEY STATE UNIVERSITY
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Bidder Sign In Sheet

[illegible]

GRAND VALLEY STATE UNIVERSITY
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Bidder Inquiry Form

Questions in regards to:	Original Proposal:	Addendum No.:
Section Number:		
Company:		
Representative:		

* All inquiries must be received by the close of business on Monday, January 3, 2000

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

GRAND VALLEY STATE UNIVERSITY
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Company Name:	Yearly Quote For Custodial Services:
Grand Rapids Building Services	\$20,621.90 per month \$247,462.80 annually
Enviro-Clean	\$32,028.50 monthly \$384,342 annually
West Michigan Janitorial	\$31,610 per month \$379,320 annually
United Commercial Services	\$36,250 per month \$435,000 annually
Reliable Management	Bid arrived at 2:06 p.m. Opening began at 2:02 p.m. Therefore, the bid was not accepted.