



SINCLAIR

COLLEGE

REQUEST FOR PROPOSAL
RFP #PUR201901 CUSTODIAL SERVICES

RESPONSE DUE
January 18, 2019

FOR MORE INFORMATION, CONTACT:
RFP@sinclair.edu

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1.0 GENERAL INFORMATION FOR CONTRACTORS

1.1 PURPOSE

This request for proposals (RFP) provides interested contractors with sufficient information to enable them to prepare and submit proposals for consideration by the Warren County Montgomery County Community College District dba Sinclair Community College, hereafter referred to as Sinclair, to satisfy a need for custodial services at Sinclair's main campus and custodial and maintenance services at three Sinclair Learning Centers. Locations include the Downtown Dayton Campus at 444 West Third Street, Dayton, Ohio 45402, the Englewood Learning Center at 1150 West National Road, Englewood, Ohio 45322, and the Huber Heights Learning Center located at 7251 Shull Road, Huber Heights, Ohio 45424. The Englewood and Huber Heights Learning Centers are YMCA building additions. The third Learning Center, Courseview Campus Center, is located at 5386 and 5380 Courseview Drive, Mason, Ohio 45040. Additionally, alternate pricing will be considered for custodial services and maintenance at the Centerville Campus at 5800 Clio Road, Centerville, Ohio 45459.

1.2 ISSUING OFFICE

This RFP is issued by:

Sinclair Community College
Purchasing Department
RFP@sinclair.edu

This Issuing Office is the sole point of contact for Sinclair for this RFP.

1.3 SCOPE

This RFP contains instructions governing the proposals to be submitted and the material to be included therein, a description of the service to be provided, requirements which must be met to be eligible for consideration, general evaluation criteria and other requirements to be met by each proposer to be eligible for consideration.

1.4 TYPE OF CONTRACT

It is proposed that if a contract is entered into as a result of this RFP, it will be the standard contract used by Sinclair. Sinclair may, in its sole discretion, undertake negotiations with the contractor whose proposals, as to the factors in Section 3 of this RFP, show them to be qualified, responsible, and capable of performing the work.

1.5 REJECTION OF PROPOSALS

Sinclair reserves the right to reject any proposals received as a result of this request, or to negotiate separately with competing contractors.

1.6 INCURRING COSTS

Sinclair is not liable for any costs incurred by contractors prior to issuance of a contract unless specifically agreed to by Sinclair in writing

1.7 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at 9:00 a.m. on December 10, 2018 in the Building 17, Shop Area, at Sinclair Community College, Dayton, Ohio. The purpose of this conference is to clarify any points in the RFP which may not have been clearly understood. Questions should be emailed to RFP@sinclair.edu by 2:00 p.m. on or before December 17, 2018. Answers furnished during the conference will be official. All questions and answers will become part of this RFP.

1.8 ADDENDA TO THE RFP

If it becomes necessary to revise any part of this RFP before the proposal response date, addenda will be issued to all contractors who received the original RFP.

1.9 RESPONSE DATE

To be considered, proposals must arrive at the Issuing Office on or before 2:00 p.m., January 7, 2019. If, due to inclement weather, natural disaster, or any other cause, the Sinclair office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission shall be automatically extended until the next Sinclair business day on which the office is open, unless the contractors are otherwise notified by Sinclair. The time of day for submission of proposals shall remain the same.

1.10 ANTICIPATED SCHEDULE

The initial timeline of this sourcing project is outlined below to assist you in planning potential next steps. Sinclair reserves the right to alter this plan without cause or notice.

MILESTONES	TARGET DATE
Issue/Advertise RFP	12/02/18
Mandatory Pre-bid Meeting and Walk-Through (Sign-in required)	12/10/18 at 9:00 a.m. – 11:00 a.m. Dayton Campus; 12:00 p.m. – 1:30 p.m. Centerville Campus; 2:30 p.m. – 4:00 p.m. Courseview Buildings A and B; Satellite Campuses by appointment only
Vendor Questions Due	12/17/18 at 2:00 p.m.

Addendum #1 Issued	01/04/19
RFP Due Date	01/18/19 at 2:00 p.m.
Vendor Selection	01/31/19
Vendor Notification	02/15/19
Implementation Begins	07/01/19

1.11 PROPOSALS

To be considered, contractors must submit a complete response to this RFP using the format provided in Section 2.0. Include one (1) copy of the Technical Submittal in response to Sections 2.1 through 2.9 and one (1) copy of the Financial Submittal in response to Section 2.10 to the Issuing Office. No other distribution of proposals will be made by the contractor. Each proposal page should be numbered and have reference to the paragraph section of the proposal. Proposals must be signed by an official authorized to bind the contractor to its provisions. Use the Request for Proposal Declaration contained in Section 4.9 of this RFP. Proposals must remain valid for at least one hundred twenty (120) days. Moreover, the rate schedule and the total annual cost of the proposal of the selected contractor will become contractual obligations if a contract is entered into.

Each contractor submitting a proposal specifically waives any right to withdraw, or modify it, except as hereinafter provided. Proposals may be withdrawn by written notice received at the Issuing Office's email address for proposal delivery prior to the exact hour and date specified for proposal receipt. A proposal may only be modified by the submission of a new emailed proposal, or submission of an emailed modification that complies with the requirements of this RFP.

1.12 ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward, concise description of the contractor's ability to meet the requirements of the RFP.

1.13 DISCUSSIONS FOR CLARIFICATION

Contractors who submit proposals may be required to make an oral or written clarification of their proposals to Sinclair to ensure thorough mutual understanding and contractor responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification.

1.14 BEST AND FINAL OFFERS

To obtain best and final offers from contractors whose proposals are determined by Sinclair, in its sole discretion, to be reasonably susceptible of being selected for award, Sinclair may (a) enter into discussions; (b) schedule oral presentations; and (c) request revised proposals.

1.15 PRIME CONTRACTOR RESPONSIBILITIES

The selected contractor will be required to assume responsibility for all services offered in its proposal whether or not it produces them. Further, Sinclair will consider the selected contractor to be the sole point of contact with regard to contractual matters, but Sinclair should have free access, in consultation with the contractor, to the other members, consultants, suppliers, and subcontractors of the team for technical or operational issues.

1.16 PROPOSAL CONTENTS

Proposal will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (1) under the provisions of any State of Ohio or United States statute or regulation; or (2) by rule or order of any court of competent jurisdiction. If a contract is executed, however, the successful proposal submitted in response to this RFP shall be subject to disclosure. All material submitted with the proposal becomes the property of Sinclair and may be returned only at Sinclair's option. Proposals submitted to Sinclair may be reviewed and evaluated by any person other than competing contractors at the discretion of Sinclair. Sinclair has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

1.17 SELECTION NOTIFICATION

Contractors whose proposals are not selected will be notified of the name of the selected contractor.

1.18 NEWS RELEASES

News releases pertaining to this project will not be made without prior Sinclair approval, and then only in coordination with the Issuing Office.

1.19 SINCLAIR PARTICIPATION

Unless specifically noted in this section, contractors must provide all services to complete the identified work.

1.20 FINANCIAL SUBMITTAL

The Financial Submittal shall be placed in a separate file and attached to the same email as the Technical Submittal. Failure to meet this requirement will result in automatic disqualification of the proposal.

1.21 BONDING

A Bid Guaranty and Contract Bond for 100 percent of the total annual bid for year one must be provided by the successful bidder.

1.22 FEE NEGOTIATION

Sinclair will select a contractor that Sinclair determines to be in the best interest, most responsive to its needs, and offers the greatest benefit for the proposed cost. Sinclair will then conduct contract negotiations relative to the contractor fees to be paid for the work provided in Section 4.0.

If Sinclair considers renewing the contract for an additional five-year period, Sinclair will enter into negotiations with the contractor. If agreement over fees cannot be reached between Sinclair and the contractor, Sinclair, at its sole discretion, may decide to solicit new proposals, or may provide the services itself and the agreement between Sinclair and the contractor is terminated.

1.23 TERM OF CONTRACT

The term of the contract will commence on the Effective Date and will end five years from the Effective Date. The Effective Date shall be fixed by the Issuing Office after all approvals required by Sinclair's contracting procedures have been obtained. Pricing submitted in this RFP is to be guaranteed for a minimum of twenty-four (24) months. Pricing will be increased for years three (3), four (4), and five (5) of this agreement based on the average increase in the Consumer Price Index for All Urban Consumers (CPI-U) over the immediately preceding calendar year, whichever is applicable. The College will determine the CPI-U by reference to the CPI Detailed Report, published by the U.S. Department of Labor Bureau of Labor Statistics, or its successor. Specifics concerning your proposed contract terms must be outlined in your RFP.

1.24 REPRESENTATION OF INFORMATION

Sinclair does not represent or guarantee the accuracy or completeness of the information presented herein. This material is provided as a guide to the contractor and should be confirmed and verified by the contractor as required in its sole judgment in order to submit an accurate and firm quote.

1.25 CONTACTOR FLEXIBILITY

Sinclair renovates segments of buildings across campus. During these extended periods, the contractor will not have access to the area(s) under construction. Therefore, the selected contractor shall adjust billing and invoicing to accommodate Sinclair renovation activity. Sinclair, at its discretion, will approach the contractor when a renovation project is of sufficient scope to warrant an adjustment to billing and invoicing.

1.26 CONTACTOR'S REPRESENTATIONS AND AUTHORIZATIONS

Each contractor by submitting its proposal understands, represents, and acknowledges that:

1. All information provided by and representations made by the contractor in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s).

Any misstatement shall be treated as fraudulent concealment from the Issuing Office of the facts relating to the submission of this proposal.

2. No attempt has been made, or will be made, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal, or other form of complementary proposal.
3. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
4. To the best knowledge of the person signing the proposal for the contractor, the contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the contractor in its proposal.
5. To the best of the knowledge of the person signing the proposal for the contractor and except as otherwise disclosed by the contractor in its proposal, the contractor has no outstanding, delinquent obligations to Sinclair or the State of Ohio including, but not limited to, any state tax liability not being contested on appeal or other obligation of the contractor that is owed to the State.
6. The contractor is not currently under suspension or debarment by the State of Ohio, or any other state, or the federal government, and if the contractor cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
7. The contractor has not, under separate contract with the Issuing Office, made any recommendations to the Issuing Office concerning the need for the services described in the proposal or the specifications for the services described in the proposal.
8. Each contractor, by submitting its proposal, authorizes all State of Ohio agencies to release to Sinclair information related to liabilities to the State of Ohio including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.

2.0 INFORMATION REQUIRED FROM CONTRACTORS

Contractor proposals must be submitted in the format, including heading descriptions and section numbers, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. Each proposal shall consist of two (2) submittal files. The submittals are as follow: (1) Technical Submittal, in response to Sections 2.1 through 2.9 hereof; and (2) Financial Submittal, in response to Section 2.10 hereof.

Sinclair reserves the right to request additional information, which in Sinclair's opinion, is necessary to assure that the contractor's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract.

Sinclair may make such investigations as deemed necessary to determine the ability of the contractor to perform the work, and the contractor shall furnish to Sinclair all such information and data for this purpose as requested by Sinclair. Sinclair reserves the right to reject any proposal if the evidence submitted by, or investigation of, such contractor fails to satisfy Sinclair that such contractor is properly qualified to carry out the obligations of the agreement and to complete the work specified.

2.1 REQUEST FOR PROPOSAL DECLARATION

RFP must contain a copy of the Request for Proposal Declaration signed by an official authorized to bind the contractor to the provisions of the RFP. (See Section 4.9). No proposal will be accepted without a signed copy of the Request for Proposal Declaration.

2.2 CONTRACT MANAGEMENT SUMMARY

Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

2.3 WORK PLAN

Describe in narrative form your technical plan for accomplishing the work. Use task descriptions in the Statement of Work, Part IV of this RFP, as your reference point. Sinclair encourages each contractor to provide innovative and creative recommendations to improve the products, prices, and services as outlined in this RFP. As experts in your industry, with great numbers of similar customers, you should have a large base of best practices.

First, outline the exact request. Any modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person-hours allocated to each task. If more than one approach is apparent, comment on why you chose this approach. Explain all quality control procedures, emergency cleaning and maintenance procedures, training plans and procedures, and security plan and procedures. Appendix B and the Addendum have been included to assist you with this process.

2.4 SERVICE LEVEL AGREEMENT

Describe in your RFP the service level agreement at APPA Level II required and APPA Level I for Buildings 12 and 14 you are willing to commit to if awarded this business. Include methods to measure and financial guarantees around each service level element. Sinclair will use scorecard indicators to measure contractor's performance for cost, cleanliness, customer satisfaction, safety and security, environmental impact, and process improvements.

Service Level Agreement (SLA). Sinclair Community College requires all vendors to commit to a service level agreement. Our requirement to include a SLA that is designed to clearly identify performance expectations and responsibilities of the vendor and Sinclair Community College. We see the purpose of these agreements as follows:

- Communications tool
- Expectations managing mechanism
- Living document that encourages continuous improvement
- Objective base for gauging service effectiveness
- Defines financial obligations, penalties, and incentives
- Foundation for win-win relationship

The three elements of the SLA include:

- Performance Monitoring: Evaluation or inspection process, standards, responsibilities and frequency
- Management Process: Tracking, reports, discrepancy resolution, and escalation
- Financial Guarantees: Penalties and incentives

2.5 SAFETY

The contractor shall comply with all applicable federal, state, and local laws. This includes, but is not limited to, OSHA's Bloodborne Pathogen and Hazard Communication standards. Provide the following documentation:

- Written Safety and Health Policies, Program, and/or Procedures
- Copy of Training Logs
- Workers' Compensation Experience Modification Rate (EMR)

Sinclair Community College will engage in business with contractors that demonstrate a continuing commitment to safety as evidenced by their safety record and a comprehensive written Safety and Health Program. While Sinclair Community College will provide the environment and encouragement, it is the contractor's responsibility to establish, maintain, and manage their own Safety and Loss Prevention Programs.

2.6 IMPLEMENTATION PLAN

Describe the overall conversion strategy to convert Sinclair Community College to your services and products.

- Provide a detailed plan to implement your proposed conversion strategy including a detailed timeline and responsibilities for each task (Sinclair Community College, your company, etc.).
- Define roles and responsibilities of your company and Sinclair Community College.

- Define your commitment for staffing and resources including specific experience of the project implementation personnel that you would dedicate to the project.
- Describe your management reporting systems for cleaning schedules, project work schedules, product orders, work requests, tracking, etc.

2.7 PRIOR EXPERIENCE

Include experience in custodial services. Experience shown should be work done by individuals of your company that are assigned to this project, as well as that of your company. Contracts or work referred should be within the last five years, the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted. Include at least two contracts that are similar in size and have comparative programmatic complexity as this requirement. Include all higher-educational custodial/maintenance services contracts lost in the last three years with the reason for cancellation or non-renewal.

2.8 PERSONNEL

Include an organization chart with the numbers and names of executives and staff personnel that will be assigned to Sinclair. Include through a resume, or similar document, education, experience training, and applicable certifications in custodial work of executives and supervisory staff that will be associated with this contract. Indicate each person's responsibilities and state how long they have been with your company. Specifically, the following positions which are critical to the success of the project:

1. *Account/Site Manager and Assistant Managers.* Sinclair expects to have a fulltime account/site manager and at least two (2) assistant managers assigned to Sinclair. The designated account / site manager, an alternate for the account/site manager, and assistant managers must have at least three (3) years of project management/supervisory experiences that are similar to the responsibilities anticipated at Sinclair.
2. *Subcontractors.* Identify subcontractors you intend to use and the services they will perform. All cleaning activity at the downtown Dayton campus must be performed by contractor's employees except for specialty work, such as window cleaning. Subcontractors are acceptable for cleaning and maintenance at the Learning Centers and Courseview Campus Center.

2.9 PROXIMITY

The contractor will indicate the distance in miles from their office that is responsible for the primary staff to each Sinclair location. The contractor will also indicate whether this is the main office or a branch office.

2.10 FINANCIAL SUBMITTAL

The information requested in this section shall constitute your Financial Submittal. This portion of the proposal must be a separate file from the Technical Submittal. The total cost you are proposing must be broken down into the following components separately for each of the four sites:

1. *Direct Labor Costs.* Itemize to show the following for each category of personnel with a different rate per hour:
 - a. Category: e.g., president, vice president, project manager, supervisor, account manager, custodian, maintenance, helper
 - b. Estimated hours
 - c. Rate per hour
 - d. Total cost for each category and for all direct labor costs including maintenance at the Learning Centers
2. *Labor Overhead.* Specify what is included and rate used.
3. *Subcontract Costs.* Specialty work, cleaning, and maintenance at Learning Centers and the Courseview Campus Center. If subcontractors are to be used for other work please specify.
4. *Cost of Supplies and Materials.* Itemize.
5. *Other Direct Costs.* Itemize.
6. *General Overhead Costs.* Specify what is included and rate used.
7. *Fee or Profit.*
8. *Total Bid.* Provide hourly bid price for regular services and hourly bid price for any additional work. In addition, provide separate total annual bid for each of the four sites and the total of all sites into one bid.
9. *Cost per Square Foot.* Calculation.
10. *Financial Statements.* Provide annual audited financial reports for the last two years and the most recent annual financial audit report.
11. *Proof of Insurance.* Provide certification from the insurance carrier that the contractor has a minimum of:
 - a. Workers' compensation with a limit of liability as required by the State of Ohio and employers' liability insurance at a limit of not less than \$100,000 for all damages arising from each accident or occupational disease.

- b. Comprehensive general liability insurance, including independent contractors; premises operations liability; products completed operations liability; blanket contractual liability; broad form property damage endorsement (providing coverage for property in the care, custody and control of contractor); and broad form comprehensive general liability. The limits of liability of such insurance shall be no less than:
 - 1. Bodily Injury and Property Damage Liability
 - \$1,000,000 each occurrence
 - \$2,000,000 aggregate
- c. Comprehensive automobile liability insurance covering all owned, hired, or non-owned vehicles including the loading or unloading thereof with limits no less than:
 - 1. Bodily Injury and Property Damage Liability
 - \$1,000,000 each occurrence
- d. The contractor shall provide proof that the bodily injury and property damage limits set forth in subparagraphs above are supplemented by an umbrella liability insurance policy covering all operations with limits of liability not less than:
 - 1. Bodily Injury and Property Damage Liability
 - \$2,000,000 each occurrence
 - \$2,000,000 aggregate
- e. The contractor shall provide a proof of insurance for damage and/or theft to Sinclair Community College and Sinclair Community College employee property. Coverage shall be adequate to cover costs associated with the theft and/or destruction of the aforementioned property.

2.11 BONDING

A Bid Guaranty and Contract Bond for 100 percent of the total annual bid for year one must be provided by the successful bidder.

2.12 DIVERSE VENDOR CERTIFICATION

Sinclair is committed to making all contracts, services, benefits and opportunities available to businesses without discrimination on the basis of race, color, religion, sex, national origin, disability, age or ancestry. Submit a copy of your diversity certification(s).

Only work satisfactorily performed after execution of a written contract, after the contractor's receipt of a notice to proceed from Sinclair, and after the contract term has begun will be reimbursed for invoices submitted as described in Section 4.7.

3.0 CRITERIA FOR SELECTION

Lowest cost and most responsive and responsible contractor

3.1 MANDATORY RESPONSIVENESS REQUIREMENTS

To be eligible for selection vendors must attend the mandatory pre-bid. A proposal must be (a) timely received from a contractor; (b) properly signed by the contractor; and (c) formatted such that all financial data is kept separate from and not included in the Technical Submittal.

Proposals will be reviewed and evaluated by a committee of qualified personnel selected by Sinclair. This committee will recommend for selection the proposal which meets the requirements of the RFP and satisfies Sinclair's needs.

Sinclair, at its discretion, may utilize the following criteria for purposes of ranking qualified bidders. Sinclair, at its discretion, may award in whole or in part with regard to the College's operational sites.

Sinclair reserves the right to utilize additional criteria or not to utilize any of the criteria set forth below:

1. *Understanding the Problem.* This refers to the contractor's understanding of Sinclair's needs that generated the RFP, of Sinclair's objectives in asking for the services, and of the nature and scope of the work involved.
2. *Contractor Qualifications.* This refers to the ability of the contractor to meet the terms of the RFP, especially the time constraint and the quality, relevancy, and recency of the work to be completed by the contractor.
3. *Personnel Qualifications.* This refers to the competence of executives, site manager, and supervisory personnel who would be assigned to the job by the contractor. Qualifications of executive and supervisory personnel will be measured by experience and education, attention to client's needs, communication skills, with particular reference to experience on services similar to that described in the RFP. Particular emphasis is placed on the qualifications of the site manager and supervisors.
4. *Soundness of Approach.* Emphasis here is on the techniques for collecting and analyzing data, sequence, and relationships of major steps, and methods for managing the service. Of equal importance is whether the technical approach is completely responsive to all written specifications and requirements contained in the RFP, and if it appears to meet Sinclair's objectives.
5. *Proximity.* This refers to the distance of the primary service office of the contractor from each of Sinclair's locations.

6. *Fiscal Soundness and Cost.* While this area will be weighted heavily, it will not normally be the deciding factor in the selection process.

4.0 STATEMENT OF WORK

Please describe in succinct terms your understanding of the services required by this RFP

4.1 OBJECTIVES

Sinclair requires a contractor to provide APPA Level II custodial services for all building except Buildings 12 and 14 which require APPA Level I at Sinclair's main campus and custodial and maintenance services at three Sinclair Learning Centers. Locations include the Downtown Dayton Campus at 444 West Third Street, Dayton, Ohio 45402, the Englewood Learning Center at 1150 West National Road, Englewood, Ohio 45322, and the Huber Heights Learning Center located at 7251 Shull Road, Huber Heights, Ohio 45424. The Englewood and Huber Heights Learning Centers are YMCA building additions. The third Learning Center, Courseview Campus Center, is located at 5386 and 5380 Courseview Drive, Mason, Ohio 45040. Additionally, alternate pricing will be considered for custodial services and maintenance at the Centerville Campus at 5800 Clio Road, Centerville, Ohio 45459.

The required services include, but are not limited to: providing the necessary cleaning services required at each site; light maintenance at the Learning Centers; meeting with Sinclair staff on a monthly basis to define and assess needs of each site; providing skilled personnel to manage and to provide the necessary cleaning services; providing all cleaning supplies and equipment necessary to support the cleaning services.

4.2 REQUIREMENTS

The contractor is to provide a skilled team of employees to perform APPA Level II required and APPA Level I for Buildings 12 and 14 of cleaning services and provide certain supplies to each Sinclair location.

The contractor shall provide personnel that are trained and skilled in the work assigned to them and promptly furnish qualified substitutes for any employee that in the sole opinion of Sinclair is unsatisfactory.

1. *Background Checks.* Contractor's employees must pass Background Check per Sinclair Standards.
2. *Removal of Unsatisfactory Persons.* If Sinclair provides notice to the contractor that it is dissatisfied with the performance of any of the contractor's personnel assigned to Sinclair's locations for any reason, the contractor shall remove the person(s) about whom the objection has been made immediately, or as soon thereafter, as Sinclair may require. Sinclair may exercise this right in its sole discretion.

3. *Contractor's Employee Code of Conduct.* Contractor's employees must follow the Policies and Procedures outlined in the Sinclair Employee Handbook.

Contractor shall employ competent management and supervisory personnel. Contractor shall provide specifications or schedules for all routine and project cleaning, inspect the building on a regular basis, investigate all tenant complaints, report all items needing repair or maintenance, and generally supervise the entire cleaning of the building. Contractor will ensure that all employees report repairs needed or any other unusual or unsafe condition they encounter to Sinclair's site coordinator.

Contractor shall not engage subcontractors, franchisers, or strategic alliances, without written consent from Sinclair. In performing its obligations under this Agreement, contractor agrees to provide complete and comprehensive management of janitorial services including all necessary management; supervision; supplies; equipment; labor; systems, and corporate support.

Eighty percent of cleaning to be performed after normal building hours. Specified business sensitive areas to be cleaning during normal building hours. Event cleaning to be performed as required

There will be times other than routine service hours when services will be required for emergencies, events, etc. Forty (40) hours annually for each site will be included in the agreement for these additional services. If services are required other than routine service hours, the contractor will bill on the monthly invoice at the rates indicated in the rate schedule provide in their Financial Submittal once the 40 hour threshold is passed.

Contractor shall provide communication devices, such as wireless phones and/or pagers for contractors personnel assigned to Sinclair's premises for day, evening, night, and weekend duty, for contractor's supervisor to ensure less than 30 minutes response to requests or trouble calls. Contractor shall be capable of receiving work orders, complaints, and other correspondence by email, fax, and contractor's internet capabilities. Contractor shall advise Sinclair's site coordinator of contact information (including, but not limited to telephone numbers and addresses) for contractor's management personnel and shall arrange for at least one of contractor's management personnel to be available at all times (7 days a week, 24 hours a day) by telephone. Such contractor management personnel shall respond to a telephone call from Sinclair within 60 minutes after Sinclair places such a call.

The contractor shall be in full compliance with the OSHA Bloodborne Pathogens Final Standard and Safety requirements as stated in Section 2.5.

All tools and equipment shall be provided by contractor, maintained properly, and kept in clean condition by the contractor and shall meet APPA Level II required and APPA Level I for Buildings 12 and 14 cleaning standards and applicable local, state, and federal standards.

The contractor shall require their employees adhere to the following work rules:

- Do not read or remove any materials left on desks, file cabinets, etc.
- Do not remove anything from the building which is personal or Sinclair's property.
- Do not smoke on Sinclair property.

- Do not use Sinclair telephones or computers.
- Do not open drawers, doors, etc. of office furniture.
- Do not consume alcoholic beverages or other drugs on the job, or report to work under the influence of alcohol or drugs.
- Do not operate or tamper with any office machines or equipment.
- Do not have any guns, knives, or other dangerous weapons in their possession while on the premises.
- All contractor personnel shall be properly uniformed. The contractor's personnel shall maintain a clean, professional appearance and wear proper identification at all times.
- All contractor personnel shall wear appropriate safety personal protection equipment (PPE).

The contractor shall be responsible for the repair/replacement to the satisfaction of Sinclair's site coordinator for any damage to the facility, equipment, or property therein caused by any employee of the contractor. The contractor shall be responsible for training employees in the security requirements of Sinclair and the building owner of the Learning Centers and shall be responsible for enforcement of the same. Keys/cards will be issued by Sinclair to the contractor's personnel for entering the facility and rooms. The contractor's personnel shall sign for keys/cards at the time of possession. Keys/cards should be properly handled to maintain proper security and safety. Additionally, the contractor shall be fully responsible for the replacement of any keys/cards that are lost and any security hardware changes necessary because of lost keys/cards. For replacement of lost keys/cards for any reason, including for theft, the contractor will be assessed the direct cost for replacement keys, cards, and hardware.

Examples from last replacement cost for keys/cards were:

- Grand Master \$1,000.00
- Master \$500.00
- Sub Master \$250.00
- "M" Operating Keys \$100.00
- "J" Operating Keys \$50.00
- "G" Operating Keys \$50.00

4.3 TASKS

The contractor is to provide a skilled team of employees to perform at APPA Level II required and APPA Level I for Buildings 12 and 14 cleaning services and to provide cleaning supplies, trash can liners, and paper products for all Sinclair locations. Custodial work listed in this Statement of Work, and Appendix B shall be performed in a thorough and professional manner and in accordance with accepted custodial methods and practices and to the standards listed in Appendix C. All work shall be in strict compliance with all local and state codes, ordinances, laws, and regulations.

Contractor shall be required to respond to unscheduled or emergency situations such as, but not limited to, floods and overflows from clogged drains, damaged sprinklers or other water or drain lines, sinks, toilets, and roof leaks that may arise in service areas at any time. Contractor will take initial action to turn off water from running sinks and toilets. Contractor must provide sufficient equipment to perform unscheduled and emergency clean up. Emergency janitorial equipment includes, but is not limited to, wet-dry vacuums and water vacuums with containment dams of a minimum of 20 feet length. Major clogs and/or damaged piping within the building structure that is found by the contractor shall be reported to the site coordinator, and if appropriate, to the YMCA executive director or Tipton Development at the Learning Centers for their disposition of the problem.

Contractor must guarantee an emergency response time of 60 minutes or less at any time. Emergency response time is the amount of time from telephone notification of contractor regarding emergency to the time contractor's personnel is on onsite resolving emergency.

Contractor shall provide 40 hours of emergency response/non-routine time annually at each Learning site as part of the bid total as set forth on the bid submitted by contractor.

The contractor shall also be required to setup furniture and clean for special events approved by the site coordinator at each Learning Center. If there is work required outside the normal schedule the fees will be deducted from the 40 hours charged annually.

The contractor shall provide all cleaning supplies including but not limited to toilet paper; trashcan liners; tampon disposal liners, paper towels, liquid/foam hand soap and feminine hygiene products. All supplies shall meet the standards of the Federal Occupational Safety and Health Act and the State of Ohio Safety Codes. The successful contractor shall submit a written list of all supplies intended for use in the buildings with Material Safety Data Sheets (MSDS), where applicable, see Appendix A. This list must be approved by Sinclair's Director of Facilities Management. **The contractor will make every effort to use environmentally friendly products certified by Green Seal.**

The contractor is to maintain a minimum inventory of certain supplies at each site so that the site coordinator or designated representative may immediately address an emergency when the contractor is not onsite. This inventory will be developed in discussion between the contractor and the site coordinator. Sinclair will provide limited storage space and normal utilities at each site for the contractor's onsite operations.

The contractor will provide a waste container, approximately six cubic yards, for trash removal at the Courseview Campus Center. The location of the waste container will require approval of the building owner. The contractor will be responsible for trash removal from the Courseview Campus Center to the waste container and for the emptying and removal of the trash from the waste container as needed. Future needs may require trash removal at other Learning Centers. Contractor must be prepared to accommodate.

- The contractor will turn off lights upon completion of cleaning and maintenance operations.
- The contractor will make a security check of doors daily before leaving.

- The contractor is responsible for maintaining all assigned areas such as janitorial closets, storerooms, and office areas assigned to the contractor.
- The contractor shall provide all external and internal window cleaning two times a year (summer and spring) for the Downtown Dayton Campus.

4.4 CLEANLINESS

Shelves, walls and janitorial carts shall be free of dust, dried soil, and soil. They shall appear visibly and uniformly clean to standards. This shall include the elimination of film, streaks, and cleaner residue. Supplies and equipment stored shall also be free of dust and soil and organized neatly. Utility sinks shall be kept visibly clean and free of residue and soap film. Brightwork shall be cleaned, descaled, and polished. Floors shall be swept and mopped clean, free of dust, dried soil, gum, spots, stains, and debris. Hard/resilient floors shall have multiple coats of a slip resistant seal and finish applied that result in a consistent high shine. Floors shall appear visibly and uniformly smooth and clean (see Appendix C for details).

4.5 ORGANIZATION

Supplies and equipment shall be stocked and organized neatly on shelves and on janitorial carts. All dirty rags; debris; packing material; empty containers, or other waste materials should be disposed of properly and not left to accumulate in the closet storerooms.

4.6 SUPPLIES AND EQUIPMENT

Adequate quantities of properly labeled supplies (minimum of two weeks inventory) must be on hand to perform cleaning operations at all times. All supplies must be approved by the Sinclair site coordinator. All vacuums and other equipment should be emptied daily and electrical cords checked for safety. Vacuums must be kept in good working condition. Equipment must not leak fluids or dust.

4.7 REPORTS AND PROJECT CONTROL

All contracts require formal control to ensure the contractor meets Sinclair's needs. The contractor is to provide the following:

1. *Invoicing.* The contractor shall invoice Sinclair at the end of each month for services rendered under the provisions of this contract. Invoicing after each month's service shall be no later than the 10th of the month following the work period. Payment terms are 1% Net 10. Invoices should be sent to accounts.payable@sinclair.edu and reference the College's purchase order number. The contractor may include services for all sites on a single invoice, but must keep costs separate and identifiable for each site, except for the Corporate Center, Buildings 12 and 14. A separate invoice is required for services that are requested by Corporate and Community Services in support of a Corporate Center event. In such case, the separate invoice must delineate detailed cost and reference the supported event. Unscheduled work, emergency, or

project cleaning shall be itemized on the invoice. Only charges over 40 hours annually are to show as an additional cost for the Learning Centers.

2. *Bi-weekly Inspection Report.* The contractor's onsite manager shall conduct weekly inspections and evaluations of each facility to ensure compliance with the work required by this contract. A written report signed by the manager is to be sent to the site coordinator once every two (2) weeks.
3. *Monthly Inspection report.* The contractor's onsite manager shall conduct a monthly inspection and evaluation of each facility with the designated site coordinator, or their representative, to ensure compliance with the work required by this contract. A written report signed by the onsite manager is to be sent to the site coordinator within 10 working days after the inspection. This report may be a consolidation of the weekly reports and the inspection conducted with the appropriate site coordinator and it should include the corrective action taken on deficiencies and the progress of action items.
4. *Quarterly Inspection Report.* Sinclair will perform quarterly inspections that are based on the terms and conditions of the contract. The results of this report will be used as a component of the contractor's scorecard.
5. *Process Improvement Report.* The contractor shall provide a quarterly report identifying areas of improvement for each site. The report should describe the improvement opportunity and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each and include the contractor's recommendations with supporting rationale. The contractor shall meet with the site coordinator of each location within 10 days after the report to discuss the contents of the report, any changes in the operating hours of the site, any additional needs, or events requiring services, and any upcoming holidays observed by Sinclair. Additionally, for process improvements that result in lowered cost for the contractor, the contractor shall share the cost reduction with Sinclair once implemented.
6. *Customer Surveys.* The contractor shall conduct annual customer surveys of Sinclair's students, faculty, and staff. Surveys shall be representative of at least 5% of the total population.
7. *Safety and Security.* Contractor shall track all reported potential safety and security concerns to the site coordinator daily.
8. *Chemical Lists and MSDS Sheets.* The contractor shall maintain an up-to-date list of chemicals used and the appropriate MSDS sheet for each chemical binder at each facility. This binder shall be immediately available to the contractor's employees, the site coordinator, or their representative. Note that sustainable non-hazardous chemicals will be used whenever possible.

4.8 SCORECARD

Customer surveys; inspection reports; invoices; security and safety reports, and process improvements shall be used to create a scorecard of the contractor's performance for the Service Level Agreement (SLA). Sinclair will use the following indicators to evaluate the contractor's performance:

SCORECARD	OBTAINED FROM
Cost	Invoices
Cleanliness	Inspection reports
Customer Surveys	Tenant surveys
Safety/Security	Reported safety and security avoidance
Environmental Impact	Processes and products that reduce environmental impact
Process Improvements	New initiatives that reduce cost/improve results

4.9 REQUEST FOR PROPOSAL DECLARATION

The undersigned company proposes to Sinclair Community College (Sinclair) to perform in accordance with all provisions of the Request for Proposal, except as specifically stated in the RFP, at the prices and terms within.

The undersigned company agrees this RFP is a firm offer to Sinclair that cannot be withdrawn for 120 calendar days from the RFP due date, or until any resulting contract is fully negotiated and executed, whichever is earlier.

The undersigned agrees to return this RFP and all associated documentation, if they are not awarded the contract, to Sinclair. Attention: Purchasing Department, Sinclair Community College, within seven days of the award notification letter.

The undersigned also certifies that it has examined and fully understands all of the provisions included in the RFP and their RFP is complete and accurate.

It is understood by the undersigned that no agreement with Sinclair will be deemed to exist unless and until:

Sinclair has delivered to your company a written acceptance of your company's offer, and
A definitive written agreement has been executed and delivered by Sinclair to your company.

Neither this letter, nor Sinclair written acceptance, nor any other preliminary writing shall constitute the definitive agreement. Likewise, no officer or employee of Sinclair is authorized to bind Sinclair on the basis of oral representations.

Company Name: _____
Contact Name/Title: _____
Address: _____
Phone Number: _____
Email Address: _____
Signature/Date: _____

APPENDIX A**SUPPLIES**

Hand Soap:	- Stockhausen/Refresh Foam, 800ml/12csw
Paper Products:	- Roll Towels: Kimberly Clark 1000s/12cs - Toilet Tissue: Georgia Pacific Preference #18280/2 ply
Liners:	- 43x48 – 14 mic. (seldom pulled) - 40x47 – 12 mic. - 30x37 – 12 mic - 24x24 – 6 mic. (sanitary napkin disposal liners)
Dispensers:	- Roll Towel: Georgia Pacific Enmotion #59488A and Bobrick #2360 - Toilet Tissue: Georgia Pacific #56744 and Bobrick #2888 - Soap Dispensers: Supplied by Stockhausen - Napkin/Tampon Dispensers: Bobrick #B3500 (recessed) (free product) Bobrick #B2300 (surface mount)

APPENDIX B

CLEANING SCHEDULE

Custodial services to be provided on a daily basis after normal work hours. Actual hours are to be arranged with the Site Coordinator. Services are not required on holidays observed by Sinclair unless the contractor is notified otherwise by the Site Coordinator or their designated representative.

Normal Building Hours: 7:00 a.m. to 10:30 p.m. Monday through Friday
7:30 a.m. to 6:00 p.m. Saturday and Sunday

REGULAR SCHEDULE OF SERVICES

Lobby, Entryways, Waiting, & Reception Areas						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Damp wipe metal surfaces	x					
Empty & damp wipe waste containers inside & outside of front door	x					
Sweep main entrance from the parking lot to the exterior doors	x					
Dust all furniture & fixtures	x					
Dust mop tile floors	x					
Damp mop tile floors	x					
Damp wipe telephone receivers	x					
Walk-off mats: pick up, clean floor, replace, vacuum mats	x					
Spot clean walls	x					
Clean door glass	x					
Clean high glass above 7 ft.		x				
Remove cobwebs		x				
Dust baseboards & flat surfaces		x				
Dust all wall fixtures & furniture		x				
Wash stainless & aluminum surfaces with suitable cleaner		x				

CORRIDORS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Clean & polish drinking fountains	x					
Vacuum carpet	x					
Clean door glass	x					
Damp wipe all flat surfaces	x					
Clean hard floors	x					
Spot clean all walls & doors	x	x				
Remove stains from carpet as they occur	x	x				
Dust baseboards		x				
Dust wall fixtures		x				
Damp wipe or vacuum door grilles		x				
Damp mop floors with neutral cleaner		x				
Dust all walls			x			
Damp wipe fire cabinets & clean glass doors			x			
Delime water fountains & clean outside of fountain cabinet			x			
Deep clean all carpets – Dry extraction methods only				x	x	
Wash inside surfaces of exterior windows						x
Wash HVAC ceiling & wall vents						x
Wash ceiling light fixtures						x
Strip & refinish all tile floors						x
Deep clean all carpets – Wet extraction if the carpet can be dried prior to foot traffic						x

VENDING & LOUNGE AREAS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Damp wipe metal & flat surfaces	x					
Empty & damp wipe waste containers	x					
Dust all furniture & fixtures	x					
Dust mop tile floors	x					
Damp mop tile floors	x					
Damp wipe all flat surfaces	x					
Spot clean walls & doors	x					

CUSTODIAL UTILITY SINK CLOSETS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Dust & damp mop hard floor	X					
Clean slop sink	X					
Stock & organize supplies on shelves & carts	X					
Spot clean walls & doors	X					
Wash walls as needed	X					
Clean equipment after use	X					
Remove food & open beverage containers nightly	X					

RESTROOMS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Empty waste containers	X					
Damp wipe & disinfect waste containers	X					
Replace can liners	X					
Refill dispensers, paper towels, soap, feminine hygiene products, etc.	X					
Damp wipe & disinfect dispensers	X					
Clean & disinfect sinks, urinals, toilets, & seats	X					
Damp clean mirrors, fixtures & furniture	X					
Spot clean walls & metal partitions	X					
Spot clean entry & exit doors, push & kick plates	X					
Dust mop floors	X					
Wet mop & disinfect floor	X					
Damp wipe & disinfect all bright work	X					
Remove graffiti on all surfaces as it occurs	X					
Refill dispensers, paper towels, soap, feminine hygiene products, etc.	X					
Clean & disinfect baby-changing stations	X					
Clean & decal urinal & toilet bowls		X				
Damp wipe metal partition, ceramic tile walls, entry & exit doors		X				
Damp wipe handles, push & kick plates & polish dry		X				
Damp wipe or vacuum return air grilles & door grilles		X				
Clean & polish chrome fixtures		X				
Wash all walls, metal partitions, & entry & exit doors			X			

Wash & disinfect waste containers			x			
Strip & seal grout of ceramic tile floors & cove base				x		

OFFICES						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Empty waste containers, including recycling bins	x					
Replace can liners as needed	X					
Dust &/or damp wipe desk tops upon request or when cleared	X					
Damp wipe telephones	x					
Wash white & chalk boards when no information remains	x					
Spot clean interior doors	x					
Spot clean interior partition glass (low glass)	x					
Dust mop resilient, ceramic & terrazzo floors	x					
Remove stains from carpet as they occur	x					
Vacuum carpet	x					
Dust blinds, damp wipe if necessary	x					
Spot clean walls	x					
Damp wipe waste containers		x				
Damp mop resilient, ceramic or terrazzo flooring		x				
Damp wipe interior doors		x				
Clean glass panels (low glass)		x				
Damp wipe metal & vinyl surfaces on partitions		x				
Dust accessible windowsills		x				
Dust all furniture & equipment		x				
Edge-vacuum carpet		x				
Vacuum under desk & tables		x				
Vacuum upholstered furniture		x				
Dust all walls			x			
Spot clean walls extensively			x			
Vacuum return air grilles & door grilles			x			
Damp wipe accessible windowsills			x			
Wash or vacuum venetian blinds			x			
Wash interior partitions, high & low glass within reach with a 6 ft. ladder				x		
Damp wipe & clean furniture				x		
Spot clean carpet as needed				x		
Deep clean all carpets - Dry extraction methods only					x	
Wash inside surfaces of exterior windows						X
Wash HVAC ceiling & wall vents						X
Wash ceiling light fixtures						X
Strip & refinish all tile floors						X

Deep clean all carpets – Wet extraction if the carpet can be dried prior to foot traffic							x
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CLASSROOMS							
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual	
Empty waste containers, including recycling bins	x						
Replace can liners as needed	x						
Dust &/or damp wipe desk tops, counters, chairs	x						
Damp wipe telephones	x						
Wash white & chalk boards when no information remains	x						
Spot clean interior doors	x						
Spot clean interior partition glass (low glass)	x						
Remove stains from carpet as they occur	x						
Vacuum carpet	x						
Dust blinds, damp wipe if necessary	x						
Spot clean walls	x						
Damp wipe waste containers		x					
Damp wipe interior doors		x					
Clean glass panels (low glass)		x					
Damp wipe metal & vinyl surfaces on partitions		x					
Dust accessible windowsills		x					
Dust all furniture & equipment		x					
Edge-vacuum carpet		x					
Vacuum under desk & tables		x					
Vacuum upholstered furniture		x					
Remove stains from carpet as they occur		x					
Dust all walls			x				
Spot clean walls extensively			x				
Vacuum return air grilles & door grilles			x				
Damp wipe accessible windowsills			x				
Wash or vacuum venetian blinds			x				
Wash high & low glass within reach with a 6 ft. ladder				x			
Damp wipe & clean furniture				x			
Spot clean carpet as needed				x			
Deep clean all carpets - Dry extraction methods only					x		
Wash inside surfaces of exterior windows							x
Wash HVAC ceiling & wall vents							x
Wash ceiling light fixtures							x
Strip & refinish all tile floors							x
Deep clean all carpets – Wet extraction if the carpet can be dried prior to foot traffic							x

INFORMATION COMMON AREAS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Empty waste containers, including recycling bins	x					
Replace can liners as needed	x					
Dust &/or damp wipe desk tops, counters, shelves, & chairs	x					
Damp wipe telephones	x					
Wash white & chalk boards when no information remains	x					
Spot clean interior doors	x					
Spot clean interior partition glass (low glass)	x					
Remove stains from carpet as they occur	x					
Vacuum carpet	x					
Dust blinds, damp wipe if necessary	x					
Spot clean walls	x					
Damp wipe waste containers		x				
Damp wipe interior doors		x				
Clean glass panels (low glass)		x				
Damp wipe metal & vinyl surfaces on partitions		x				
Dust accessible windowsills		x				
Dust all furniture, equipment, shelving, books		x				
Edge-vacuum carpet		x				
Vacuum under desk and tables		x				
Vacuum upholstered furniture		x				
Dust all walls			x			
Spot clean walls extensively			x			
Vacuum return air grilles & door grilles			x			
Damp wipe accessible windowsills			x			
Wash or vacuum venetian blinds			x			
Wash high & low glass within reach with a 6 ft. ladder				x		
Damp wipe & clean furniture				X		
Spot clean carpet as needed				X		
Deep clean all carpets - Dry extraction methods only					x	
Wash inside surfaces of exterior windows						x
Wash HVAC ceiling & wall vents						x
Wash ceiling light fixtures						x
Strip & refinish all tile floors						x
Deep clean all carpets – Wet extraction if the carpet can be dried prior to foot traffic						x

BOOKSTORE						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Empty waste containers, including recycling bins	x					
Replace can liners as needed	x					
Dust &/or damp wipe desk tops, counters, shelves, & chairs	x					
Damp wipe telephones	x					
Dust blinds, damp wipe if necessary	x					
Spot clean interior doors	x					
Damp wipe waste containers		x				
Damp wipe interior doors		x				
Clean glass panels (low glass)		x				
Dust accessible windowsills		x				
Dust all furniture, equipment, shelving, books		x				
Edge-vacuum carpet		x				
Vacuum under desk and tables		x				
Vacuum upholstered furniture		x				
Dust all walls			x			
Spot clean walls extensively			x			
Vacuum return air grilles & door grilles			x			
Damp wipe accessible windowsills			x			
Wash or vacuum venetian blinds			x			
Wash high & low glass within reach with a 6 ft. ladder				x		
Damp wipe & clean furniture				X		
Spot clean carpet as needed				X		
Deep clean all carpets - Dry extraction methods only					x	
Wash inside surfaces of exterior windows						x
Wash HVAC ceiling & wall vents						x
Wash ceiling light fixtures						x
Strip & refinish all tile floors						x
Deep clean all carpets – Wet extraction if the carpet can be dried prior to foot traffic						x

SECURITY CHECKS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Complete security check doors & windows	x					

LIGHTS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Turn off lights except security lights before leaving	x					

REPAIRS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Report necessary repairs, etc. to the Site Coordinator	x					

STORAGE AREAS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Dust & damp mop floors	x					

INSPECTIONS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
The Contractor supervisor is to inspect the quality of cleaning		x				
Meet with the site coordinator or designated representative to inspect the quality of cleaning			x			

PROBLEM IDENTIFICATION REPORT						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Contractor shall provide a quarterly report, identifying problem areas for each Learning Center location, and meet with the Site Coordinator to discuss findings within 10 days after the report.				x		

ADDITIONAL PROJECTS						
Task	Daily	Weekly	Monthly	Quarterly	Semi-Annual	Annual
Provide Learning Centers with additional project work. Additional projects, such as furniture moving & event set-ups & cleaning, will require an additional hours						x
Site Coordinator (or a designee in his/her absence) will be responsible for authorizing work under this contract. Work should not be performed without the approval of this person						x

APPENDIX C

CLEANING STANDARDS

The following cleaning standards shall be used on a daily basis, and during the quality assurance inspection process to assess the quality of cleaning performance.

ENTRANCES

Mats and Carpet – Shall be free of spots, stains, gum, dirt and debris without causing damage. They shall appear visibly and uniformly clean. Adjoining walls, doors and floor surfaces shall also be free of dust, soil and cleaner residue.

Glass and Metal Surfaces – Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers.

Dusting – All ledges, furniture, and other surface areas shall be free of dust and soil without damaging surfaces. They shall appear visibly and uniformly clean.

Floor Appearance – Floors, cove base, corners and thresholds shall be free of dust, soil, gum, spots, stains and other debris. This shall include the elimination of cleaner residue and dried-slurry. Hard/resilient floors shall have multiple coats of a slip resistant seal and finish applied that results in a consistent high-shine. Floors, carpet, cove base and thresholds shall appear visibly and uniformly clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, spots and foreign objects.

Walls – Shall be free of dust, spider webs, and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food debris and the presence of any offensive odor emitting from the container.

Fixtures/Phones/Fountains – House phones, pay phones, fire extinguisher cabinets, water fountains and other fixtures shall be free of dust, soil, scale, and water spots without causing damage. Bright work shall be disinfected and polished to a streak-free shine. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

CORRIDORS

Floor Appearance – Floors and carpets shall be free of dust, soil, gum, spots, stains and other debris. This shall include the elimination of cleaner residue and dried- slurry.

Hard/resilient floors shall have multiple coats of a slip resistant seal and finish applied that results in a consistent high-shine. Floors and carpets shall appear visibly and uniformly clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, spots and foreign objects.

Baseboards – Cove base and corners shall appear visibly and uniformly clean. They shall be free of dust, soil, gum, spots, stains and other debris.

Walls – Shall be free of dust and soil without causing damage. Surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

Fixtures/Phones/Fountains – House phones, pay phones, fire extinguisher cabinets, water fountains and other fixtures shall be free of dust, soil, scale, and water spots without causing damage. Bright work shall be disinfected and polished to a streak-free shine. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

RESTROOMS

Special Note: Maintaining a sanitary restroom environment that minimizes the possibility of cross-infection is considered of the highest priority by the department. Sanitation levels shall be closely monitored by inspection and approved testing methods.

Dispensers/Hardware – Shall be free of dust, soil, bacteria and scale without causing damage. Surfaces and bright work shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. This shall include the elimination of polish residue. Dispensers shall be refilled when required with proper expendable supply item.

Sinks – Shall be free of dust, bacteria soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean, and polished dry. This shall include the elimination of streaks, embedded soil, film, and water spots.

Mirrors – Shall be free of dust and soil. Mirrors and surrounding metal framework shall appear streak-free, film-free and uniformly clean.

Toilets and Urinals – Toilets, toilet seats and urinals shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished dry. This shall include the elimination of streaks, film and water spots.

Partitions/Walls/Doors – Shall be free of dust, soil, spots and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected and polished dry. This shall include the elimination of streaks and film. Ceramic walls and wainscots, and metal kick plates, handles and push plates on doors shall also be polished dry.

Floors and Baseboards – Shall be free of dust, soil, gum, stains and debris. Floors shall have multiple coats of a slip-resistant seal/finish applied that results in a consistent shine. Floors and cove bases shall appear visibly and uniformly clean and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue and film.

Waste Containers – Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food debris and the presence of any offensive odor emitting from the container.

OFFICES, CLASSROOMS, & EQUIPMENT AREAS

Furniture and Equipment – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

Wall and Doors – Shall be free of dust and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

Phones – Phones shall be free of dust, soil, scale, and water spots without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

Waste Containers/Recycling – Contents shall be removed from waste containers and can liners replaced as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, food debris and the presence of any offensive odor emitting from the container.

Partitions – Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.

Dusting – All ledges, furniture, and other surface areas shall be free of dust and soil without damaging surfaces. They shall appear visibly and uniformly clean.

Floor Appearance – Floors and carpets shall be free of dust, soil, gum, spots, stains and other debris. This shall include the elimination of cleaner residue and dried-slurry. Hard/resilient floors shall have multiple coats of a slip resistant seal and finish applied that results in a consistent high-shine. Floors and carpets shall appear visibly and uniformly clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, spots and foreign objects.

Baseboards – Cove base and corners shall appear visibly and uniformly clean. They shall be free of dust, soil, gum, spots, stains and other debris.

Edge Vacuuming – Floors and carpets shall have edges and borders vacuumed to be free of dust, soil and other debris. This shall include areas under heat registers, partitions, desk, and equipment. Edge areas shall appear visibly and uniformly clean.

WINDOWS

Glass/Sidelights – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.

Sills/Frames – Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.

Blinds – Shall be free of dust, stains, streaks, and soil without causing damage.

JANITOR CLOSETS AND STOREROOM

Cleanliness – Shelves, walls and janitorial carts shall be free of dust and soil. They shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue. Supplies and equipment stored shall also be free of dust and soil and organized neatly. Utility Sinks shall keep visibly clean and free of residue and soap film. Bright work shall be cleaned, de-scaled and polished. Floors shall be swept and mopped clean, free of dust, soil, gum, spots, stains and debris. Hard/resilient floors shall have multiple coats of a slip-resistant seal and finish applied that results in a consistent high-shine. Floors shall appear visibly and uniformly smooth and clean.

Organization – Supplies and equipment shall be stocked/organized neatly on shelves and on janitorial carts. All dirty rags, debris, packing material, empty containers or other waste materials should be disposed of properly and not left to accumulate in the closet or storerooms.

Supplies and Equipment – Adequate quantities of properly labeled supplies (**minimum of two weeks inventory**) must be on hand to perform cleaning operations at all times. All supplies must be approved by the building management. All vacuums and other equipment should be emptied daily and electrical cords checked for safety. Vacuums must be kept in good working condition. Equipment must not leak fluids or dust.

MISCELLANEOUS

Air Vents – Shall be free of dust and soil. This also applies to air distribution units and exhaust vents. They shall appear visibly and uniformly clean.

Light Fixtures – Shall be free of dust and soil without causing damage. Diffusers shall remain in proper position and appear streak-free and uniformly clean.

Carpet Spotting – Spots, soil marks, gum and stains on carpets shall be removed as they occur throughout the building. All cleaner residue shall be eliminated and the carpet restored to a uniformly clean appearance.

Vending Machines – All furniture, counters, vending machines and other surface areas shall be cleaned/disinfected to be free of soil and food debris without damaging surfaces. Vacuum, spot clean and extraction clean all carpets to maintain a uniformly clean appearance. Sweep, vacuum, wet-mop, spray buff/burnish hard floor surfaces to maintain a high-shine. All shall be free of dust, soil, cleaner residue and soap film. Sinks shall be wiped free of dust, soil, bacteria, water spots, and scale and appear visibly and uniformly clean without causing damage. Bright work shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine, including elimination of polish residue. Dispensers shall be refilled when required with proper expendable supply item. Empty, replace liners, and wipe clean waste/recycle containers and ashtrays.