

BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

6480

JANITORIAL SERVICES

For

VARIOUS COUNTY BUILDINGS

Prepared By:

Washtenaw County Purchasing
Administration Building
220 N. Main B-35
Ann Arbor, MI 48104

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**WASHTENAW COUNTY
Finance Department**

Purchasing Division

220 N. Main, Ann Arbor, MI 48107-8645
Phone (734) 222-6760, Fax (734) 222-6764

REQUEST FOR PROPOSAL #6480

July 28, 2009

Washtenaw County Purchasing Division on behalf of Washtenaw County Support Services Facilities Management is issuing a Sealed Request for Proposal (RFP) #6480 for Janitorial Services for Various County Buildings.

Sealed Proposals: Vendor will deliver one (1) original and two (2) copies to the following address:

**Washtenaw County
Purchasing Division
220 N. Main St. Room B-35
Ann Arbor, MI. 48104**

by 4:00 pm on TUESDAY AUGUST 18, 2009

MANDATORY WALK-THROUGH FOR EACH ZONE IS SCHEDULED AS FOLLOWS:

Zone 1 Buildings	Meet at Washtenaw County District Court, 122 S. Main Street, Chelsea at 9:00 am, on Monday August 3, 2009.
Zone 2 Buildings	Meet at Washtenaw County CSTS, 2140 Ellsworth Road, Ann Arbor at 9:00 am, on Tuesday August 4, 2009.
Zone 3 Buildings	Meet at Washtenaw County Human Services, 555 Towner, Ypsilanti at 9:00 am, on Thursday August 6, 2009.

To submit a bid for a Zone, you MUST attend that Zone's walk-through. If you do not attend the walk-through for that Zone you will not be able to submit a bid for that zone.

WALK THROUGH WILL LAST UNTIL ALL BUILDINGS WITHIN ZONE ARE COMPLETED

Submissions shall include the entire Request for Proposal document and any amendments if issued.

Proposals received after the above cited time will be considered a late quote and are not acceptable unless waived by the Purchasing Manager.

- Please clearly marked the envelope "**SEALED RFP #6480**"
- Please direct purchasing and procedural questions regarding this RFP to Crystal A. Wake at (734) 222-6760 or wakec@ewashtenaw.org.
- Please direct specific technical questions regarding this RFP to Dave Shirley, 734-222- 3793 or shirleyd@ewashtenaw.org or Tammy Richards, 734-222-6568 or richardt@ewashtenaw.org

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I. PROPOSAL

- Definitions:**
- “**County**” is Washtenaw County in Michigan.
- “**Bidder**” is an individual or business submitting a bid to Washtenaw County.
- “**Contractor**” is one who contracts to perform work or furnish materials in accordance with a contract.

Purpose of Proposal: Washtenaw County Support Services Facilities has several buildings that require Janitorial Services.

Proposal Terms:

A. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the Contractor’s qualifications and capabilities to provide the specified service, and other factors which Washtenaw County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that provider whose proposal is deemed to best meet the County’s specifications and needs.

B. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.

C. Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

D. In the event it becomes necessary to revise any part of the RFP, addenda will be provided, deadlines for submission of the RFP’s maybe adjusted to allow for revisions. The entire proposal document with any amendments should be returned in triplicate. To be considered, original proposal and two copies must be at the County Purchasing Division on or before the date and time specified.

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E. Proposals should be prepared simply and economically providing a straight-forward, concise description of the Vendor's ability to meet the requirements of the RFP. Proposals shall be written in ink or typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person **signing** the proposal.

F. In the event, the County receives two or more bids from responsive responsible bidders, one or more of whom are Washtenaw County vendors and the bids are substantially equal in price, quality and service, the County shall award the contract to the most responsive, responsible Washtenaw County vendor. For purposes of this section, Washtenaw County vendor means a company which has maintained its principal office in Washtenaw County for at least six (6) months. Maintaining a Washtenaw County P.O. Box is not, in and of itself, sufficient to discretion under this section to determine if a company qualifies as a Washtenaw County vendor and if two or more bids are substantially equal.

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II. PROPOSAL SPECIFICATIONS

The proposal shall include all of the following information. Failure to include all of the required information **WILL** result in disqualification of a Bidder.

- A. The responding vendor's qualifications, years in business, staff profile and experience to provide janitorial services required by Washtenaw County.
(Attach as Addendum A)
- B. The bidder shall identify the business entity as individual, assumed name, partnership (naming partners), or corporation. Indicate the official capacity of the person(s) executing the proposal and bid. **(Attach as Addendum B)**
- C. The number of full-time hourly employees employed by the business currently. **(Attach as Addendum C)**
- D. The number of part-time hourly employees employed by the business currently. **(Attach as Addendum D)**
- E. The number of salaried supervisory employees employed by the business currently. **(Attach as Addendum E)**
- F. A list of not less than five (5) organizations where the Vendor is currently providing janitorial services. This list is to include the names and telephone numbers and contact personnel of each organization.
(Attach as Addendum F)
- G. A list of three (3) organizations where the contractor is no longer providing janitorial services. This list is to include the names and telephone numbers of contact personnel at each organization. **(Attach as Addendum G)**
- H. The number of square footage and type of facilities presently being serviced and for how many years for each facility. **(Attach as Addendum H)**
- I. Concur that contractor will adhere to all contract provisions in Section III.
(Attach as Addendum I)
- J. Concur that contractor will adhere to all general proposal requirements in Section IV.
(Attach as Addendum J)

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III. STANDARD PROVISIONS FOR CONTRACTS

If a contract is awarded, the selected vendor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. Vendor will list Washtenaw County as additional insured. These provisions are general principles which apply to all contractors of service to Washtenaw County such as the following:

ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to Facilities Department and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports, or insurance policies.

ARTICLE V - PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

ARTICLE VI - INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

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ARTICLE VII - INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and non-owned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms shall be subject to the approval of the Washtenaw County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the County Administrator, **Attn: Support Services**, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

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ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

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ARTICLE XII - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$10.88 per hour with benefits or \$12.75 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before May 1, 2010 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees.

ARTICLE XIII - EQUAL ACCESS

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

ARTICLE XIV - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

ARTICLE XV – CRIMINAL BACKGROUND CHECK

The Contractor will be responsible for payment of security screening as determined by the County. Any employee of the vendor will be subject to an approved criminal background check before entering County facilities.

ARTICLE XVI - ASSIGNS AND SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

ARTICLE XVII - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

ARTICLE XVIII - PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

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ARTICLE XIX - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

ARTICLE XX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

ARTICLE XXI - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

ARTICLE XXII - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

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IV. TERMS AND CONDITIONS

Award:

Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected it will be the most advantageous regarding price (See: "Low Bidder" following), quality of service, the Contractors' qualifications and capabilities to provide the specified service, and other factors which the County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that contractor whose proposal is deemed to best meet the County's specifications and needs.

The County at its sole discretion may award this bid to one or several contractors whatever is deemed in the best interest of the County

Low Bidder:

The lowest responsive, responsible bid will be based on the cost per month per zone, demonstrated ability to perform the work and history of performance. Washtenaw County is most interested in the quality of work to be performed and will exercise a high degree of evaluation on the bidder's historical performance.

Term of the Contract:

The term of the contract is for a three (3) year term beginning September 1, 2009 through August 31, 2012.

Bid Response:

Vendor must affirm that the costs stated in this RFP will be valid for the three year period after the proposal is submitted.

Invoices:

Invoices must be submitted monthly and itemized to include the Zone, time period (month/year), and include the county's purchase order number. Any additional charges need to be detailed on the invoice.

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V. GENERAL CONDITIONS

PART 1: SERVICE INFORMATION

1:1 AREAS

The approximate square footage area of floor surfaces to be cleaned is as follows:

Zone 1, Chelsea, Downtown Ann Arbor:

	<u>Resilient Tile</u>	<u>Carpet</u>	<u>Ceramic Tile</u>	<u>Total</u>
<u>Net</u>				
122 S. Main, Chelsea	1050	6,180	400	7,630
705 N. Zeeb	5,250	29,750	0	35,000
220 N. Main	2,330	12,373	1,927	16,630
200 N. Main	5,357	30,359	0	35,716
101 E. Huron	8,000	63,000	18,000	89,000
110 N. Fourth	0	29,600	1,000	30,600

Zone 2, County Service Center and Juvenile Complex:

	<u>Resilient Tile</u>	<u>Carpet</u>	<u>Ceramic Tile</u>	<u>Total</u>
<u>Net</u>				
2140 Ellsworth	5,000	24,890	0	29,890
2270 Platt Road	10,386	2,942	0	13,328
2260 Platt Road	747	4,845	0	5,592
4101, 4133 Washtenaw	9,880	31,267	3,886	45,033
2155 Hogback	0	1,000	1,000	2,000
4125 Washtenaw	1,740	4,455	898	7,093

Zone 3, Ypsilanti, Ann Arbor Human Services:

	<u>Resilient Tile</u>	<u>Carpet</u>	<u>Ceramic Tile</u>	<u>Total</u>
<u>Net</u>				
22 Center	1,000	33,850	7,550	42,500
555 Towner	1,554	49,576	2,650	53,750
750 Towner (CSTS ONLY)	300	850	0	1,150
415 W. Michigan	1,414	19,846	1,020	22,280
302-304 Harriet St	1,422	9,206	0	10,628

	<u>Resilient Tile</u>	<u>Carpet</u>	<u>Rubber Flooring</u>	<u>Total</u>
<u>Net</u>				
1661 LaForge	11,375	3,500	2,625	17,500

Other future sites: The most responsive, responsible bidders awarded a contract can quote on any additional sites that are added after this bid.

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1:2 DAYS/HOURS OF WORK

- A. The specified janitorial services are to be provided five (5) evenings per week, Monday through Friday, starting time will be 5:00 p.m. Washtenaw County reserves the right to modify and/or change the starting time if necessary.
- B. The Contractor will schedule all work to be done on a non-interfering basis with the building operation as far as is practical. The work schedule is to be approved by Facilities Management.
- C. The Contractor's proposal is to include a schedule of the total number of employees and labor hours to be worked on a daily and yearly basis for each location.

1:3 HOURLY RATE AND PAYMENT:

- A. In the proposal, the Contractor is to establish an hourly charge rate for each classification of employee for the janitorial services specified. This rate is to include all labor, overhead and profit.
- B. Washtenaw County may implement furlough days similar to the State of Michigan. In these instances, the County facility will be closed and not accessible. In addition, County established Holidays are considered non-service days. Therefore the County shall reduce the monthly service billing in observance of the established furlough dates. (Example: \$1000 monthly service rate/30 days = \$33.33/day) The County shall provide in writing to the Contractor the scheduled furlough dates and Holiday closures.

PART 2: GENERAL SPECIFICATIONS

2:1 SCOPE OF WORK

- A. The work covered in this specification includes furnishing all labor, equipment, some supplies and supervision necessary for complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided.
- B. These specifications will apply to the present locations of rooms. Minor alternations in the physical layout or change in operation will not affect the provisions of the contract.
- C. The janitorial task and frequency schedule indicates the **minimum acceptable cleaning frequencies. (See Part 3)**

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- D. The Contractor will employ only personnel who are trained and proficient in performing janitorial services, using modern equipment, methods, and techniques. All janitorial personnel shall present a neat, clean and well groomed appearance and be of good moral character. The County reserves the right to require the replacement of any employee whose deeds or conduct is believed to be detrimental to the County.
- E. The Contractor's employees shall not utilize any County telephones, office equipment or furnishings.
- F. The Contractor shall provide Washtenaw County, Facilities Management Department, and keep current, a list of all employees, by name, title and address, which are under the employ of the Contractor and assigned work under this contract.
- G. All janitorial employees are required to:
 - 1. Wear distinctive and/or identifiable uniform.
 - 2. Wear clearly readable identification card on their left breast pocket and a County issued identification badge.
 - 3. Pass security clearance through the Washtenaw County Sheriff's Department and/or County authorized background service provider.
- H. Upon completion and during the sequence of their duties, janitorial personnel will turn off all lights in unoccupied areas unless otherwise directed. It is also the responsibility of the janitorial personnel to check for open or unlocked doors and windows and to close and secure them. When difficulty is encountered in keeping areas locked or windows closed and locked, Facilities Management shall be notified.
- I. Building Security.
 - 1. The Contractor shall be responsible for maintaining the security of the building. Lock and unlock doors as required to clean an immediate area. Entire floors shall not be unlocked at any one time, as this reduces security.
 - 2. The Contractor shall lock all building outside entry doors between 5:00 and 5:05 p.m. nightly, unless otherwise advised.
 - 3. Notices and schedules of meetings, including times and location, will be provided monthly by the County. The County will establish a communication mechanism to inform vendor of any changes and/or updates to the schedule.

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4. County employees with keys or security badges may enter the building at any time. County employees without keys must show a County identification card.
 5. Prior to leaving the building each night, the Contractor shall check to see that all outside doors are locked and that the building is secure.
 6. Emergency phone numbers will be provided to the Contractor. The Contractor shall notify the appropriate person in a timely manner of any difficulties in securing the building.
- J. Any conditions in the facility that may require repair shall be reported to the County in writing. For example, dripping faucets, damaged walls, burned out lights, etc.

2:2 EMPLOYEE SAFETY

- A. The Contractor is responsible for instructing and training their employees in appropriate safety measures. Janitorial employees will be responsible for maintaining a safe work environment while completing their tasks.
- B. The Contractor shall comply with the Michigan Right to Know Law (Amendments to Act 154) which requires that all employers within the State comply with federal Hazard Communications Standards (C.F.R. 1910.1200) and certain additional guidelines as of February 25, 1987. These Standards specify that employers develop a written hazard communication program, which is to be made available for workers, their designated representatives, the Assistant Secretary for OSHA, and the Director of NIOSH, Michigan Department of Labor, Public Health and MIOSHA representatives. In accordance with the Law, this written program details how the employer plans to meet the requirements of the Law in regard to 1) Labeling of chemical containers. 2) Listing chemicals found in each workplace, 3) Furnishing chemical fact sheets (called Material Safety Data Sheets). 4) Informing the County of potential chemical hazards. 5) Providing training to employee who are exposed to chemicals on the work site.
- C. The Contractor shall comply with the OSHA Bloodborne Pathogens Standard, 29 CFR 1910.1030 and section 24 of Act No. 154 of the Public Acts of 1974, as amended, being Section 408.1024 of the Michigan Compiled Laws. These Bloodborne Infectious Diseases Control Plans are applicable to all Janitorial Contract throughout Washtenaw County. All approved plans and updates/revisions to those plans must be submitted to and be on file in the Risk Management Office of Washtenaw County and shall be incorporated into the Service Contract by reference.
- D. **CONTRACTS WILL ONLY BE AWARDED TO FIRMS WITH AN APPROVED EXPOSURE CONTROL PLAN.**

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2:3 SUPERVISION AND CONTRACT ADMINISTRATION

- A. A checklist will be completed by the Contractor, or his designated supervisor, ensuring that all required tasks are completed on a daily basis. This checklist shall be turned in to the Facilities Management weekly.
- B. A monthly review of the contractor performance will be conducted between Facilities and the contractor. Any deficiencies in performance will be delivered to the contractor in writing.
- C. Failure to provide supervision, adequate to ensure conformance with the specifications will be considered deficient performance. Failure to correct a notice of deficient performance from the County will constitute cause for termination of the Contractor.
- D. In the event daily tasks are not completed on daily basis, the County will deduct the daily costs for that day's tasks. The Contractor needs to assure all tasks listed for daily have been completed each scheduled day. The Contractor will correct, within 48 hours, any deficiencies for any task labeled as weekly, monthly, quarterly, semi-annually or annually. Should the Contractor fail to correct these deficiencies within the time stated, the County may take one or more of the following actions.
 - 1. Correction of the deficiencies may be made by the County and billed to the contractor or deducted from the monthly billing.
 - 2. Procure service for correction of the deficiency from other sources and hold the Contractor responsible for any costs incurred.
 - 3. Terminate the contract.
- E. The Contractor shall distribute to all employees assigned duties under this contract a copy of "Part 3, Tasks and Frequencies." The Contractor shall provide the County with a signed distribution sheet of all employees that they have received a copy of "Part 3, Tasks and Frequencies."
- F. The County will provide the Contractor "Part 3, Task and Frequencies" as part of the contract so that all persons assigned duties under this contract, can be supplied with a copy.

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2:4 SUPPLIES

- A. For the treatment of various types of flooring, carpeting, furniture, etc., only such material recommended and approved by the manufacturers and/or County shall be used.
- B. The Contractor will provide all cleaning products to complete the contract.
- C. The County will provide hand soap for dispensers, paper products such as, roll paper towels, c-fold paper towels, toilet paper along with trash can liners and trash bags as needed.
- D. It will be the responsibility of the Contractor to contact the County in a timely manner for the delivery of the aforementioned products as determined by Facilities Management.

2:5 EQUIPMENT

- A. All power and hand equipment will be furnished by the Contractor. The Contractor shall be responsible for keeping all equipment and tools in good repair. Any damage caused to the building or furnishings shall be the responsibility of the Contractor. The County shall repair said damage and back charge the Contractor for the costs. Any equipment found defective will be removed from the premises by the Contractor.
- B. Non-expendable items must be identified as the Contractor's by marking it as such in an identifiable manner.
- C. The Contractor is solely responsible for equipment and tools stored on the property.

2:6 TASK FREQUENCY SCHEDULE

- A. The Task Frequency schedule (PART 3 – JANITORIAL TASK & FREQUENCY SCHEDULE) is defined to be a **minimum expectation of cleaning frequency**. Failure to complete the tasks in the frequency listed will be determined to be a deficiency in performance which may lead to termination of contract.
- B. These levels of acceptable cleanliness are to be obtained without the avoidance of those tasks outline in the “Part 3 Tasks and Frequencies.”
- C. It is the intention of the County to provide a level of cleanliness suitable for a “World Class Service Organization”. Those Contractors unable to provide an appropriate level of service will be terminated.

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2:7 MISCELLANEOUS SERVICES – ADDITIONAL NEEDS:

All additional services outside the scope of services will be performed based on a written proposal and the county's authorization for those services. Examples: construction debris clean-up, floor care, other locations not listed in proposal.

PART 3 JANITORIAL DETAILS, TASKS, AND FREQUENCY

3:1 MINIMUM ACCEPTABLE LEVEL OF CLEANLINESS

The County will expect this level of cleanliness to be maintained throughout the duration of the contract. The following minimum acceptable level of cleanliness shall include, but not be limited to, the following:

<u>Item</u>	<u>Acceptable Level</u>
Resilient Tile	Clear of all dirt and marks, no accumulation of cleaning product or wax, spray buffed to a shine.
Carpeting	Clear of spots and stains. Previous shampoo schedule will be provided.
Ceramic Tile	Clear of all dirt and marks, no accumulation of cleaning product or wax.
Walls, Ceilings	Free of spots, handprints, dirt, cobwebs, switch plates clean.
Plumbing Fixtures	Metal faucets and controls, toilets and pipes cleaned to a bright appearance.
Bathroom Stalls	Clean and polished.
Furniture	Clean and polished.
Kitchen	Cabinets, appliances & countertops cleaned and polished. Free from all dirt and marks.

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3:2 JANITORIAL TASK DEFINITIONS:

Dispose of all debris and trash from floor: All debris to be removed from floor areas either mechanically or by hand.

Vacuum carpeted areas: All carpeted floors shall be vacuumed including floors under desks, tables and other furniture.

Detail vacuum carpet and edges: Detail vacuum all carpeted areas which includes moving furniture and chairs, as needed, to reach all room edges and corners.

Damp mop and disinfect floor: After sweeping, floors shall be damp mopped with germicidal solution.

Wet mop/dry mop floors: After tiled floors have been swept and spot cleaned, they shall be wet mopped with water and a cleaning agent. After wet mopping, the floors shall be clean, free of dirt stains, spills, mars, mop marks and properly rinsed and dry mopped to present a clean appearance.

Spot clean floors: Carpeted, tiled and ceramic floors shall be spot cleaned to remove stains and abnormal accumulations.

Buff tile/linoleum floors: Spray floors and buff to high shine.

Strip and refinish tile/linoleum floors: Strip all wax and residue from tile/linoleum floors. After stripping, floors shall be clean, free of dirt stains, spills, mars and mop marks. Apply industrial wax and buff to high shine.

Scrub ceramic tile floors: With mechanical buffer, scrub ceramic tile and grout to clean appearance, free of any dirt stains, spills or mars.

Shampoo carpet: Carpets shall be steam cleaned with an enzyme type foamer/scrubber with water pickup capable of reducing remaining water to a minimum of 10% by weight moisture content.

Spot clean walls: With water or gentle cleaner, clean fingerprints, dirt, stains and streaks from walls. Cleaners may need to be tested to prevent damage to paint.

Disinfect counters: After dusting, spray with disinfect cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean and disinfect telephones: Spray with disinfect cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean toilet stall partitions: All toilet stall partitions and doors shall be wiped down with a germicidal disinfectant and be left clean of marks, streaks and dirt.

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High dust and vacuum ceilings, vents and walls: With a vacuum or hand duster, remove any dust, cobwebs, or debris on ceiling, vents, walls and electrical fixtures.

Clean partition glass and mirrors: Spray with glass cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean directory glass and fire extinguisher cabinets: After dusting, spray with glass cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean corridor signage and light switches: Spray with cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean white boards, marker tray and trim: Spray with white board cleaner, wipe with damp cloth to remove all marks and dust. Metal trim should be clean of marks and dust to present a clean appearance.

Dust artwork: After dusting, spray with cleaner as needed, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Wash entrance way glass inside and out: Spray with glass cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean doors, door handles, windows, metal trim and frames: Spray with cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains and streaks.

Clean baseboards: Spray with cleaner, wipe with damp cloth to remove any scuffmarks, dirt, stains and streaks.

Empty and reline waste baskets: Remove all trash and debris from wastebaskets and reline.

Clean all waste basket surfaces with damp cloth: Wipe with damp cloth inside and out to remove any dirt or stains.

Remove trash to dumpsters: Take all trash to dumpsters next to building, including any items clearly marked trash that may not be in trash containers.

Clean and disinfect drinking fountains and water coolers: All drinking fountains and water coolers shall be wiped down with a germicidal disinfectant and be left clean of marks, streaks and dirt.

Clean and disinfect plumbing fixture including sinks: All plumbing fixtures, including but not limited to sinks, toilets, urinals, and related piping shall be wiped down with a germicidal disinfectant and be left clean of marks, streaks and dirt.

Clean and disinfect outside of kitchen appliances: Spray with disinfect cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains or streaks.

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Polish kitchen cabinets: Spray with wood polish, buff with cloth to remove any fingerprints, food, stains or streaks.

Replenish paper supplies and soap: Restock toilet paper, hand towels, soap, Kleenex, sanitary napkin receptacle, and lotion in all restrooms.

Empty and disinfect sanitary napkin receptacles: Remove all trash and debris from sanitary napkin receptacles and reline.

Dust horizontal surfaces including computer equipment: With dry clean cloth, dust all desks, tables, equipment on desks, counters, tops of partitions and miscellaneous horizontal surfaces to maintain a dust free appearance.

Dust window ledges and blinds: With dry clean cloth, dust all window ledges and blinds to remove any dust, insects and cobwebs to maintain a dust free appearance.

Clean coffee pots and dispose of grounds: Dispose of excess coffee, rinse carafes, dispose of used coffee filters/grounds and rinse filter holder. Damp wipe coffee machines to remove any fingerprints, stains or streaks.

Brush off chairs: With a dry, soft brush, brush all chairs to maintain a clean appearance.

Damp wipe table tops and desk tops: Spray with cleaner, wipe with damp cloth to remove any fingerprints, dirt, stains or streaks.

Clean table and chair bases and legs: Spray with cleaner, wipe with damp cloth to remove any scuffmarks, dirt, stains or streaks.

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3:3 DAILY SERVICES MONDAY THRU FRIDAY

- A. Room Cleaning: Office Areas, File Room, Libraries, Conference Rooms, etc.
 - 1. Empty Waste receptacles and remove waste to designated areas.
 - 2. Wash or damp wipe, inside and outside, all waste receptacles presenting a soiled or odorous condition.
 - 3. Replace liners when torn or soiled.
 - 4. Empty and clean ash receptacles and sift-clean in sand-type receptacles.
 - 5. Dust-mop all non-carpeted floors. Damp-mop all spills. Buff floors, applying spray wax if needed.
 - 6. Thoroughly vacuum all carpeted floors including corners, and underneath partitions every day.
 - 7. Spot clean all carpeted areas.
 - 8. Remove all mats and runners and clean floor area underneath. Clean all mats and runners by best means. Replace all mats and runners.
 - 9. Clean and disinfect drinking fountains.
 - 10. Clean and polish all entrance glass.
 - 11. Move all lobby chairs and clean floor area underneath and replace chairs in proper place.

- B. Restrooms:
 - 1. Clean and sanitize all units. Clean pipes beneath all sinks.
 - 2. Clean mirrors and counters and polish chrome.
 - 3. Refill all dispensers.
 - 4. Empty and disinfect all sanitary napkin receptacles.
 - 5. Sweep and damp mop floors with a germicidal solution paying special attention around wash bowls, toilets and urinals.
 - 6. Empty waste receptacles.
 - 7. Clean switch, door and kick plates.
 - 8. Maintain floor traps free of odor.

- C. Building Perimeter
 - 1. Walk perimeter of exterior of the facility and pick up and discard of any debris.
 - 2. Report any building issues, ie vandalism, noticeable repairs.

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3:4 WEEKLY SERVICES:

- A. Room Cleaning: Office Areas, File Rooms, Libraries, Conference Rooms, etc.
 - 1. Dust high and low, including clocks, all surfaces on which dust gathers.
 - 2. Clean all cleared counter tops areas with approved counter cleaner.
 - 3. Remove all cobwebs, clean baseboards.
 - 4. Clean, spray wax and buff all hard surface floors.
 - 5. Clean by most appropriate means all lobby furniture. Wash thoroughly all children's furniture and fiberglass/vinyl furniture.

- B. Restrooms:
 - 1. Clean partition walls and doors with germicidal solution, making sure to thoroughly rinse.
 - 2. Clean and buff floors, with special attention to grouting, corners of floors, baseboards and sills.
 - 3. Spot clean walls around sinks, waste receptacles, behind urinals and toilet.
 - 4. Dust radiators, grills ledges, etc.

- C. Elevators/Stairwells:
 - 1. Police for litter and clean all stairwells.
 - 2. Damp mop/vacuum elevator floors.

3:5 MONTHLY SERVICE:

- A. Room Cleaning: Office Areas, File Rooms, Libraries, Conference Rooms, etc.
 - 1. Dust/vacuum window hangings.
 - 2. Clean all carpeted areas of heavy traffic showing noticeably greater soil than general areas.
 - 3. Spot clean walls, doors, etc., remove all cobwebs, fingerprints, smears and stains.
 - 4. Clean partition glass.
 - 5. Vacuum exposed air bars and heating outlets.

- B. Restrooms:
 - 1. Scrub, spray wax and buff floors.
 - 2. Wash with germicidal solution entrance doorways, ledges, etc.

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C. Windows:

1. Wash all interior windows.

Window cleaning services are relative to only windows reachable or reachable by stepladders. All other window cleaning services must be contracted separately and not a part of this specification.

D. Elevators/Stairwells:

1. Clean thoroughly and damp-mop all stairwells.
2. Clean by most appropriate method elevator wall surfaces.
3. Spot clean stairwell wall areas, removing all cobwebs, finger prints, stains etc.

3:6 QUARTERLY SERVICES:

A. Quarterly services include strip seal, wax and buff all surface floors: Heavy traffic areas including restrooms.

1. First quarterly work must be performed during 3rd month of contract
2. Second quarterly work must be performed during 6th month of contract
3. Third quarterly work must be performed during 9th month of contract
4. Fourth quarterly work during 12th month of contract or as requested by Facilities Management. This service is to be priced separately from estimated monthly costs.

3:7 SEMI-ANNUAL SERVICE

First semi-annual service must be completed **WITHIN 60 DAYS FROM START OF CONTRACT PERIOD** and every six months thereafter. Schedule to be set up with Facilities at beginning of contract period. Any deviation from established schedule must be pre-approved by Facilities. This service is to be priced separately from estimated monthly costs.

- A. Room Cleaning: Office Areas, File Rooms, Libraries Conference Rooms, etc.
1. Strip, seal, wash and buff all hard surfaced floors: Full contract area.
 2. Clean light fixtures lens.

3:8 ANNUAL SERVICES:

Annual Services must be completed within the first year of the contract and annually thereafter. Schedule to be set up with Facilities at the beginning of the contract period. Any deviation from established schedule must be pre-approved by Facilities. This service is to be priced separately from estimated monthly costs.

- A. Shampoo or Steam clean carpets by commercial methods. Full contract area.

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Janitorial Tasks & Frequencies

	Restrooms	Offices & Waiting Areas	Clinics/Exam Rooms	Entrances & Hallways	Stairways & Landings	Elevators	Kitchens & Lunchrooms
FLOORS							
Dispose of all debris and trash from floor	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY
Vacuum carpeted traffic areas		DAILY	DAILY	DAILY	DAILY	DAILY	
Dust mop floor tile		DAILY	DAILY	DAILY	DAILY	DAILY	DAILY
Damp mop and disinfect floor	DAILY	DAILY	DAILY		DAILY	DAILY	DAILY
Spot Clean floors	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY
Wet mop/Dry mop floors	DAILY			DAILY			
Vacuum all carpeted areas		WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY
Spray buff floors	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY
Pile lift carpeting		MONTHLY	MONTHLY	MONTHLY	MONTHLY	MONTHLY	MONTHLY
Strip and refinish tile floors	SEMI-ANNUAL	SEMI-ANNUAL	SEMI-ANNUAL	SEMI-ANNUAL	SEMI-ANNUAL	SEMI-ANNUAL	SEMI-ANNUAL
Shampoo all carpet		ANNUAL	ANNUAL	ANNUAL	ANNUAL	ANNUAL	ANNUAL
WALLS							
Spot Clean walls	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY
Disinfect Surfaces	DAILY		DAILY				DAILY
Clean toilet stall partitions	DAILY		DAILY				
Clean and disinfect pay telephones		DAILY		DAILY			DAILY
High dust ceilings, vents and walls	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY
Clean Partition Glass		WEEKLY	WEEKLY	WEEKLY	WEEKLY		WEEKLY
Wash entrance way glass inside and out		WEEKLY	WEEKLY	DAILY	DAILY		WEEKLY
Clean doors and frames	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY	WEEKLY
SEVICES, FURNITURE AND FDTURES							
Empty and reline waste baskets	DAILY	DAILY	DAILY	DAILY	DAILY		DAILY
Empty exterior trash receptacles				DAILY			
Clean and disinfect drinking fountains		DAILY	DAILY	DAILY			DAILY
Clean and disinfect plumbing fixtures	DAILY		DAILY				DAILY
Replish paper supplies and soap	DAILY		DAILY				DAILY
Empty and disinfect sanitary napkin receptacles	DAILY						
Dusting horizontal surfaces	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY	DAILY
Clean chair bases		WEEKLY	WEEKLY		WEEKLY		WEEKLY
Clean table and chair legs							WEEKLY
Clean furniture upholstery		MONTHLY	MONTHLY	MONTHLY	MONTHLY		MONTHLY
Descalc toilets, walls and partitions	MONTHLY						
Remove trash from all receptacles and put in dumpsters	DAILY	DAILY	DAILY	DAILY	DAILY		DAILY
Daily walk perimeter of facility, pick up and discard debris.							

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Janitorial Frequencies

	Restrooms	Offices & Waiting Areas	Clinics/Exam Rooms	Entrances & Hallways	Stairways & Landings	Elevators	Kitchens & Lunchrooms
DAILY TASKS							
Empty and reline waste baskets	X	X	X	X			X
Vacuum carpeted traffic areas		X	X	X	X	X	
Spot Clean walls	X	X	X	X	X	X	X
Spot Clean floors	X	X	X	X	X	X	X
Dust mop floor tile		X			X		
Damp mop and disinfect floor	X		X		X	X	X
Empty exterior trash receptacles				X	X		
Dispose of all debris and trash from floor	X	X	X	X	X	X	X
Clean and disinfect pay telephones	X	X	X	X	X	X	X
Disinfect Surfaces	X		X				X
Clean and disinfect plumbing fixtures	X		X				X
Replenish paper supplies and soap	X		X				X
Dusting horizontal surfaces	X	X	X	X	X	X	X
Wet mop/Dry mop floors				X			
Wash entrance way glass inside and out				X			
Empty and disinfect sanitary napkin receptacles	X						
Clean toilet stall partitions	X		X				
WEEKLY TASKS							
Clean Partition Glass	X	X	X	X	X	X	X
Spray buff floors	X	X	X	X	X	X	X
Clean chair bases	X	X	X	X	X	X	X
Vacuum all carpeted areas		X	X	X	X	X	X
Wet mop/Dry mop floors							
High dust ceilings, vents and walls	X	X	X	X	X	X	X
Wash entrance way glass inside and out	X	X	X	X	X	X	X
Clean doors and frames	X	X	X	X	X	X	X
Clean table and chair legs							X
MONTHLY TASKS							
Clean furniture upholstery	X	X	X	X	X	X	X
Descalc toilets, walls and partitions	X						
Pile lift carpeting		X	X	X	X	X	X
Wash interior glass	X	X	X	X	X	X	X
QUARTERLY TASKS							
Scrub ceramic tile floors	X			X	X		X
SEMI ANNUAL TASKS							
Strip and refinish tile floors	X	X	X	X	X	X	X
ANNUAL TASKS							
Shampoo all carpet		X	X	X	X	X	X

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BID SHEET

Washtenaw County may implement furlough days. In these instances, as well as County observed Holidays the County facilities will be closed and not accessible. Therefore the County shall deduct the monthly service billing in observance of these furlough dates. Example: Monthly service billing \$1,000.00 monthly service rate/30 days = \$33.33/day; \$33.33 would be deducted for that month for that furlough day.

Zone 1, Chelsea, Downtown Ann Arbor	PRICING		
	Monthly *	Semi-Annual	Annual
122 S. Main, Chelsea			
705 N. Zeeb			
220 N. Main			
200 N. Main			
101 E. Huron			
110 N. Fourth			
TOTAL For Zone 1	\$	\$	\$

Zone 2, County Service Ctr & Juvenile Complex	PRICING		
	Monthly *	Semi-Annual	Annual
2140 Ellsworth			
2270 Platt Road			
2260 Platt Road			
4101 Washtenaw			
4133 Washtenaw			
2155 Hogback			
2170 Platt Road (Mobile Unit)			
House by the Side of the Road			
Learning Resource Center 4125 Washtenaw			
TOTAL For Zone 2	\$	\$	\$

Zone 3, Ypsilanti, Ann Arbor Human Services	PRICING		
	Monthly *	Semi-Annual	Annual
22 Center <i>(See Part 3 for specifications)</i>			
555 Towner			
750 Towner (CSTS area only)			
415 W. Michigan			
302-304 Harriet Street			
1661 LaForge			
TOTAL For Zone 3	\$	\$	\$

Please list any services that would involve an EXTRA CHARGE on separate sheet clearly labeled Addendum K.

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ADDENDA

Attach requested **ADDENDA “A through K”** to the balance of this RFP.

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SIGNATURE PAGE

_____ Signature	_____ Company Name
_____ Print Name	_____ Company Address
_____ Title	_____ City St. Zip
_____ Telephone #	_____ Fax #
_____ Federal Tax ID #	_____ Email Address

The above individual is authorized to sign on behalf of company submitting proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

By checking this box we hereby certify that we are a Washtenaw County company as defined in Section I., F. above. If proven otherwise you may be subject to Disbarment and/or Suspension of doing business with Washtenaw County.