



Samford University

Office of Business Services

Purchasing Department

800 Lakeshore Drive

Birmingham, AL 35229

REQUEST FOR PROPOSAL

TABLE OF CONTENTS

SECTION I	EXECUTIVE SUMMARY	5
	A. PURPOSE	5
	B. ABOUT SAMFORD UNIVERSITY	5
	C. MISSION	5
	D. SAMFORD UNIVERSITY FACTS	6
	E. OVERVIEW OF THE RFP PROCESS	6
	F. GOALS	6
	G. FINANCIAL OBJECTIVES	6
	H. RFP EVALUATION	7
SECTION II.	GENERAL INFORMATION ABOUT THE RFP	7
	A. SCHEDULE OF EVENTS	7
	B. POINT OF CONTACT	8
	C. DEFINITION OF TERMS	8
	D. CONTRACT TERM	8
	E. TERMINATION	8
	F. SUBMISSION OF RFP	9
	G. QUESTIONS AND INQUIRIES	9
	H. PRE-BID TOUR	9
	I. VISITS AFTER PRE-BID TOUR	9
	J. COSTS FOR PREPARING PROPOSALS	10
	K. PREPARING THE PROPOSAL	10
	L. FAILING TO COMPLY WITH SUBMISSION INSTRUCTIONS	10
	M. DISCREPANCIES OR OMISSIONS	10
	N. PUBLIC DISCLOSURE OF BIDS	10
	O. CHANGES TO BIDS	11
	P. AWARDING OF CONTRACT	11
	Q. COLLUSION	11
	R. LAWS AND REGULATIONS	11
	S. QUALIFICATIONS OF WORKERS	11
SECTION III.	TERMS AND CONDITIONS	11
	A. CONTRACT ASSIGNMENT	11
	B. INDEMNITY	11
	C. GOVERNING LAW	12
	D. DISPUTES	12
	E. CERTIFICATE OF INSURANCE	12
	F. SEXUAL HARRASSMENT	12

G.	EQUAL OPPORTUNITY	13
H.	DRUG AND ALCOHOL USE	13
I.	FIREARMS AND WEAPONS	13
J.	FORCE MAJUERE	13
K.	PREVIOUS AGREEMENTS	13
L.	INTERPRETATION OF CONFLICTS	14
M.	SMOKING	14
N.	SUBCONTRACTORS	14

SECTION IV.	Scope of Work	14
A.	Routine and Project Task Frequencies	14
B.	Problem Resolution	17
C.	Account Management	18
D.	Reporting	18
E.	Contractor Personnel and Related Requirements	19
F.	Training	22
G.	Paper Products/Consumables/Trash Can Liners	23
H.	Chemicals	24
I.	Equipment	24
J.	Green Cleaning	25
K.	Security	25
L.	Language Requirements	25
M.	Building Data	25

Samford University
Office of Business Services
Purchasing Department
800 Lakeshore Drive
Birmingham, Al 35229

REQUEST FOR PROPOSAL

For

Management of University Custodial Services
RESPONSE CERTIFICATION

I/we, the undersigned, having carefully examined the specifications and conditions of this proposal, and fully understanding the type and quality of the product(s) and/or service(s) required, hereby propose to supply the following product(s) and/or service(s) at the prices stated and certify that such prices include all costs of installation, transportation, packaging, delivery, storage, taxes, and service under warranty, F.O.B. destination to the designated university location.

Samford University requests bid proposal responses for Management of University Custodial Services as per the attached specifications, proposal pages, and general bid conditions.

All questions concerning this bid proposal are to be directed to **Wade Walker**,
Phone 205-726-2916, e-mail pwalker@samford.edu

FIRM NAME _____	BY _____
ADDRESS _____	SIGNATURE _____
CITY _____	STATE _____
ZIP _____	TITLE _____
PHONE _____	FAX NUMBER _____
FEDERAL ID # _____	DATE: _____

SECTION 1 EXECUTIVE SUMMARY

A. Purpose

This Request for Proposal (“RFP”) is being issued to establish one contract with one qualified offeror who will provide custodial services at Samford University: “Samford”, “University”. As further described in this RFP. It is our intent to receive sealed proposals from qualified Bidders, demonstrating the capability to provide the quality of product and service required to meet the needs and objectives of the University.

Samford University seeks a comprehensive and integrated services program that will provide a quality program for the students, faculty, staff, and guests of the University.

B. About Samford University

For more than 170 years, Samford University and its students have impacted the world with their academic achievement and leadership skills. At the University’s core is a foundation of Christian values and belief, a mission to nurture persons for God, for learning, forever that has withstood the test of time. Because of the united dedication to this mission, Samford students discover that professors, administrators, and staff encourage them to reach their highest potential intellectually, spiritually, and socially. The rewards are numerous, and the impact on individual lives is endless.

Samford University is a Christian community focused on student learning.

Samford was founded in 1841 by Alabama Baptists. In the present day, it maintains its ties to Alabama Baptists, extending and enhancing their original commitment by developing and maintaining in the campus community an exemplary Christian ethos and culture.

Samford University’s corporate expression of faith commitment is The Statement of Baptist Faith and message of 1963, without amendment.

Samford offers associates, bachelors, masters and professional doctoral degrees, as well as continuing education and various types of worthwhile, non-degree learning.

Samford serves students through eight organizational units: Howard College of Arts and Sciences, School of the Arts, Brock School of Business, Beeson School of Divinity, Orlean Bullard Beeson School of Education and Professional Studies, Cumberland School of Law, Ida V. Moffett School of Nursing, McWhorter School of Pharmacy, and the new College of Health Sciences.

C. Mission

The mission of Samford University is to nurture persons in the development of their intellect, creativity, faith, and personhood. As a Christian university, the community fosters academic, career, and ethical competency, while encouraging social and civic responsibility, and service to others.

D. Samford University Facts

Samford is consistently ranked in the top tier of its peer group by U.S. News and World Report, currently No. 3 in the South. Kiplinger's Personal Finance magazine ranks Samford No. 68 in the nation in its latest list of top 100 Best Values among private universities.

Enrollment now stands at 5,471

12:1 ratio of student enrollment to faculty; no students taught by graduate assistants

Samford offers 25 degree programs in approximately 110 majors

Samford intercollegiate athletics sponsors 17 sports in NCAA Division 1, nine for women and eight for men

There are 125 social, faith-based, service, performing, club sport, professional, and honorary organizations, as well as five national fraternities and eight national sororities.

Detailed information about Samford University is available at <http://www.samford.edu>.

E. Overview of the RFP Process

The objective of the RFP is to select one qualified Offeror to provide the goods and services outlined in this RFP to Samford University. This RFP process will be conducted to gather and evaluate responses from Offerors for potential award. All qualified Offerors are invited to participate by submitting responses, as further defined below.

All responders understand that the University maintains the exclusive right to make the selection of the custodial service vendor, or no selection at all, with such decisions being in its sole and absolute discretion.

F. Goals

Our goals are:

G. Financial Objectives

- The University intends to accept the proposal response that embraces the best interests of the University from a service, financial, and cultural viewpoint.
- The University will seek to attain maximum value at minimum cost.
- The Contractor will be responsible for and agrees to pay all costs associated with the successful performance of the custodial services, except as noted elsewhere in this RFP or in the final Operating Contract. The Contractor shall be responsible for any and all net losses on operations, and shall not be reimbursed by the University for such losses.

H. RFP Evaluation

Each submittal will be evaluated to determine the ability of each responder to provide the required services. Submittals should include an explanation of benefits provided to employees, how FTE, full time equivalent is defined for the employer, a notice as to if the bidder will consider hiring of current custodial teams if preferred by Samford, the suggested shift of work and any price breaks for evening versus day shifts, how custodial is handled for special events, how work is divided among employees, and how security is managed. The following weighted criteria will be used to evaluate each proposal:

Criteria	Weight
Quality custodial services program and potential for continued excellence in all areas related	35%
Financial Value to the University	35%
Understanding of higher education and best fit for university mission	30%

SECTION II. GENERAL INFORMATION ABOUT THE RFP

A. Schedule of Events

Description	Date	Time
Release of RFP	9/27/17	4:00
Pre-Bid Meeting	10/12/17	9:30
Campus Tours	Week of 10/12/17	10:00
Limit 3 persons per firm. Photos allowed		
Deadline for Written Questions	10/19/17	3:00 p.m.
Response from Samford University	10/25/17	
Proposals Due	10/27/17	3:00 p.m.
Presentations if Applicable	10/30/17 – 11/3/17	
Committee Begins Evaluations	11/6/17	
Notice Given to Selected Vendor and Negotiations will be given ASAP		
Contractor begins work	1/2/18	

B. Point of Contact

Wade Walker Director of Business Services, 205-726-2916, pwalker@samford.edu

No department or individual except Wade Walker has the authority to solicit or receive responses to this RFP. All vendor inquiries must be directed to the person named above; vendors shall not contact any other University employee regarding this solicitation.

C. Definition of Terms

Any special terms or words which are not identified in this RFP document may be identified separately in one or more attachments to the RFP.

D. Contract Term

The initial term of the contract shall be for a period of three (3) years, a longer term would be considered if it proves advantageous to the University, and comes with appropriate annual reviews for meeting benchmark measures. The Contract shall commence on or about the 15th day of December 2017 and shall continue until December 1, 2020, or longer if so agreed upon. Performance will be reviewed annually. If it is deemed to be of mutual benefit to both parties, the University and the Contractor can mutually agree to renew the Contract annually for up to a total of seven (7) years without a requirement of a competitive solicitation. The contract may be amended in writing from time to time by mutual consent of the parties.

The University operates year round with classes scheduled on a semester basis. The University currently observes the following holidays: Martin Luther King Day, Memorial Day, Independence Day, Labor Day, and two days at Thanksgiving (typically Thursday and Friday). Also, each year a certain number of days between the fall and spring, which include Christmas Day and New Year's Day, are declared holidays.

Regardless of holidays observed, the Custodial Service contractor must continue to provide services concurrent with the Residence Hall schedules. Residence halls are open over Thanksgiving Break and during Spring Break.

In the performance of the work, duties and obligations evolving under this Agreement, it is mutually understood and agreed that the CONTRACTOR is at all times serving as an independent CONTRACTOR providing The UNIVERSITY with services as a contractor and/or independent contractor. Amounts paid to the CONTRACTOR by The UNIVERSITY as compensation for providing said services are for services purchased, and amounts paid to the CONTRACTOR shall be deemed to be fees for services to an independent CONTRACTOR and shall not be subject to any withholding. It is expressly understood that The UNIVERSITY is interested only in the results to be achieved, and the conduct and control of the work will be the sole responsibility of the CONTRACTOR. CONTRACTOR is not considered to be an agent or employee of The UNIVERSITY for any purpose and the CONTRACTOR will not be eligible to participate in any benefits The UNIVERSITY provides for its own employees. It is further understood and agreed that The UNIVERSITY does not agree to use CONTRACTOR exclusively. It is further understood and agreed that, except as provided herein, CONTRACTOR is free to contract for similar services to be performed for others during the term of this Agreement.

E. Termination

Should a contract result from this RFP, University may terminate the contract, without cause, upon written thirty (30) day notification to the Contractor. Contractor may terminate the contract without cause upon sixty (60) day written notification to the University. Contractor termination can only occur during the winter break and only with 60 days' notice. The contractor shall remove all non-university owned equipment from University property no later than thirty (30) days after contract termination, unless otherwise mutually agreed upon by the parties.

F. Submission of RFP

In order to be considered, ten (10) copies (one original, one text only digital format, and nine copies) of each proposal, under seal, must be delivered to:

Samford University

Wade Walker

Samford Hall Rm 301

800 Lakeshore Drive

Birmingham, AL 35229

by no later than 3:00 pm C.S.T. on 10/27/17. At this time, proposals will be opened for the sole purpose of recording the names of vendors. It is the vendor's responsibility to assure that their RFP is delivered so as to ensure timely receipt by the Purchasing Office. Proposals or unsolicited amendments to proposals arriving after the closing time and date will not be considered.

G. Questions and Inquiries

Questions and inquiries should be directed in writing to Wade Walker via email at pwalker@samford.edu. Inquiries will receive a written reply, and copies of replies will also be sent to all other vendors, without identification of the inquirer.

H. Pre-Bid tour

Vendors' attendance must be registered at a pre-bid tour, walk through and FAQ Session to be held 10/12/17, 9:30. Interested vendors must notify Wade Walker pwalker@samford.edu by 10/11/17 at 3:00 pm. Vendor may have maximum of 3 members at tour.

I. Visits after Pre-Bid Tour

Following the pre-bid tour, additional visits by vendors for observation of the custodial services operations or facilities will require the prior approval of Wade Walker. Such visits may be arranged if desired; however, prior to any visit vendors are required to advise Wade Walker pwalker@samford.edu of their plans to have representatives on campus to observe custodial operations. Failure by vendors to comply with this notification requirement may result in disqualification.

J. Costs for Preparing Proposals

The Vendor must bear all costs associated with the preparation and submission of the proposal and of any visit to the University.

K. Preparing the Proposal

Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership company, or corporation submitting the proposal. A corporation must indicate place and date of incorporation. A representative or distributor responding to the RFP in the name of a principal should give the name of the firm to which an order should be issued in the event of an award.

Proposals must include all applicable requested information and meet all specification requirements. If significant errors are found in the proposal, or if the proposal fails materially to conform to the requirements of the RFP, the proposal will be rejected. Erasures or other changes must be initialed by the person signing the proposal.

L. Failing to Comply with Submission Instructions

By submitting a proposal, the vendor agrees to be governed by the terms and conditions as set forth in this document. Any proposal containing variations from terms and conditions set forth herein may, at the sole discretion of the University, render such proposal unresponsive. Failure to examine any drawings, specifications and instructions will be at vendor's risk.

M. Discrepancies or Omissions

Should any vendor find discrepancies in, or omission from, the specifications, or be in doubt as to their meaning, the vendor shall notify the Purchasing Office at once and obtain a clarification prior to submitting a proposal. Interpretations which change the terms, conditions or specifications will be made in the form of an addendum to this request for proposals. If issued, the addendum will be sent promptly to all parties to whom the request for proposals has been issued. Receipt by a Vendor of an amendment to this RFP must be acknowledged by email within forty-eight (48) hours of receipt. The acknowledgement should be addressed to Wade Walker at pwalker@samford.edu.

Any explanation desired by a vendor regarding the meaning or interpretation of the RFP, attachments, specifications, etc., must be requested in writing. Any information given to a vendor concerning the RFP will be furnished to all vendors as an addendum to the RFP, if such information is necessary to vendors in submitting offers on the RFP, or if the lack of such information would be prejudicial to uninformed vendors.

N Public Disclosure of Bids

After award of the contract, proposals will NOT be open for public inspection. Trade secrets, test data, financial data, and similar proprietary information will, to the extent provided by law, remain confidential, provided such material is so marked. Pricing information will be considered confidential and not available to the public.

O. Changes to Bids

Submitted proposals may be withdrawn or amended prior to the deadline. No proposals will be opened prior to the opening date of 10/27/17 at 3:00 pm.

P. Awarding of Contract

A contract shall be awarded to the Vendor whose proposal is determined to be most advantageous to the University. The University is not bound and will not accept any proposal based on price alone, but will make an award based on the evaluation factors set forth herein. The University further reserves the right to reject any and all proposals, to waive any informality in proposals, and unless otherwise specified by the offer, to accept any item in any proposal. The University will be the sole judge as to whether the Vendor's proposal has or has not satisfactorily met the requirements of this RFP.

Q. Collusion

By submitting their proposals, all vendors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other vendor, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged. Each Vendor shall accompany his proposal with a sworn statement that he has not been party to such an agreement.

R. Laws and Regulations

Federal, state, county, and local laws, ordinances, rules, and regulations that in any manner affect the items covered herein apply. Lack of knowledge by the vendor will in no way be a cause for relief from responsibility.

S. Qualifications of Workers

It shall be the Vendor's responsibility to insure that its employees are legally qualified to engage in work in the United States and that the Vendor's employment practices are in full compliance with prevailing laws, including applicable regulations of the Immigration and Naturalization Service. These employees must pass a national, state, and sex offender registration background check to be eligible for work on Samford's campus.

III. TERMS and CONDITIONS

A. Contract Assignment

Contracts established as a result of this proposal shall not be transferred or assigned without prior written consent of the University.

B. Indemnity

Vendor in connection with the performance of the purchase order may send any of its agents or employees onto premises owned or controlled by the University. Vendor shall provide safety protection for persons and property in accordance with all applicable laws and regulations and

indemnify and save harmless the University from and against any and all liabilities and losses whatsoever, including without limitation, costs and expenses in connection therewith, on account, or by reason of, injury to or death of, any person whatsoever, or loss of or damage to any property whatsoever, suffered or sustained in the case of, or in connection with, the performance **of the** work.

C. Governing Law

The laws of the State of Alabama and the purchasing policies and regulations of Samford University shall govern and control all aspects of this procurement transaction and the contract awarded to the successful Bidder.

D. Disputes

Any controversy or claim arising out of or relating to this contract, or breach thereof, shall be settled by arbitration in Birmingham, AL. in accordance with the Commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

E. Certificate of Insurance

Contractor's Certificate of Insurance - Successful Bidders will be required to furnish a certificate of insurance with coverage to include but not limited to bodily injury/personal injury/liability coverage, property damage liability coverage, and workman's compensation coverage. At all times during the term of this Agreement, vendor shall maintain Commercial General Liability Insurance with limits of not less than One Million dollars (\$1,000,000.00) per occurrence and Three Million dollars (\$3,000,000.00) in aggregate. This certificate must be on file in the Purchasing Department prior to any commencement of work. It is absolutely necessary that "Samford University" be added to the face of the certificate for all coverage except worker's compensation.

F. Sexual Harassment

Federal Law and the policies of Samford University prohibit sexual harassment of University employees and students. Sexual harassment includes any unwelcome sexual advance toward a University employee or student, any request for a sexual favor from a University employee or student, or any other verbal or physical conduct of a sexual nature that is so pervasive as to create a hostile or offensive working environment for University employees or a hostile or offensive academic environment for University students. University contractors, subcontractors and suppliers for this project are required to exercise control over their employees so as to prohibit acts of sexual harassment of University employees or students. The employer of any person who the University in its reasonable judgment determines has committed an act of sexual harassment agrees as a term and condition of this contract to cause such person to be removed from the project site and from University premises and to take such other action as may be reasonably necessary to cause the sexual harassment to cease.

G. Equal Opportunity Institution

Samford University complies with applicable laws prohibiting discrimination, including applicable provisions of and amendments to Titles VI and VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act, Executive Order 11246, Title IX of the Education Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, the Vietnam Era Veterans Readjustment Assistance Act, the

Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, and does not unlawfully discriminate on the basis of race, color, national origin, sex, age, disability, genetic information, or veteran status in admission or access to, or treatment or employment in, its programs or services. Inquiries and concerns regarding this policy may be directed to the vice president for business affairs or general counsel, Office of Business and Financial Affairs, 200 Samford Hall, Birmingham, AL 35229, 205-726-2811. This notice is available in alternative formats upon request.

H. Drug and Alcohol Use

Samford University seeks to foster the development of Christian character, scholastic attainment and a sense of personal responsibility. To fulfill this purpose and to protect and promote the health and welfare of its faculty, staff and students, Samford University is committed to maintaining a drug and alcohol-free campus. Use of illicit drugs or alcohol by faculty, staff, students, or contractors on campus or property owned by the university, or in connection with or affecting any school-related activity is strictly prohibited.

I. Firearms and Weapons

Samford University generally prohibits possession or use of firearms, ammunition, bowie knives, knives with blades 3 inches or longer, instruments of like kind, bows and arrow, fighting weapons (e.g. nanchaku, daggers, etc.), brass knuckles, and other potentially dangerous weapons including firecrackers or other explosive devices, in all University buildings, facilities and properties and off premises when the employee is engaging in University activities. Bringing firearms of any type into a Samford facility, Samford automobile, or offsite location while conducting University business, is strictly prohibited. This policy applies to all faculty, staff, students, and visitors of the University, except for authorized officers in the Public Safety Department. Violations of this policy may result in discipline up to and including ejection from campus and immediate discharge.

J. Force Majeure

Vendor shall not be held liable for delays in manufacturing or delivery resulting from any circumstances beyond vendor's reasonable control, not occasioned by vendor fault or negligence or due to compliance with sovereign decrees, order, acts, instructions or priority requests of any federal, state, or municipal governments or any department or agency thereof, civil or military, acts of God, fires, floods, strikes, lockouts, embargoes, or wars. Upon the happening of any circumstances or causes aforesaid, the vendor shall notify the University without delay and any relief granted to the vendor shall be limited to an extension of delivery dates or times of performance to the extent caused.

K. Previous Agreements

This Request for Proposal and any resulting purchase order and/or contract cancels and supersedes any prior understandings or agreements between the party's relating to the subject matter hereof. The purchase order and/or contract, and the contained specification, incorporated by reference herein express the complete and final understanding of the parties with respect thereof, and may not be changed in any way except by an instrument in writing signed by both parties.

L. Interpretation of Conflicts

Should conflicts occur, the contractor shall request an interpretation from the University before proceeding with the work. If a contractor fails to make such a request, no excuse will be entertained for failure to carry out the specified work in a satisfactory manner.

M. Smoking

Smoking is not permitted within any university building.

N. Subcontractors

The University reserves the right to approve or reject any or all proposed subcontractors.

Section IV. Scope of Work

A. Routine and Project Task Frequencies

These specifications outline the basic tasks and frequencies for routine and project cleaning, routine maintenance and miscellaneous activities. It is the intention of the University to have the Custodial Contractor exceed these standards. The Custodial Contractor must not make changes to any of the procedures, unless authorized by the Administrator.

Routine Task Frequency Chart — Public & Private Restrooms/Locker Rooms/Training Rooms

TASKS / AREAS	PUBLIC REST ROOMS*	PRIVATE RESTROOMS	BAITIS/SHOWERS GANG TYPE	LOCKER ROOMS WORK OUT AREAS
Clean Entrance Mats		w		D
Clean Mirrors				
Clean Surfaces				
Clean Water Fountains				D
Descale Commodes/Urinals	w			
Disinfect Carpet				
Disinfect Commode/Urinal	D		D	
Disinfect Fixtures		w		D
Disinfect Showers/tubs		w		D
Dust Mop / Sweep				
Empty Trash				
Police Area	2N D			
Remove Carpet Stains				
Remove Scum Showers/Tubs				
Replenish Supplies				

Scrub/Pressure Wash				
Vacuum Complete				
Wet Mop		w		

Routine Task Frequency Chart - Academic and Administrative Buildings

Task	Entrances, Lobbies, Corridors & Circulation	Offices, Conference Rooms	Classroom Lecture Halls	Library Areas/ Studv Areas
Clean Boards				
Clean Entrance Mats	D			
Clean Interior Glass	D			
Damp Mop/Wet Mop				
Disinfect Drink-in Fountains				
Dust Mop/Sweep				
Dust Surfaces	D			D
Remove Trash, Replace Liners	D			D
Restore Finish	w			
Spot Carpets			D	
Spot Clean Surfaces		D		
Vacuum Complete / Wet Mop			w	w
Vacuum Traffic	D			

Routine Task Frequency Chart - Residence Halls

TASK	Community Bathrooms & Showers	Public Restrooms
Spot Clean: Basins, Bowls, Showers, Tubs, Etc.	D	
Complete Clean/Sanitize Basins, Showers, Bowls, Tubs, Etc.	w	
Remove Trash. Replace Liners		
Spot Clean: Partitions, Tile, Walls, Doors, Etc.		

Complete Clean/Sanitize Tile Walls, Partitions, Doors, Etc.		
Spot Dusting		
Complete Dusting (including ceilings)		
Damp Mop and Sanitize Floor		D
Surface Scrub and Sanitize Floor		
Fill Soap and Towel Dispensers		
General Clean Shower Tiles and Floor Then Remove all Soap Scum and Mineral Deposits	2XW	
Wipe Down Showers		
Clean Shower Curtains	As needed	
Maintain Adequate Toilet Paper		D
Empty and Clean Sanitary Napkin Receptacles		
Complete Clean Mirrors		
High Pressure Spray	3 X YR	3 X YR
Vacuum Vents and Gratin °s on Walls and Ceilings		
Dust, Ceiling , Doors, Vents		

Routine Task Frequency Chart - Academic and Administrative Buildings:

	Kitchen/ Facility Student Lounges	Studios, Work / Practice Rooms	Stairs/ Elevators	Shops/ Dark Rooms	Storage
Clean Boards					
Clean Entrance Mats					
Clean Interior Glass			D		
Dam Mop/Wet MO					
Disinfect Drinking Fountains	D				
Dust Mop /Sweep	D			w	
Dust Surfaces		w	D	w	
Remove Trash, Replace Liners		D			
Restore Finish					
Spot Carpets					
Spot Clean Surfaces					
Vacuum Complete / Wet Mop		w			
Vacuum Traffic	D				

Routine Task Frequency Chart - Academic and Administrative Buildings (continued):

Task	Medical Facility	Comp/ Copy Rooms	Wet & Dry Labs	Gym Areas	Auditorium	Exterior Areas
Clean Boards	D					
Clean Entrance Mats	D					
Clean Interior Glass						D

Clean Waste Receptacles						D
Damp Mop						
Disinfect Drinking Fountains						
Dust Mop /Sweep			D	w		
Dust Surfaces	D	D				
Remove Trash, Replace Liners AR						
Restore Finish/ Buff			w			
Spot Carpets						
Spot Clean Surfaces						
		w				
Vacuum Complete/Wet Mop		w				
Vacuum Traffic		w				

Routine Task Frequency Chart - Residence Halls

TASK	All Dorm Rooms	Common Spaces
Complete Clean/Sanitize Basins, Showers, Bowls, Tubs, Etc.	Summer	Summer
Remove Trash. Replace Liners	Summer	Summer
Full Clean: Partitions, Tile, Walls, Doors, Etc.	Summer	Summer
Complete Clean/Sanitize Tile Walls, Partitions, Doors, Etc.	Summer	Summer
Complete Dusting (including ceilings)	Summer	Summer
Damp Mop and Sanitize Floor	Summer	Summer
Surface Scrub and Sanitize Floor	Summer	Summer
Fill Soap and Towel Dispensers	Summer	Summer
General Clean Shower Tiles and Floor Then Remove all Soap Scum and Mineral Deposits, including bright work	Summer	Summer
Clean Shower Curtains	Replace	Summer
Replace Toilet Paper	Summer	Summer
Empty and Clean Sanitary Napkin Receptacles	Summer	Summer
Complete Clean Mirrors	Summer	Summer
Strip/wax all floors	Summer	Summer

B. Problem Resolution

Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by Samford University’s management team to have been performed unsatisfactorily, or missed, Contractor shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to Samford University.

C. Account Management

Samford University reserves the right, at its' sole discretion, to ask for team member changes at any time. Prior to bid award, Samford University reserves the right to ask the Contractor for its proposed Supervisory Staff (names, résumés, references, etc.). Contractor shall put in place an Account Management Team that will have the responsibility to manage the Samford University account at all buildings within the scope of this RFP. This Account Management Team shall consist of (but may not be limited to) the following individuals who will be responsible for the assignments designated below:

Director of Operations

- Is available 24 hours, 7 days a week (as appropriate)
- Is a full-time (40 hours per week minimum) employee that is exclusive to the Samford University contract
- Responds to emergencies within one hour
- Has ultimate overall responsibility for all activities within the Samford University account
- Functions as the primary contact with the Samford University Administrator and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visits Samford University buildings as appropriate
- Coordinates Samford University's requirements within the Contractor's organization consistent with Samford University's needs and quality expectations
- Updates the Samford University Administrator with potential changes in products, services and enhancements to the current program
- Provides Samford University Administrator information on resources, educational opportunities and industry trends
- Assists Samford University Administrator with other program requirements as directed
- Oversees quality inspections of work product

Project Manager(s) and On-site Supervisor(s)

- Coordinates and acknowledges all activities
- Acts as a key interface with Samford University designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed upon schedules, requirements and quality expectations
- Coordinates all corrective activity
- Responds to calls within 10 minutes
- Makes sure each crewmember understands his or her daily assignment, placing special emphasis on the cleaning specification, complaints and special project assignments

Quality Control Auditors – Minimum of Two FTE (Full Time Equivalent)

- Performs quality control audits, including formal monthly building inspections tied into the performance criteria
- Acts as a key quality control interface with Samford University designee(s) and Contractor

D. Reporting

The Contractor must provide various management reports to Samford University. The reports specified below represent the minimum reporting requirements. All reports shall be submitted to the Samford University Administrator Daily

- Communicate all events and issues to SU Administrator and other designated Samford University personnel, including: attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc. The employees of the Contractor shall be

responsible to immediately notify the campus SU Department of Public Safety and security office of any inappropriate or illegal activities that they witness while on campus.

Monthly

- Current staffing information, indicating employee names, shift times, position titles and areas of responsibility
- Month-to-date actual hours worked and associated payroll and payroll-related costs
- Quality inspection scores, including:
- Overall monthly average score (KPI)
- Scores per area type and/or floor
- Corrective action plans and follow-up results
- Quality trend reports

Quarterly

- A dashboard report indicating high-level KPI's and data. For example: quality control scores (overall and by group), supply purchase amounts and/or KPI's, training hours, and open action items
- A copy of the equipment, consumables and chemical logs, illustrating:
- Current YTD breakout % of sustainable vs. non-sustainable items (indicate cost and quantity subtotals)
- Costs for the month, and costs YTD
- Equipment purchases/repairs
- Up-to-date chemical/equipment list
- Training logs, indicating topics covered and hours per employee
- Project Schedule ("Cycle Report"): 12/4/3/2/1 (frequencies per year) cycle task schedule to be updated weekly showing completed tasks. Project schedule reports not received will indicate that work was not completed
- Contractor shall provide a report summarizing the status of open special projects / cleaning duties and restorative cleaning tasks

Annual Vendor Review

- Contractor shall provide Samford University with:
- Review of all KPI's
- Status of the Contractor's major cleaning activities and projects
- Cost saving and process enhancement opportunities
- Industry trends and outlook

E. Contractor Personnel and Related Requirements

The names and addresses of all contract employees shall be provided to the Contract Administrator prior to the start of work and immediately if changes in staffing occur.

The personnel employed by the Contractor shall be capable employees, trained and background-checked, All Contractor employees shall undergo a pre-employment drug screening paid for by the Contractor prior to being allowed to start work and qualified in custodial and related work.

All Contractor employees shall undergo a security check paid for by the Contractor prior to being allowed to start work.

The minimum level of security check shall consist of the following:

1. E-Verify. (Social Security Number (SSN) trace report on a national scale verifying full name and/or alias(es) and current and previous addresses).
2. Criminal history search for felony and misdemeanor records conducted on a county-by-county basis using the full name (and maiden name/aliases as applicable), date of birth, and social security number. The search shall be conducted in the employee's current county of residence and prior counties with a history of residence, education, or as revealed by the SSN trace.
3. A moving violation driving history search of employees who will be driving vehicles on campus. Check all states in which the employee has been issued a valid driver's license and for the maximum time period under the issuing state's applicable law.

The Contractor shall submit a report to the Administrator that security checks returned no information on criminal history or moving violations. If the Contractor wishes to use an employee on this contract that has a history of criminal activity or moving violations, the Administrator must approve the use of that employee. Samford University can supply the name of the firm currently doing this security check work for the University; however, the Contractor is free to use any firm desired.

All personnel will receive close and continuing first-line supervision by the Contractor. Contractor employees must wear identifiable uniforms (must be approved by Samford University) and Samford University ID Badges while on duty or on campus. Contractor employees must also wear proper Personal Protective Equipment (PPE) at all times where required. Contractor shall supply all uniforms, badges and PPE per Samford University's requirements, and must collect them upon termination of any employee.

Contractor personnel shall be required to park in an area designated by SU. Contractor personnel shall clock in and out each day using one of several strategically-placed biometric time clock devices to be provided by the Contractor. The clock in/out information shall be made available to Samford University upon request.

University-provided keys used by Contractor in conjunction with its duties shall be kept secure at all times by the Contractor. Keys shall not be taken off campus. Keys must be stored in a secure electronic key watcher box while not in use and must be kept in possession of Contractor personnel on their person and securely attached at all times. If keys are misplaced or lost by Contractor personnel, Contractor shall incur full cost to rekey building/buildings.

Personnel will be expected to deal with Samford University employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from Samford University employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at Samford University locations, using Samford University equipment or supplies for personal reasons or to satisfy the requirements of this contract, or taking Samford University materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. Samford University has the right to remove any personnel from our location at its sole judgment. If any personnel is terminated they will be required to turn in all shirts, id badges and keys immediately.

In addition, at times special circumstances may arise in which Samford University would require a janitor's responsibilities to change for a short period of time. This may result in the janitor performing a function not normally within their job description. Contractor must ensure that employees are flexible to be able to handle special circumstances as they arise. At various times during the year there will be a

requirement for additional time to prepare the residential halls for fall and spring occupancy. This could result in extra hours as needed to complete the task.

TASKS – ADDITIONAL INFORMATION/REQUIREMENTS

High-Visibility Cleaning Tasks:

HV1 – Police High-use, High-Visibility Area – During or immediately following peak times, collect and dispose of overfilled trash and recyclables, remove soil and replace soiled or torn liners; spot sweep using broom and pan method and spot mop floors; spot clean horizontal and vertical surfaces, sanitize high-touch points and refill dispensers.

Floor-Care Tasks:

F1 – Dust Mop or Sweep – Move furniture and walk-off matting to ensure no accumulation of debris, dust or soil.

F2 – Spot Mop – Respond immediately to spills and always use wet floor signage until floor is dry.

F3 – Damp Mop or auto-scrub – Damp mop when the area is congested and use wide-area technology for large, open areas.

F4 – Damp Mop, Disinfect – See F3 using an approved germicidal

F5 – Machine Scrub, Germicidal – Floor scrubbing, with an approved germicidal, using a rotary (swing) machine with a pad or brush.

F6 – Treat Floor Drains - After pouring solution into the drain, the top of the drain and area surrounding it shall be wiped dry to remove any spots.

F7 – Burnish Finished Hard Surfaces - High-speed burnisher is defined as (1500 to 2500 RPM). Upon completion, dust mop floor and wipe baseboards and low wall areas to remove dust which may have been dislodged during burnishing.

F8 – Deep Scrub and Recoat – Deep Scrub to remove two to three coats of finish. Recoat floors with new finish to provide a clean, high-gloss appearance.

F9 – Strip and Refinish - Complete removal of all floor finish, sealer, buildup and scuffs. Recoat floors with new finish to provide a clean, high-gloss appearance.

F10 – Spot Clean Carpet – Special care to be taken to ensure that the spot cleaning solution or methods do not damage the carpet.

F11 – Full Vacuum Matting – Some matting may require occasional "hosing down" outside to remove soil and debris. All entrance mats shall be lifted to remove soil and moisture underneath and shall then be returned to their normal location.

F12 – Traffic Vacuum – Upon completion of traffic vacuuming, there shall be no visible debris or soil.

F13 – Full Vacuum - Full vacuuming includes the removal of all corner and edge dust and buildup.

F14 – Interim Carpet Care – Includes all interim carpet cleaning techniques approved for the carpeting being serviced.

F15 – Hot-Water Extract – Includes all restorative carpet cleaning techniques approved for the carpets being serviced. Upon completion, use enhanced carpet drying methods whenever possible and allow for sufficient drying time.

F16 – Polish Marble and Terrazzo – Includes all polishing methods resulting in a clean, uniform, high-gloss appearance. Floor repair and honing not included.

F17 – Remove Exterior Debris – Includes all foreign matter in courtyards and at least (15) feet of the building perimeter on a daily basis. The Contractor is responsible for servicing all outdoor trash receptacles at least fifteen (15) feet of a building entrance, to include sidewalks, exterior stairs, and landings.

General Cleaning Tasks:

G1 – Clean Chalk or Marker Boards – Includes the removal of chalk dust from chalk trays.

- G2 – Dust and Spot Clean – Includes horizontal and vertical surfaces up to shoulder height.
- G3 – High Dust – Includes horizontal and vertical surfaces above shoulder level up to 9'0." Bulb changing not included.
- G4 – Low Dust – Includes horizontal and vertical below-the knee surfaces.
- G5 – Damp Wipe and Disinfect – Using an approved germicidal
- G6 – Damp Wipe and Disinfect Partitions and Doors – Using a cleaner, then an approved germicidal; generally applicable to restroom and locker areas.
- G7 – Spot Clean Glass and Frames – For the removal of spots and streaks.
- G8 – Full Clean Glass and Frames – Generally completed on a cycle schedule
- G9 - Full clean Mirrors and Frames – Generally complete on a cycle schedule
- G10 –Perimeter Glass, Spot Clean Only to 9'0" – Spot clean readily observable spots over 6 " in diameter.
- G11 – Clean and Disinfect Fountains - Includes entire drinking fountain, including all sides, vents, and surrounding wall surfaces.
- G12 – Clean and Polish Stainless Steel - Abrasive cleaners, pads, or brushes are not permitted as they may damage surfaces.
- G13 – Empty Trays – Includes standing water in water coolers catch basins.
- G14 - Clean Appliance Exteriors – May require adherence to individual building policies.
- G15 – Vacuum Upholstered Furniture – Includes the use of a crevice tool if necessary to remove dust from crevices. Also, includes damp wiping of non-upholstered surfaces to include furniture legs.
- Trash and Recycle and Dispenser-Related Tasks:**
- T1 –Trash and Recycle Management - Items specifically marked "trash" must also be removed. Recycling bins must be monitored on a daily basis by the Custodial staff and must be serviced as needed. See Samford University's Recycling Program Appendix II for more detail.
- T2 – Clean and Disinfect Receptacles – May require pressure washing or agitation with a brush or cloth to remove soil and prevent malodor.
- T3 – Restock Supplies and Dispensers - No extra rolls of paper towels or toilet tissue shall be left in the rest rooms. After refilling, the dispensers shall be ready for use and checked so that paper rolls easily.
- T4 – Deliver Large Receptacles upon Request – When requested, generally for an office clean out or relocation, a large receptacle shall be delivered to the required location. Separate receptacles for trash and recycle may be requested. When full, remove to a designated location.

F. Training

Contractor shall ensure that staff has received appropriate training for all services described herein. Training programs are to be approved by Samford University. Evidence of training must be provided upon request of Samford University. The training shall include, but not limited to:

- Environmental Health and Safety training
- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical "hazard" communication training
- Workplace safety training
- Orientation to the building(s) being serviced
- Green Cleaning training
- APPA Level 1 and 2 Standards and practices
- SU Campus Smoking Policy
- SU Campus Recycling Program training

Contractor shall provide all training at no additional cost to Samford University. Contractor shall provide evidence of initial training, as well as refresher training, at the discretion of Samford University. As a training requirement, Contractor shall provide at least 40 hours of training for each janitor in a Samford University-designated on-campus training facility. As part of green cleaning best practices, the Contractor shall provide at least eight hours per year of training for each janitor (must be documented and submitted as part of green cleaning reports).

G. Paper Products / Consumables / Trash Liners

Currently, Samford University does not purchase any paper products, consumables and trash liners. This RFP states that the Contractor shall be responsible for providing pricing for all consumables, including paper products and trash liners for each location, to be included in the overall fixed price.

Although the Contractor is to provide pricing for consumables and is to include the consumables as a line item cost in its overall price, Samford University reserves the right, at any time, to remove the purchasing of the consumables from the contractor's responsibilities. If Samford University exercises this right and elects to purchase the consumables directly, the contract amount will be reduced by the line item cost amount listed by the contractor as the cost of providing the consumables.

The paper products, consumables and trash liners shall include, but not necessarily be limited to:

- White folding towels
- Roll Towels
- Toilet tissue
- Hand soap
- Trash liners
- Feminine Products

Per USGBC requirements, disposable paper products and trash bags must meet the minimum requirements (at least 70% by annual cost) of one or more of the following programs for the applicable product category:

- EPA comprehensive procurement guidelines, for custodial paper;
- Green Seal GS-01, for tissue paper, paper towels and napkins;
- Environmental Choice CCD-082, for toilet tissue;
- Environmental Choice CCD-086, for hand towels;
- Custodial paper products derived from rapidly renewable resources or made from tree-free fibers;
- FSC certification, for fiber procurement
- EPA comprehensive procurement guidelines, for plastic trash can liners

Contractor shall provide Samford University with Quarterly reports indicating that the Contractor is meeting the above requirements for the purchase of paper products and trash bags. These reports shall show a breakout of sustainable/non-sustainable products. Samford University must approve paper product selection prior to the start of the contract.

Monthly Inspections:

During the term of this agreement, Contractor and Samford University shall jointly conduct monthly quality. For the purposes of measuring contractor performance, each building must be inspected and uploaded into the Quality Summary Report each month – SU Administrator shall have primary responsibility for auditing scheduling. Failure to upload and/or failure to reach the minimum score (85%) in the APPA Level 2 Areas and (93%) in the APPA Level 1 Areas shall be considered non-compliance. Two consecutive months of non-compliance shall result in a 1.5% penalty of the second month's invoice

value for the individual buildings that are non-compliant for two months. The penalty shall be continued for additional consecutive months of non-compliance. The Administrator has primary responsibility to schedule and coordinate the monthly audits

1) Failure to conduct the required monthly audit

The SU Administrator has the primary responsibility to schedule and coordinate, with Contractor management, a monthly audit using the Smart Inspect quality platform.

Failure to conduct the required monthly quality audit will be deemed as the equivalent of failing to meet the prescribed QSP score. The 1.5% penalty, as well as other available remedies, will apply.

2) Failure to meet other terms and conditions of the Agreement

The Contractor also agrees to the other terms and conditions as described in the Agreement. Failure to meet these terms and conditions may result in termination.

Emergency Response Consideration

Samford University understands that the Contractor, at times, is required to reassign staff to respond to an emergency. In these cases, the facility that had the reduced available staffing shall not be inspected for two days in order to give the Contractor a chance to catch up on the cleaning of that facility.

H. Chemicals

The Contractor shall be responsible for providing all cleaning chemicals and supplies, to be included in the overall fixed price.

Contractor will comply with all OSHA requirements and maintain the appropriate Material Safety Data Sheets (MSDS) wherever it stores chemicals at each Samford University building. The Contractor will also provide the Samford University Administrator a composite manual on all MSDS. The MSDS must be kept current. Upon request, the Contractor shall submit a written list of all supplies with attached MSDS intended for use in the buildings. All chemicals and supplies brought on-site by Contractor must be properly labeled and stored according to OSHA regulations. Cleaning supplies and chemicals shall be discussed during the annual vendor review meeting, to include topics such as: reporting, cost reduction, supply distribution, usage, standardization and green cleaning.

The Contractor shall provide Samford University with quarterly reports proving that the Contractor is meeting the above requirements for the purchase of chemicals and supplies (this can be done via an up-to-date log book). These reports shall show a breakout of sustainable/non-sustainable products.

The Contractor shall work with Samford University on an ongoing basis to test new cleaning supplies, methods, processes and consumables to develop program improvements.

I. Equipment

Contractor shall be responsible for providing and maintaining all equipment and related items for Samford University. Equipment is to be in new or like-new condition, well maintained and checked periodically for safety hazards. All equipment is to be stored out-of-sight in the appropriate designated area(s) when Contractor's personnel have completed their task. At the onset of the new contract, Contractor will provide Samford University with a list of equipment to be used at Samford University Campus. This list must be maintained and updated throughout the life of the contract and shared with Samford University upon request. Samford University reserves the right to require specific equipment to be utilized to preserve building finishes. Contractor will be responsible for any repairs as a result of misuse or negligence. Contractor shall begin contract with all new or like-new equipment. Gas power equipment may not be stored inside any building. Samford University reserves the right to require specific equipment to be utilized to preserve building finishes.

J. Green Cleaning

To demonstrate its commitment to sustainable greening of its facilities, Samford University requires that the Contractor performs green cleaning in accordance with accepted industry standards. Additionally, the Contractor shall submit quarterly cleaning supplies, consumables, equipment and materials reports indicating compliance with green cleaning protocol

K. Security

Contractor shall perform its standard employment screening at no cost to Samford University (including criminal background investigation). Contractor shall perform a criminal background investigation on any of its personnel who performs services for Samford University prior to beginning an assignment at Samford University, and shall certify to Samford University that no such personnel has any criminal background that would render such personnel not bondable as an employee according to customary bond underwriting criteria. Samford University reserves the right to review these records.

Contractor will be responsible for turning off all lights and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

When notified by Samford University of an act of theft or dishonesty by Contractor personnel, and such act is not reasonably in dispute, Contractor shall immediately reimburse Samford University for the amount of Samford University's resulting loss without consideration of any potential reimbursement or recovery from Contractor's fidelity carrier. Contractor will remove any Contractor personnel from assignment at Samford University that are deemed by Samford University to be unsatisfactory for any reason.

Contractor shall maintain a disaster recovery and pandemic response service plan to ensure safety, business continuity and minimum disruption to Samford University.

Contractor represents and warrants that all Contractor employees designated to perform services at Samford University locations are either citizens or legally eligible to work in the United States.

Contractor also represents and warrants that it has and will comply with all applicable immigration laws and regulations relative to those employees.

L. Language Requirements

All Supervisors must be able to speak, read and write fluent English.

M. Building Data (see attached)