

**REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
HOUSEKEEPING SERVICES
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
UNIVERSITY OF MISSOURI HEALTH CARE
RFP # 31060
DUE DATE: NOVEMBER 26, 2019
TIME: 12:00 PM CDT**

THE CURATORS OF THE UNIVERSITY OF MISSOURI
Prepared by:
Kyla Rogers
Sr. Business Services Consultant
University of Missouri System Supply Chain
2910 LeMone Industrial Blvd
Columbia, MO 65201

Dated: May 17, 2019

RFP # 31060

HOUSEKEEPING SERVICES

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NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of Housekeeping Services, **RFP #31060** which will be received by the undersigned at UM Supply Chain, until **November 26, 2019 at 12:00 PM CDT**. **The University assumes no responsibility for any vendor's on-time receipt at the designated location for proposal opening.**

Specifications and the conditions of Request for Proposal together with the printed form on which Request for Proposals must be made may be obtained by accessing the following website: <http://www.umsystem.edu/ums/fa/procurement> or from the Strategic Sourcing Specialist identified within this document.

In the event a Respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them to:

Kyla Rogers
University of Missouri System Supply Chain
2910 LeMone Industrial Blvd
Columbia, Missouri 65201
573-882-8212
rogersk@umsystem.edu

All questions regarding the RFP must be received no later than Noon on November 20, 2019.

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI
Prepared by:
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**UNIVERSITY OF MISSOURI
REQUEST FOR PROPOSAL (RFP)
GENERAL TERMS AND CONDITIONS
&
INSTRUCTIONS TO RESPONDENTS**

A. General Terms and Conditions

1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.
2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
3. **Taxes:** The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.
5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
6. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

Supplier Diversity Participation: The University of Missouri System is committed to and supports supplier diversity because it is essential to the University's mission and core values. Diverse suppliers must be at least

51% owned and controlled by someone in one of the recognized groups (see below). These firms can be a sole proprietorship, partnership, joint venture or corporation. Diverse suppliers should be certified from a recognized certifying agency. A list of certifying agencies can be found at:

<https://www.umssystem.edu/ums/fa/procurement/sdsbd/what-is-supplier-diversity>.

The definition of what counts as a diverse supplier for the University of Missouri System are:

- MBE (Minority Owned Business Enterprise)
 - African American
 - Asian American
 - Pacific Asian American
 - Subcontinent Asian American
 - Hispanic American
 - Native American
- WBE (Women Owned Business Enterprise)
- DVBE (Service Disabled Veteran Owned Business Enterprise)
- VBE (Veteran Owned Business Enterprise)
- LGBT (Lesbian, Gay, Bisexual, Transgender)
- DBE (Disadvantaged Business Enterprise)

Tier 2 Diverse Supplier Spending and Reporting: The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 spend is spend reported by primary suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary suppliers may be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect.

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
- Indirect dollars - based on a percentage of revenue the University represents to the supplier. An example is as follows:
 - 1) Supplier's Total Revenues: \$10,000,000
 - 2) Revenues from University \$: \$ 4,000,000
 - 3) University % of Total Revenues: 40% (#2 divided by #1)
 - 4) Total MBE Dollars \$: \$ 150,000
 - 5) Total WBE Dollars \$: \$ 150,000
 - 6) Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
 - 7) Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
 - 8) Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
 - 9) University % Attributable Revenue: 3% (#8 divided by #2)

Respondents must indicate their Supplier Diversity participation levels committed to this contract on the Supplier Diversity Participation Form included in this RFP (see Attachment A). The Respondent must describe what suppliers and/or how the Respondent will achieve the Supplier Diversity goals. Evaluation of proposals shall include the proposed level of

Supplier Diversity participation. Proposals that do not meet the participation requirements for Supplier Diversity will not receive any of the points during proposal review.

Suppliers/contractors will be responsible for reporting Tier 2 diverse supplier participation on an agreed upon timing (e.g., quarterly, annually) when business is awarded.

The University will monitor the contractor/supplier's compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the contractor/supplier's payments to participating diverse suppliers are less than the amount committed to in the contract, the University reserves the right to cancel the contract, suspend and/or debar the contractor/supplier from participating in future contracts.

7. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
8. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days' notice.
9. **Applicable Health Related Laws and Regulations:** If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of the University Hospitals and Clinics, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded

health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Bidders/Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

10. **Inventions, Patents, and Copyrights:** The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

11. **Insurance:** The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.
12. **Performance Bond/Irrevocable Letter of Credit:** If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.
13. **Vendor Gifts:** The contractor shall refrain in offering any offers of gifts to the University, and all University of Missouri employee's, in accordance with University of Missouri Policy #26301, Suppliers.

B. Instructions to Respondents

1. **Request for Proposal (RFP) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions.

Failure to do so is at Request for Proposal's risk. It is the Respondents' responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Any and all communications from Respondents regarding specifications, requirements, competitive Request for Proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received.

The RFP document and any attachments constitute the complete set of specifications and Request for Proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. **Preparation of Request for Proposals:** All Request for Proposals must be submitted in the format and number of copies as specified in the detailed specifications and must be enclosed in a sealed envelope plainly marked: Request for Proposal #31060 for Housekeeping Services, mailed and/or delivered to UM System Supply Chain, 2910 LeMone Industrial Blvd, Columbia, MO 65201, ATTN: Kyla Rogers.

To receive consideration, Request for Proposals must be received, at the above address, prior to the Proposal due date and time stated in this RFP. It is the respondent's full responsibility for the actual delivery of Proposals during business hours at the specified address.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All Requests for Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive

evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents Proposal and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

- 3. Submission of Proposals:** Respondent shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the Respondent's organization. Signature on the proposal certifies that the Respondent has read and fully understands all RFP specifications, plans, and terms and conditions.

By submitting a proposal, the Respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham proposal; (3) the Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Respondent has not sought by collusion or otherwise to obtain any advantage over any other Respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the RFP closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted in a sealed envelope marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing date and time. Proposals may not be modified after the RFP closing date and time. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for RFP closing. Proposals may be withdrawn in person before the RFP closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a Respondent believes any of the information contained in the Respondent's response is exempt from 610.021 RSMo, the Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the Respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the Respondent's response in order to verify the intent. The Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Respondent's financial resources; the availability, quality and adaptability of the Respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record.

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Chief Procurement Officer-UM System Supply Chain shall be final and binding upon all parties.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful Respondent(s) shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract prepared by the University. The Contract Documents shall include the Advertisement for Request for Proposals, Specifications and Addenda, Exhibits, Request for Proposal Form, Form of Contract, Statement of Work, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.
7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Preferred settlement method is through the use of Electronic Accounts Payable solutions. The University encourages suppliers to opt into its Single-Use Account (SUA)

credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms. An alternative electronic solution is payment through Automated Clearing House (ACH). Payment terms associated with settlement via ACH or check will be considered to be Net 30 days. Earlier settlement will be considered if cash discounts for prompt payment are offered. Cash discounts for prompt payment will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

10. **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
11. **Debarment and Suspension Certification:** The contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).
12. **Cooperative Purchasing:** The intended coverage of this RFP, and any Agreement resulting from this solicitation, shall be for the use by all faculty, staff, students, departments and affiliates of the University of Missouri, including University of Missouri Health Care.

The University of Missouri System seeks to make the terms and prices of this contract available to other higher education institutions and public entities in the State of Missouri. Extension of the terms and prices to any or all other Missouri higher education institutions and public entities is at the discretion of respondents and shall not be considered in the award of this contract. The contractor shall further understand and agree that participation by other higher education institutions and public entities is discretionary on the part of these institutions, and the University of Missouri System bears no financial responsibility for any payments due the contractor by such entities, nor will the University be responsible for contract administration for other institutions.

UNIVERSITY OF MISSOURI
DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

1. OBJECTIVE

The Curators of the University of Missouri, a public organization, propose to contract on behalf of the University of Missouri System (hereinafter referred to as "University") with an organization (hereinafter referred to as "Consultant"), to provide **Housekeeping Services** as described herein. At the sole option of the University, any additional services outside the specific scope of this RFP, the awarded vendor(s) provides or specializes in, can be accessed through this contract with appropriate submission of proposal or statement of work.

2. SCOPE

University of Missouri System is seeking proposals from experienced professional firms interested in providing the following: Housekeeping Services.

Contractor will furnish:

- **Day Housekeeper: Attachments C,D, & E** includes a listing of five Day Housekeeper positions:
 - Quarterdeck on Monday through Friday 8:00AM to 4:30PM
 - University Physicians Medical Building on Monday through Friday 12:00PM to 5:00PM
 - Wyatt Guest House requires eight hours Monday through Friday. No shift may begin earlier than 8:30AM. This service may be provided as 1 housekeeper, working 8 hours; however, facility staff recommends two housekeepers, working 4 hours shifts, due to volume of workflow early in the day.
 - South Providence Medical Building and Women's and Children Hospital Health Pavilion on M-F 7:30 AM- 4 pm.
 - Monthly billing will be adjusted for any absences of Day Housekeeper.
 - Check in and Check out tracking will be implemented on Day Housekeeper.

The Day Housekeeper will primarily be responsible for refreshing public areas and maintaining restroom cleanliness within the Scope of Cleaning Services for Housekeeping Duties, **Attachments F1-4**. Each facility will have routines specific to its operation, MUHC and facility will work with approved Contractor to identify Day Housekeeper responsibilities, in addition to tasks listed in the **Attachments F1-4 "Scope of Cleaning Services—Day Housekeeper."** Day Housekeepers, except at Wyatt Guest House, will be notified of additional housekeeper service requests by pager/cell phone. MUHC will provide a pager for Day Housekeeper use and it will be the responsibility of contractor to replace if lost or damaged. The Day Housekeeper will keep pager in physical possession while working regular shift. The contact phone number for that pager or cell phone will be provided to key MUHC facility staff to allow contact to notify the Day Housekeeper of immediate needs in the facility during the Day Housekeeper's regularly schedule hours.

Pharmacy Locations: **Attachments C, D & E** includes a listing of four pharmacies in the following clinic locations: South Providence Medical Building, University Physicians Medical Building, Smiley Lane Family Medical Clinic, and Fairview Clinic. A member of the MUHC pharmacy staff is required to be present during housekeeping activities, including for special projects such as floor care which will need to be scheduled with pharmacy in advance.

- South Providence Medical Building and University Physicians Medical Building: the Day Housekeeper should perform daily cleaning needs during regular pharmacy business hours.
 - Smiley Lane Family Medical Clinic and Fairview Clinic: there is no Day Housekeeper and no pharmacy staff member available after pharmacy hours of Monday through Friday 8:30AM to 5:00PM. The Contractor will need to provide housekeeping services to the pharmacy during the pharmacy's regular business hours.
- **Clinic and Support Building Locations:** Employee(s) for all clinic and support buildings listed on **Attachments C, D & E**. Cleaning services should be completed between 6:00PM and 7:00AM, with the exception of locations with pharmacies (see above), Hy-vee Quick Care clinics with cleaning hours of 7:00PM to 7:00AM, and Urgent Care with cleaning hours of 8:00 PM to 7:00AM.
 1. MUHC shall furnish the following disposable supplies: trash can liners, toilet paper, paper towels, hand soap, toilet seat covers and urinal screens, paper masks, alcohol based hand sanitizer, facial tissue, recycling bins, and walk off mats.
 2. Contractor shall be responsible for replenishing disposable supplies to include: trash can liners, toilet paper, paper towels, hand soap, toilet seat covers and urinal screens. Contractor will not replace alcohol based hand sanitizer in dispensers, this is the responsibility of departmental staff. Contractor shall also be responsible for emptying public area recycle bins to appropriate container outside the facility.
 3. Contractor will provide hospital approved disinfectant and cleaning chemicals, cleaning cloths, flat microfiber mops, equipment and tools (to include but not limited to dust wands with disposable or cleanable covers, dust mops, housekeeping carts, and floor care equipment), cleaning supplies, and personal protective equipment in order to complete Scope of Cleaning Services, **Attachments F1-4**.
 - a. Contractor will use hospital approved disinfectant for daily cleaning. All cleaning supply names and Safety Data Sheets will be submitted to MUHC Housekeeping Service Coordinator for approval prior to use in the facility. After the RFP is awarded the selected Contractor will have 30 days prior to the start date to submit names of cleaning chemicals and Safety Data Sheets for approval.
 - b. Contractor shall use cleaning cloths with hospital approved disinfectant on surfaces and flat microfiber pads with hospital approved disinfectant on hard flooring. Cleaning cloths will be changed as necessary to avoid cross-contamination. Flat microfiber pads will be changed after each room. String mops should be used for project use only.
 - c. All equipment furnished by the contractor shall be labeled so ownership can be readily identified.
 - d. All electrically operated equipment will possess proper grounding capabilities and will be grounded when in operation - with cords intact and no exposed wiring. Extension cords may not be used with equipment in MUHC facilities.

4. The Contractor is responsible for training of staff to ensure safety and compliance within MUHC guidelines.
5. It shall be the Contractor's responsibility to maintain the storage area in a clean, neat, and orderly appearance at all times in all designated areas within the facility.
 - a. This shall include weekly cleaning of janitorial carts, shelving and walls. Floor and utility sinks should be cleaned daily.
 - b. Contractor shall store organized supplies and materials in the storerooms provided. Contractor will monitor furnished supply inventory levels at each facility and will provide adequate restocking notice via emails to facility contacts—this information will be provided to awarded Contractors.
 - c. Supplies delivered will be removed from cardboard boxes and stored on shelves in the housekeeping closet—no supplies may be stored on the floor. Supplies may not be stored within 18 inches of the supply closet ceiling.
6. Contractor will review cleaning locations in **Attachment C, D & E** for information on regular hours for each facility, some facilities have extended evening hours or Saturday and Sunday hours.
 - a. Contractor shall be aware of MUHC recognized holidays and work with the location regarding operating hours of the facility on those dates. MUHC recognized holidays include: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following, and Christmas Day.
 - b. Contractor shall be aware Urgent Care and Hy-vee Quick Care locations will have reduced operating hours (8AM – 4PM) on MUHC recognized holidays. These locations will be closed on Thanksgiving Day and Christmas Day.
 - c. Contractor is responsible to make sure premises have been cleaned following cleaning frequency guidelines as outlined in Scope of Cleaning Services, **Attachments F1-4**.
7. **Attachments F1-4 "Scope of Cleaning Services"** defines the scheduled daily, weekly, monthly, and bi-annual/annual Contractor Provided Duties.
8. Contractor will notify and schedule with MUHC EVS Service Coordinator(s) at least one day in advance of special projects such as: carpet extraction, upholstery fabric cleaning, scrubbing/recoating tile floors, scrubbing of non-wax flooring, and stripping and refinishing of floors. Manufacturer specifications for specialty surfaces can be provided on request. Upon completion, MUHC Housekeeping will be notified of the completion date of the special project and will confirm the satisfactory completion of the task.
9. In addition to providing services that fall within **Attachments F1-4 "Scope of Cleaning Services,"** the contractor may be asked to perform special requested services for major cleanup of a clinic or support building due to emergency/unplanned circumstances such as fires, large pipe breaks with substantial water damage, explosions, large amounts of broken glass, etc.
 - a. MUHC shall give specific authorization to Contractor for completing tasks not specifically covered in this contract such as major disinfection of a room, moving of furniture, or assembly of furniture.
 - b. A quote for services related to emergency/unplanned circumstance will be requested from the contractor prior to the work being performed.

10. Work duties should cause minimal distraction or interference to occupants and facility users. Contractor's employees shall not disturb personal belongings and papers of the occupants, use telephones for personal use, or use any office equipment such as copy machines, televisions, or computers.
11. Awarded Contractor will provide email addresses for direct correspondence with building supervisor personnel, Clinic Administration, the MUHC Housekeeping Service Coordinator and other designees.
12. There will be QA housekeeping inspections completed by MUHC Housekeeping Service Coordinator(s) and these reports will be sent to the Contractor, MUHC Director of Environmental Services, MUHC Clinic Administration, Clinic Management Staff and/or Support Building Staff.
 - a. Contractor will be expected to maintain the facility cleanliness at or above 86% score as assessed through a QA assessment tool.
 - b. Any facility with scores below 86% for three consecutive months will be assessed and additional actions, including possibility of termination of contractor agreement, may be discussed.
13. Contractor will meet as necessary with MUHC Housekeeping Service Coordinator.
14. MUHC Housekeeping Service Coordinator will coordinate service needs/requests between Contractor and the Clinic and/or Support Building.
15. Contractor will follow HR5005-UMHC Dress Code policy and Environmental Services guidelines for appearance in facilities.

KEYS AND SECURITY

1. Building Access -- The MUHC Building Manager will give approval for Contractor building access and/or janitorial closet key requests and/or the combination required for access to service areas. Keys will only be issued to Contractor's management team and only to individuals on a list provided by the Contractor as approved to sign for keys. Badge access requests will be submitted to MUHC Service Coordinator for MUHC Security approval.
 - a. No building keys may be copied.
 - b. In buildings where block keys are established the block keys shall not leave the building.
 - c. Contractor's employees shall not admit anyone to areas controlled by a key or badge in their possession.
 - d. In order to maintain security, only areas in employee's direct view shall be unlocked. Contractor is responsible for security of their equipment, tools, and supplies.
 - e. Cleaning staff will ensure all lights are off where it is obvious the areas is unoccupied and cleaning is completed.
 - f. Contractor will ensure cleaning staff have exited the building after cleaning is completed and all exterior doors have been secured.
 - g. If keys are lost, contractor shall be responsible for the total cost of re-keying and replacement of all clinic locks and keys.
2. In the event of a lost key, lost MUHC identification badge, or the termination or separation of an employee, the MUHC Service Coordinator and MUHC Security will be notified immediately.
3. Contractor shall be responsible to repair, replace, or indemnify the individual, department, or MUHC for property damaged by Contractor's employees.

PARKING

1. Parking garages/lots near the facilities listed below are policed 24/7 and MUHC requires parking permits for parking on lots near these facilities:
 - a. University Hospital, 1 Hospital Drive, Columbia, MO
 - b. University Physicians Medical Building, 1020 Hill Street, Columbia, MO
 - c. Women's and Children's Hospital, 404 N Keene, Columbia, MO
 - d. Quarterdeck, 2401 Lemone Industrial Blvd, Columbia, MO
2. If a Contractor's staff are parking a vehicle in a garage/lot near one of the four facilities listed above, the Contractor shall contact the University Parking and Transportation Office at 882-4568 and request a vendor parking permit. The fee is \$252 per year/per vehicle. The fee shall be paid in full each July, if the permit is purchased after July 1 the fee will be prorated.
3. Once the \$252 fee is paid the vendor is provided information to log into a system to enter the vehicles license plate number. If that number needs to be changed during the year the same system would be accessed again to change the license plate number.
4. MUHC is not responsible for any fees or damage to vehicles.

ON SITE TOURS

A MANDATORY tour to view the site has been scheduled for November 13, 14 & 15, 2019. Please confirm attendance with KYLA ROGERS by email at rogersk@umsystem.edu before November 12th, 2019 AT 4:00 PM CDT for agenda and timeline.

The purpose of the tour is to allow potential respondents the opportunity to review each location. Each respondent is solely responsible for touring each location, verifying square footage, and accessing staffing and equipment needs. The respondent shall not be relieved of responsibility for performance under the contract for any reason whatsoever including, but not limited to the respondent's failure to observe existing conditions, etc. Note: Site tours when scheduled are mandatory for respondents to attend, and no additional tours will be given. No respondent may bring more than two (2) individuals.

ON SITE PRESENTATIONS

Vendors will be required to provide onsite presentation to the RFP review team the week of December 16, 2019. Once responses have been received, opened, and reviewed, invites will be sent to those vendors selected to participate in the presentations if required.

The request for proposal is for a complete solution for University of Missouri Health Care (MUHC) and all affiliates and partners. MUHC reserves the right to allow additional campuses to access this agreement and share negotiated cost with those.

3. BACKGROUND UNIVERSITY INFORMATION

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

MU HEALTH CARE. As part of the state’s premier academic health system, University of Missouri Health Care offers a full spectrum of care, ranging from primary care to highly specialized, multidisciplinary treatment for patients with the most severe illnesses and injuries. Patients from each of Missouri’s 114 counties are served by approximately 640 faculty physicians, an additional 200 healthcare providers. The full complement of clinical staff includes a total of 6,000 physicians, nurses and health care professionals at MU Health Care. With initiatives such as the Culture of Yes and healthy lifestyle challenges, MU Health Care is a premier destination not only for patients, but also for job seekers.

MU Health Care is comprised of five hospitals: Ellis Fischel Cancer Center, the Missouri Orthopaedic Institute, the Missouri Psychiatric Center, University Hospital, and Women’s and Children’s Hospital, as well as 58 outpatient clinics. The inpatient hospitals have a combined 595 beds. Affiliates of MU Health Care include Capital Region Medical Center, Columbia Family Medical Group, Columbia Surgical Associates, Health Network of Missouri, MPact Health and Rusk Rehabilitation Center. MU Health Care also partners with Cerner Corporation, a Missouri based supplier of health information technology solutions, services, devices and hardware through the Tiger Institute for Health Innovation. The Tiger Institute serves as MUHC’s IT function along with working alongside MUHC clinicians and staff to develop innovative improvements to Cerner technology products. The health system is consistently ranked as a top performer in information technology advances. MU Health Care’s Ellis Fischel Cancer Center is an affiliate of MD Anderson Cancer Network.® MU Health Care is one of only two tier-one safety net health systems in Missouri (the other being Truman Medical Center in Kansas City).

4. CONTRACT PERIOD

The contract period shall be from the date of award until February 28, 2021 with the option by the University to renew for four (4) additional annual terms.

Vendors awarded this contract are expected to hold rates firm for the initial term of the contract. Thereafter, upon mutual agreement of the parties and justifications associated with market changes, price changes will be considered. The vendor must notify in writing to Office of the Director of Supply Chain One Hospital Drive, DC068.20, Columbia, Missouri, 65212, any notification of price changes via certified mail. Those notifications must be received in the Office of the Director of Supply Chain thirty (30) days prior to price going into effect. The University reserves the sole right to accept or reject proposed changes.

5. INSTRUCTIONS FOR PROPOSAL RESPONSE

Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability to meet (and how) the evaluation questions.

Respondents must be clear and concise in responses in order to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee that specifications are met. If “no response” or insufficient response to substantiate compliance is provided, the University reserves the sole right to reject vendor’s proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked. These are not valuable in the volume of information the various evaluating teams must review.

Proposals must be submitted in the number and manner as specified below:

Volume I – Functional Section is to be submitted with six (6) total copies, one (1) original paper, four (4) paper copies, and one (1) electronic copy via flash drive (not password protected) in PDF format and must contain:

*Response to Information for Respondents and General Conditions, Mandatory Specifications and vendor responses, and Desirable Specifications and vendor responses. If there is any vendor related contract that must be signed as part of doing business, it should also be included in this section. **This section includes all response information, except pricing information and Supplier Diversity Participation Form.**

Volume II – Financial Section must be submitted in a separately sealed envelope with six (6) total copies, one (1) original paper, four (4) paper copies, and one (1) electronic copy via flash drive (not password protected) in PDF format and must contain:

*Proposal Form with any supplemental pricing schedules, if applicable, and Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical. This section should also include the Supplier Diversity Participation Form. Financial statements that may be required are also to be included in this section.

Respondent must complete and return the University Proposal Form with proposal response. Vendor quote sheets are not acceptable forms of bidding and could cause rejection of response. All proposals must be enclosed in a sealed envelope plainly marked: **Request for Proposal #31060 for HOUSEKEEPING SERVICES, mailed and/or delivered to UM System Supply Chain, 2910 LeMone Industrial Blvd, Columbia, MO 65201, ATTN: Kyla Rogers.**

Responses to this document must address issues in the order provided.

Note: Any Respondent's Request for Proposal that makes material modifications to the University's Terms and Conditions may be found non-responsive, as solely determined by the University.

Confidentiality of Information:

All records received from a Contractor will be deemed public records and presumed to be open. If the contractor submits with the Request for Proposal any information claimed to be exempt under the Revised Statutes of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the Request for Proposal; however, if a contract is awarded to this Contractor as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."

6. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL

Respondents must meet the mandatory/limiting criteria to be "qualified" for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of University individuals will evaluate and assign points to vendors' responses to the evaluation questions. At the sole option of the University, the functional/technical review team may decide to go on a site visit, at their expense, or request vendors to perform a presentation/demonstration to confirm specifications are met as provided in responses. The University could elect to not award to a potential respondent if site visits revealed compliance inconsistency.

The University may request vendors selected as finalists to come onsite to the University, at the vendor's expense, for presentations as part of the RFP selection.

Proposals will be awarded based upon the functional and financial evaluation.

7. CONSULTANT'S LIABILITY AND INSURANCE REQUIREMENTS –

Liability:

The Consultant agrees to define, indemnify, and hold harmless the University, its officers, agents and employees from and against all losses and expenses (including costs and attorney's fees) resulting from any injury (including death) to any person, or damages to

property of others arising out of the acts or omissions of the Consultant, its employees, or agents in performance of the work under this Agreement.

Insurance:

The Consultant shall provide and maintain, during the life of the Agreement, insurance acceptable to the University which will afford protection and coverage in accordance with the requirements set forth below:

Commercial General Liability Coverage comparable to Comprehensive General Liability coverage to protect the Consultant and any Sub-consultant performing work covered by this Agreement from claims for damages for personal injury, bodily injury (including wrongful death), and from claims for property damage which may arise from the operation under the Agreement. The coverage will provide protection for all operations by the Consultant or any Sub-consultant or by anyone directly or indirectly employed by either of them. In addition, the coverage is to include "The Curators of the University of Missouri" as "Additional Insured." The amount of the insurance shall not be less than a minimum of \$1,000,000 combined single limit, per occurrence and aggregate, for both bodily injury and property damage combined.

In lieu of the "Additional Insured" endorsement, an Owners-Contractors-Protective policy may be provided evidencing "The Curators of the University of Missouri" as the Named Insured.

Professional Liability Insurance will be provided by the Consultant to cover any claims, including but not limited to errors and omissions, which may arise from the work performed by the Consultant, Sub-consultant, or anyone directly or indirectly employed by them. The coverage provided will not be less than \$1,000,000 per occurrence and aggregate.

All insurance shall be procured through agencies and be written by insurance companies which are acceptable to and approved by the University, e.g., all coverage should be placed with Insurance Carriers that are licensed to do business in the State of Missouri as an admitted Carrier and all coverage placed are subject to the University's approval as to form and content, as well as Carrier. All required coverage shall be obtained and paid for by the Consultant.

The Consultant shall furnish the University with certificates, policies or binders which indicate the Consultant and/or the University and other Consultants (where required) are covered by the required insurance showing type, amount, class of operations covered, effective dates and dates of expiration of policies prior to the University issuing a Notice to Proceed.

8. PAYMENT TERMS AND CONDITIONS

Payment in full will be made within thirty (30) days after receiving invoices for good/services rendered as meeting all performance specifications. The University reserves the right to

withhold a portion of the payment until the services have been completed. Any different payment terms desired by the respondent must be clearly stated and may or may not be accepted by the University.

Preferred settlement method is through the use of Electronic Accounts Payable solutions. The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms. An alternative electronic solution is payment through Automated Clearing House (ACH). Payment terms associated with settlement via ACH or check will be considered to be Net 30 days. Earlier settlement will be considered if cash discounts for prompt payment are offered. Cash discounts for prompt payment will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions.

The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

9. VENDOR VETTING VENDOR VETTING REQUIREMENTS AND VENDOR REPRESENTATIVE CHECK-IN REQUIREMENTS

MUHC uses a vendor registration company, “Reptrax” to track required vendor and vendors’ representative credentials. Vendors must complete an on-line registration and receive notification of an “approved” vendor status before visiting any department or location outside of the check-in area. It is the vendor’s responsibility to make sure that the registration is completed and current with Reptrax at all times.

All vendor representatives calling on site must be registered and approved through Reptrax on-line, check in software. Unless a contractor I.D. badge has been issued by MUHC and vetting performed by Human Resources, check-in is required each time a representative is on site. Kiosks are located at various MUHC sites near the general entrances for this purpose.

BACKGROUND AND HEALTH SCREENING REQUIREMENTS ON SITE, NON-CLINICAL CONTRACT PERSONNEL UNIVERSITY OF MISSOURI HEALTH CARE

The following terms and conditions apply to any “Vendor” providing non-clinical services within University of Missouri Health Care (customer) and their personnel, when the work assignment period is thirty days or longer. Vendors’ assigned personnel, hereinafter referred to as “Staff” must comply with minimum requirements in order to work on site. University

of Missouri Health Care reserves the sole discretion to waive or modify any requirements detailed below.

Indemnification of Customer.

Vendor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, its Officers, Agents, Employees, and Volunteers (Customer) from and against all loss or expense from any cause of action arising from Vendor's operations. Vendor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the Vendor, or at the option of the Customer, agrees to pay to or reimburse the Customer for the defense costs incurred by the Customer in Connection any such liability claims, or demands.

The parties hereto understand and agree that the Customer is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the Customer, or its officers, employees, agents, or volunteers.

Vendor and Vendor's Staff

Before any Staff may perform any Services, in the discretion of the Customer, Vendor must thoroughly investigate the Staff's background and work history at no additional charge. At a minimum, Vendor must:

- a. Investigate whether staff has any criminal record in each county in which staff resided or worked within the seven years immediately preceding the staffing assignment. Investigation must include a verification of U.S. General Service Administration (GSA) - System for Award Management (SAM). Vendor must provide Customer with results dated within thirty (30) days of staffing assignment start date;
- b. Investigate whether staff is a registered sex offender through a national search, all results must be dated within thirty (30) days of assignment start date;
- c. Perform and provide satisfactory result of the following background checks on staff assigned to Customer. The checks must be performed on an annual basis and always current, having been checked within previous 12 months.

Office of Inspector General – Exclusion and Debarment Listing

Employee Disqualification Listing – Missouri Department of Health and Senior Services

- d. Acknowledge and agree that Customer may additionally perform background screenings for those individuals. If the employee has a criminal record, Customer will decide if the convictions are relevant to the position for which they are being considered and either accept or deny assignment.

- e. Administer an 8-panel drug screen within thirty days of staffing assignment start date. Agency must provide Customer with results prior to assignment start date; Vendor acknowledges that MUHC has implemented a policy requiring an **eight-panel** drug and alcohol test for all staff (1) initially, at the time that the staff member is conditionally offered employment as a member of the workforce of MUHC; and (2) when there is reasonable cause to believe that a member of staff is under the influence of such substances while on MUHC premises.

In accordance with this policy, Vendor agrees that prior to placing any staff for assignment at MUHC, the Vendor shall advise the staff member(s) of the existence of MUHC's policy and that the staff member (1) will be required to submit to a **eight panel** drug and alcohol testing at the time of the assignment to MUHC; and (2) when there is reasonable cause to believe that a staff member is under the influence of such substances while on MUHC premises, the staff member will be required to submit to a **eight panel** drug and alcohol testing. Vendor agrees to bear the total expense of the initial testing of their staff members and any subsequent testing that may be required by the University as stipulated in (2) above. Any failure on behalf of the Vendor or Vendor's staff to comply with the policy will result in immediate removal of staff member from MUHC and may result in immediate cancellation of the contract.

- f. Obtain and provide to customer at least two performance references from the staff's most recent employment (no older than 12 months). The reference must be from an actual work supervisor or manager and that person must indicate that staff would be eligible for re-hire by them;
- g. Complete and maintain all I-9 Employment Eligibility Verification Form documentation for the staff and any other work permit documentation for the staff as required by federal law or regulation. Copies of actual documentation must be provided to customer prior to staffing assignment start date;
- h. Verify staff's identity by examining staff's current photo identification or a copy of current photo identification and provide this to customer;
- i. Verify the staff's current resume or application and ensure it contains all work history and personal contact information, resume must be provided to customer prior to placing any staff for assignment at UMHC.
- j. Ensure that staff have completed the appropriate skills checklists and those are provided to customer prior to interview;
- k. Ensure that staff have completed and signed Customer Access and Confidentiality Agreement, Culture of Yes Agreement, and ID Badge Authorization Form and those are provided to Customer;

- l. If needed to perform job requirements Customer must obtain primary source verification of licensure, registration, certification, and/or education;
- m. Staff must complete the Non-Clinical Courtesy Appointment Orientation Form. Form should be returned within 10 days to Human Resources for inclusion in Staff member's file;
- n. Vendor must complete the health and background screening attestation to this Agreement warranting that: (a) Vendor has completed a background check and health screening for each Staff in accordance with the requirements set forth in this agreement; (b) there has been no break in service of the Staff with the Vendor since conducting these background checks and health screening; and (c) the background check revealed no issues likely to either (i) render staff unacceptable to Customer under this Agreement; or (ii) otherwise impact patient health or safety.

Immunizations and Health Screening Requirements

Immunizations and Tuberculosis (Tb) skin tests are requirements for working at University of Missouri Healthcare (MUHC). Agencies, independent contractors, and Contractors with patient contact are required to provide documents to MUHC Staff Health Services showing the following immunizations and Tb screening(s) prior to starting their work assignment at MUHC. For individuals from these groups, the records must be accessible to MUHC Staff Health Services prior to starting work. Records must be available within twenty-four hours of formal requests **any time** during the assignment if not given by Staff Health Services.

Requirements:

- a. Documentation of immunity to Measles (also known as Rubeola), by **two** doses of live Measles vaccine after the first birthday, or a blood test record showing Measles disease history. Any person born before 1957 with a documented history of disease will receive a blood test to confirm protection from previous disease.
- b. Documentation of immunity to Mumps by **two** doses of live Mumps vaccine or a blood test showing Mumps disease history. Those born before 1957 with a documented history of disease will receive a blood test to confirm protection from previous disease.
- c. Documentation of Rubella immunity by **one** vaccination or blood test showing disease history.
- d. MMR administered **twice** after 1st Birthday, at least 28 days apart and at least once after 1980.
- e. Documentation of immunity to Chickenpox (also known as Varicella), by **two** vaccinations or a blood test showing Chickenpox disease history.

- f. Documentation of two Tb skin tests, with one in the past twenty-four months, and a second one within **three** months of starting your MUHC assignment.
- g. If no records are available for the Tb testing, a 2-step Tb skin test or QFT (at nurse’s discretion) is required.
- h. Annually, during your birth month, Tb testing must be updated (1 or 2-step skin test or QFT, at nurse’s discretion).
- i. Each fall between October 1st and mid-November, a flu vaccine is required. This can be completed at a Staff Health Services Flu Shot Clinic or elsewhere. If completed elsewhere, it is the staff member’s responsibility to provide documentation to Staff Health Services.
- j. Acceptable immunizations/tests documentation could include:
 - 1. A copy of immunization booklets signed by a physician.
 - 2. A copy of records from a physician’s office, hospital, county health department, or school, showing dates of immunizations, blood tests, or Tb skin test results.

If agency, Contractor, or contract staff have not completed their immunizations/testing or cannot provide proper documents, they will be required to have their vaccinations/testing completed at MUHC Staff Health Services. The agency, Contractor, or independent contractor agrees to pay/reimburse MUHC the following amounts if vaccinations/testing of these individuals occurs at MUHC Staff Health Services. Immunizations and testing records received at outside medical facilities must be available on hire and within twenty- four hours anytime during the assignment.

The **current** costs of Tb skin tests, vaccinations, and testing at MUHC Staff Health are listed below.

<u>*VACCINATIONS</u>	<u>COST</u>
MMR (series of 2 vaccines)	\$65.00/each
Tuberculin (TB Skin test)	\$5.00/each test
QFT (TB blood test)	\$26.00/each test
Chickenpox (series of 2 vaccines)	\$110.00/each
Hepatitis B (series of 3 vaccines)	\$55.00/each
Tetanus/diphtheria/pertussis (one vaccine)	\$50.00/each
Annual Flu vaccine	\$00.00/each

<u>*BLOOD VERIFICATION OF DISEASE</u>	<u>COST</u>
Chickenpox titer	\$25.00

Measles titer	\$20.00
Mumps titer	\$15.00
Rubella titer	\$15.00
Quantitative Hepatitis B antibody	\$15.00

Performed only for those with positive Tb skin tests:

*Chest x-ray (confirms no active Tb)	\$296.00
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*Costs are subject to market changes without prior notice.

An updated staff roster from the Contractor must be provided to the Manager of the Contract on a monthly, no exceptions basis.

10. MANDATORY CRITERIA

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all of the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer. Confirm by selecting Yes or No.

1. It is mandatory to provide staffing levels and the worked hours for the week for each location listed in the group your submission is for. **YES ____ or NO ____**
2. It is mandatory that the contractor agrees to follow MUHC Scope of Cleaning Services provided as an attachment in this Request for Proposal. **YES ____ or NO ____**
3. It is mandatory that the contractor will use microfiber flat mops for all locations and will change mop head after mopping each room. No use of string mops except for project work. **YES ____ or NO ____**
4. It is mandatory that the contractor will use hospital approved disinfectant and cleaning supplies.
YES ____ or NO ____
5. It is mandatory that the contractor agrees to create schedule for carpet extraction twice yearly for all facilities during the months of March/April and October/November and will notify the MUHC EVS Service Coordinator(s) with at least one day notice and then upon completion of carpet extraction projects. **YES ____ or NO ____**

6. It is mandatory that the contractor will provide equipment and cleaning chemicals. Contractor must submit list of cleaning chemicals along with Safety Data Sheets to MUHC Infection Control Department 30 days prior to use in MUHC facilities. **YES _____ or NO _____**
7. It is mandatory that the contractor will follow manufacturer's recommendations on floor and surfaces for cleaning processes. **YES _____ or NO _____**
9. It is mandatory that proper appearance, decorum, and personal hygiene be displayed in vendor's staff. Clothing should be clean, in good repair, appropriate to the work environment, and in alignment with HR5005 – UMHC Dress Code and within Environmental Services guidelines. Staff are required to wear a company branded shirt and an MUHC ID badge at all times while on duty. For safety, closed toed shoes are recommended. **YES _____ or NO _____**
10. It is mandatory that the contractor leadership will perform at least monthly housekeeping QA inspections and be able to provide records of results upon request. **YES _____ or NO _____**
11. It is mandatory that the contractor will monthly provide updated staff roster listed by location. **YES _____ or NO _____**
12. At locations where one is required, contractor understands that it is mandatory to always have Day Housekeeper coverage. Describe your organization's strategy for coverage in the event the Day Housekeeper is absent from their assigned shift. **YES _____ or NO _____**
13. It is mandatory that the contractor understands when a proposal is submitted for each bundle that when a Day Housekeeper is required for the facility, the contractor is not only committing to evening housekeeping activities but also to staffing Day Housekeeper – unless otherwise noted. **YES _____ or NO _____**
14. It is mandatory that the contractor understands and will comply to the cleaning services listed by job function/location in Attachments F1, F2, F3, F4. **YES _____ or NO _____**
15. It is mandatory that the contractor notify MUHC EVS Coordinator(s) and receive approval prior to outsourcing of work to a third party. **YES _____ or NO _____**

11. DESIRABLE CRITERIA

It is the Respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations.

1. It is desirable for the respondent to provide company background and history to include but not limited to:
 - a. Years in business
 - b. Ability to meet or exceed the desired services within the scope of this RFP.
 - c. Description of standard services offered and additional related services that your organization can provide.
 - d. Financial Performance
 - e. Organization chart
2. Provide a current list of health systems similar in size and scope to MU Health Care that you are currently servicing or have serviced in the past. Included contact names, telephone number, and email address and notate dates of service.
3. It is desirable that the respondents provide the highest quality of service staff. Describe your organizations screening and training process of any personnel for the contract. Provide a list any training certifications you or your staff possess.
4. It is desired that monthly QA inspections be completed at each location. Explain how the results of the housekeeping QA inspections will be communicated to the MUHC Housekeeping Director and Service Coordinator.
5. Define your methodology for accurately recording/scoring the QA inspection data, and provide an example of how each inspection will be captured for review.
6. Discuss complaint resolution as issues are typically brought forth to the MUHC EVS Service Coordinator and then communicated to the Contract. Please provide the initial follow up/response time from receiving the complaint and the process that will be put into place to assure the issue is addressed and results are sustained.
7. Describe your carpet extraction process. Also explain how you will treat stains in-between extractions.
8. Describe your hard surface floor care processes including; frequency of burnishing, scrubbing and waxing.

9. It is desired to understand your strategy for implementation of services if awarded this contract.

10. If the agency intends to contract any portion of the work, provide the names of those vendors and the scope of contracted work.

REQUEST FOR PROPOSAL FORM

**REQUEST FOR PROPOSALS
FOR
FURNISHING AND DELIVERY
OF
HOUSEKEEPING SERVICES
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
MU HEALTH CARE
RFP # 31060
DUE DATE: NOVEMBER 26, 2019
TIME: 12:00 PM CDT**

The undersigned proposes to furnish the following items and/or services in accordance with all requirements and specifications contained within this Request for Proposal issued by the University of Missouri.

Provide pricing for this proposal based upon the bundled locations. University of Missouri Health Care reserves the sole right to make adjustment to the bundles throughout the course of the agreement and add or delete locations to the awarded firms through mutual consent of the parties.

Each bundled will be awarded “all or none” at the commencement of the contract.

A contract price per square foot which is firm for year 1 of the contract for each pre-bundled geographic location as defined by University of Missouri Health Care. University of Missouri Health Care will reserve the option to award to multiple vendors or to make “no award” form this request for proposals.

See the following Attachments for Bundle Price List:

- Attachment C- Price Bundle #1
- Attachment D- Price Bundle #2
- Attachment E- Price Bundle #3

Identify any additional services offered and pricing:

- Cubical curtain replacement

AUTHORIZED RESPONDENT REPRESENTATION

Authorized Signature		Date	
Printed Name		Title	
Company Name			
Mailing Address			
City, State, Zip			
Phone No.		Federal Employer ID No.	
Fax No.		E-Mail Address	
Number of calendar days delivery after receipt of order: _____		Payment Terms: _____ Note: Net 30 is default. Early pay discounts encouraged.	
Select Payment Method: SUA ACH Check			
Circle one: Individual Partnership Corporation			
If a corporation, incorporated under the laws of the State of _____			
Licensed to do business in the State of Missouri? ___yes ___no			
Maintain a regular place of business in the State of Missouri? ___yes ___no			

This signature sheet must be returned with your proposal.

**ATTACHMENT A
SUPPLIER DIVERSITY PARTICIPATION FORM**

The University of Missouri System is committed to and supports supplier diversity because it is essential to the University's mission and core values. The University's Supplier Diversity efforts reflect this mission.

Tier 2 Supplier Diversity Information - The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 Spend is spend reported by primary suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary suppliers will be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect. Awarded suppliers may be asked to utilize CVM Solutions for reporting Tier 2 spend.

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.

- Indirect dollars - based on a percentage of revenue the University represents to the supplier. An example is as follows:
 - Supplier's Total Revenues: \$10,000,000
 - Revenues from University \$: \$ 4,000,000
 - University % of Total Revenues: 40% (#2 divided by #1)
 - Total MBE Dollars \$: \$ 150,000
 - Total WBE Dollars \$: \$ 150,000
 - Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
 - Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
 - Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
 - University % Attributable Revenue: 3% (#8 divided by #2)

1. Does your company have a Supplier Diversity Program? If so, describe efforts your company has made to increase business with Women and Diverse Owned businesses (i.e. does your company have a policy statement, participate in outreach activities, promote diverse firm subcontracting, publicize contract opportunities, provide certification assistance, etc.?) Please provide examples (use additional pages if needed): _____

2. What percentage of your company's total contracting and procurement spend for the prior year was with Women and Diverse Owned businesses? Are you able to provide this information specific to University of Missouri business? _____

3. Complete the following table indicating the percentage your company will subcontract with certified Women and Diverse Owned businesses should your company be the successful bidder. Note: If your company does not plan to use Women and Diverse Owned businesses to fulfill your contract obligations, please explain why not.

Supplier Name	% of Contract	Specify Direct or Indirect

If there are questions regarding supplier diversity at the University, contact Teresa Vest, vestt@umsystem.edu.

-----THIS FORM MUST BE SUBMITTED WITH THE RESPONSE-----

**ATTACHMENT B
SUPPLIER REGISTRATION INFORMATION**

Completion of this section is strongly encouraged. Please review and check ALL applicable boxes.

SMALL BUSINESS CONCERN: Yes No

The term "small business concern" shall mean a business as defined pursuant to Section 3 of the Small Business Act and relevant regulations issued pursuant thereto. Generally, this means a small business concern organized for profit, which is independently owned and operated, is not dominant in the field of operations in which it is bidding. We would consider any firm with 500 employees or less a "small business concern".

WOMAN OWNED BUSINESS (WBE): Yes No

A woman owned business is defined as an organization that is 51% owned, controlled and/or managed, by a woman. The determination of WBE status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.

MINORITY BUSINESS ENTERPRISE (MBE): Yes No

A minority business is defined as an organization that is 51% owned, controlled and/or managed by minority group members. The determination of minority status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. Place an X by the appropriate space below.

1. Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh (A)
2. Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas. (P)
3. Black - A U.S. citizen having origins in any of the Black racial groups of Africa. (B)
4. Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas Mexico, Central America, South America and the Caribbean Basin only. (H)
5. Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part. (N)

A Veteran or Service Disabled Veteran business is defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail.

VETERAN BUSINESS ENTERPRISE Yes No

SERVICE DISABLED VETERAN BUSINESS ENTERPRISE Yes No

MISSOURI FIRM: ____ Yes ____ No

A Missouri Firm is defined as an organization which has and maintains within the State of Missouri a regular place of business for the transaction of their business.

BUSINESS TYPE:

- Manufacturer _____ (M)
- Distributor/Wholesaler _____ (D)
- Manufacturer's Representative _____ (F)
- Service _____ (S)
- Retail _____ (R)
- Contractor _____ (C)
- Other _____ (O)

SOLE PROPRIETORSHIP: ____ Yes ____ No

SUPPLIER'S CERTIFICATION:

The undersigned hereby certifies that the foregoing information is a true and correct statement of the facts and agrees to abide by the laws of the State of Missouri and the rules and regulations of the University of Missouri System now in effect including any subsequent revisions thereof. Supplier acknowledges that it is his/her responsibility to keep the information current by notifying the University of Missouri of any changes.

Signature of Person Authorized to Sign this Supplier Registration Information Form

Title: _____

Date: _____