

REQUEST FOR PROPOSALS

FOR

FURNISHING and PROVIDING

CUSTODIAL SERVICES at MIZZOU REC

FOR

THE CURATORS OF THE UNIVERSITY OF MISSOURI

FOR

UNIVERSITY OF MISSOURI – COLUMBIA

RFP # 20-2234-WJ-S

OPENING DATE: MARCH 3, 2020

TIME: 2:00 PM, CT

Prepared by:

Wade A. Jadwin
Strategic Sourcing Specialist
University of Missouri (UM) Procurement
1201 North State Street – Suite G5C
Rolla, MO 65409

Dated: JANUARY 31, 2020

RFP # 20-2234-WJ-C
CUSTODIAL SERVICES at MIZZOU REC
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NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of **CUSOTIDAL SERVICES at MIZZOU REC, RFP #20-2234-WJ-C** which will be received by the undersigned at UM Procurement, until **March 3, 2020 at 2:00 p.m. CT. The University assumes no responsibility for any vendor's on-time receipt at the designated location for proposal opening.**

FAXED OR E-MAILED RESPONSES WILL NOT BE CONSIDERED

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:

*Wade A. Jadwin
University of Missouri Procurement
1201 North State Street – Suite G5C
Rolla, Missouri 65409
573-341-4049
jadwinw@mst.edu*

All questions regarding the RFP must be received no later than 2:00 p.m. CT on February 14, 2020.

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

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Rolla, MO 65409

**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. As long as quality is equal, preference by a differential not to exceed 5% shall be given. 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.umsystem.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 #20-2234-WJ-C for CUSTODIAL SERVICES at MIZZOU REC, mailed and/or delivered to UM Procurement, 1201 North State Street –Suite G5C, Rolla, MO 65409, ATTN: Wade A. Jadwin.

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 Procurement 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. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be considered to be net 30 days. Cash discounts for prompt payment may be offered but they 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.

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.

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**

CUSTODIAL SERVICES at MIZZOU REC

1. Inspection of Premises:

It is recommended that Contractor completely inspect building sites prior to submitting proposal in order to determine all requirements associated with the contract. Failure to do so shall not relieve the successful contractor from the necessity of furnishing without additional cost to the University the performance of any services that may be required to carry out the intent of the resulting contract.

2. To Arrange Inspection of Premises:

There will be a tour of the facilities on Tuesday, February 11, 2020 beginning at 1:30 PM with Carrie Steuber & Matt Maher. Please meet at the SE Entrance of the Student Recreational Complex located at the corner of Rollins and Hitt Streets (University of Missouri campus map can be viewed by visiting <http://map.missouri.edu>). This date and time may need to be changed and will be up to Facilities Management. Potential Contractor should take the tour in order to observe actual conditions, verify locations and take dimensions since it shall be conclusively presumed that they have knowledge of the facts revealed by the visit and the subsequent pre-proposal conference. Failure to attend the tour or the pre-proposal conference shall not relieve the Contractor of obligations specified herein.

3. Work Plan:

With their proposal, the Contractor must provide a detailed work plan. In the plan the Contractor will provide a detailed method of performance that indicates the intended method of cleaning each of the buildings included herein. This method of performance should include a detailed description of services, equipment, and procedures as well as any cleaning innovations that will be used to meet the specifications. A flow chart (or other detailed description) showing the type of staffing (i.e., site supervisor, lead personnel, custodian, floor project worker, etc.) and the staffing hours proposed for the completion of routine and periodic tasks in each area is also required in the work plan. The work plan must also include the scheduling and tracking methods the Contractor will use to schedule, track, and ensure completion of periodic tasks.

Work plans will be evaluated as to whether they are satisfactory or not. Proposals submitted without a satisfactory work plan as described above will not be considered. Work plans with inadequate or unrealistic method of performance and/or work loading for the tasks and areas considered will be considered unsatisfactory. The University will use the same work loading tools it uses in its own in-house operations to determine if proposed work-loading and method of performance is adequate and realistic. It is the Contractor's responsibility to provide sufficient information in their submitted work plan regarding type of equipment, number and type of staffing hours, etc. so that work-loading calculations can be made. Work plans that contain insufficient

information to ascertain whether work-loading is appropriate will be considered unsatisfactory. Work plans that do not include staffing hours for both periodic and daily work will be considered unsatisfactory. Work plans that use methods or equipment not allowed by the contract (for example, use of propane-powered equipment) will be considered unsatisfactory. Work plans that fail to indicate how periodic work shall be administered and accomplished will be considered unsatisfactory.

Only work plans meeting the minimum requirements noted above will be evaluated according to evaluation criteria later set forth in these specifications.

4. Payments:

Payment will be made to the Contractor monthly calculated in proportion to the annual lump sum contract amount. Applications for payment may be made between the first and fifth day of the calendar month following the last scheduled working day of the calendar month. Application for payment shall be made upon properly certified vendor's invoices rendered in triplicate.

5. Contract Commencement:

It is the intent of the University to commence the resulting contract on April 1, 2020.

6. Bidder's Qualifications:

In awarding the contract, the University will take into consideration the Contractor's ability to provide custodial service as demonstrated by Contractor's submission of a list of references of the five largest custodial service accounts in the Contractor's current and past ten years work experience. Reference information should include the size of the custodial work accounts, the type of services provided, the type of institution for which the work was done, the dates during which the services were provided, as well as the name, address and phone number of the clients to whom the services were provided. Experience reflected by the references should demonstrate that the Contractor provides or has successfully provided quality custodial service to facilities or organizations with not less than 200,000 cleanable square feet. The list of references should be submitted with the proposal. Failure to submit an accurate list of references as described above may render the proposal ineligible. Discrepancies from fact in the list of references will render a proposal ineligible. In addition, the Contractor must have (or must establish by the time the contract starts) a local office in Columbia in order to process applications, interviews, and maintain records needed for this contract.

7. General Terms:

- a. The contract shall be between The Curators of the University of Missouri, known as the "University", and the successful respondent known as the "Contractor" for the provision of custodial services for the Student Recreation Complex according to the terms set forth herein. Cleanable space for the buildings in this contract is (250,000) square feet.

- b. This contract shall be for a period of 3 years. The University will have the option to renew the contract for three (3) one (1) year periods. The University shall notify the vendor of its intentions to cancel or renew the contract at the end of the three (3) years by giving ninety (90) days prior written notice to the Contractor before the end of the annual period.

The University shall have the option to extend the Contract for four additional one-year terms, said option(s) to be exercised at the discretion of the Manager, MU Procurement Services based upon a written, approved request from the Associate Director of Facilities. The three-year period will commence on the 1st day of April 2020 with the Contractor required to begin work as of the starting date.

- c. The contract rates proposed in this document will be in effect from April 1, 2020 until March 31, 2021. At the end of the first year and yearly thereafter, there may be a price adjustment on the amount of the base bid for the following year, which shall be tied to the PRODUCER'S PRICE INDEX, Janitorial Services Index, but that it shall not exceed 3% annually. The contractor must request such a price adjustment by giving written notice not less than sixty (60) days prior to the start of the upcoming April 2020 through March 2021 annual period and those subsequent years during the contract period.
- d. The terms of this contract shall be applicable to the custodial services operated the Student Recreation Complex located on the Campus of the University of Missouri, in the city of Columbia, Missouri.
- e. In the event the University requires a change in the scope of the work due to renovations, building additions, closing of scheduled areas, or opening new buildings, which result in changes to the total number of square feet being serviced, the University will notify the Contractor in writing thirty (30) days in advance of the requested change. Such changes shall be valued upon the Contractor's unit price per square foot calculated by dividing the lump sum bid by the number of original contracted cleanable square feet (250,000) and will become an adjustment to the monthly payment.

(Example: a building addition of 25,000 cleanable square feet -- The lump sum bid as submitted by the bidder would be divided by the number of square feet included in the bid [250,000] which would produce an annual cost per square foot.

- f. If, because of riots, war, public emergency or calamity, fire, earthquake, Act of God, government restriction, labor disturbance or strike, business operations at the University shall be interrupted or stopped, performance of this contract, with the exception of monies already due and owing shall be suspended and excused to the extent commensurate with such interfering occurrence; and the expiration date of this contract may be extended for a period of time equal to the time that such default in performance is excused.
- g. The Contractor shall provide insurance coverage as follows:

8. Insurance

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as the University's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under any resulting contract. Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- VIII.

Commercial General Liability Contractor agrees to maintain Commercial General Liability at a limit of not less than \$1,000,000 Each Occurrence, \$2,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. Contractor agrees to endorse The Curators of the University of Missouri, its officers, employees and agents as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

Note: Anyone who serves alcoholic beverages on a University of Missouri Campus or when contracted for service at a UM event must also provide liquor liability coverage. This should be written on an "occurrence basis" and have limits not less than \$1,000,000 each claim or each common cause and at least a \$1,000,000 aggregate. The insurance carrier, policy number, effective date and limits should be shown on an insurance certificate provided to the University of Missouri. The Curators of the University of Missouri, its officers, employees and agents endorsed as Additional Insured on such policy and a copy of the endorsement should be provided along with the certificate of insurance.

Business Auto Liability (If required in service performance) Contractor agrees to maintain Business Automobile Liability at a limit not less than \$1,000,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event Contractor does not own automobiles, Contractor agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

Workers' Compensation & Employers Liability Contractor agrees to maintain Workers' Compensation in accordance with Missouri State Statutes or provide evidence of monopolistic state coverage. Employers Liability with the following limits: \$500,000 each accident, disease each employee and disease policy limit.

Data Breach Refer to Risk & Insurance Management for review, but at a minimum for low risk contracts only:

If capturing, transmitting or access to PII, PHI or PCI then coverage must also include Data Breach coverage of \$1,000,000 per occurrence.

Contract Language

The Curators of the University of Missouri, its officers, employees and agents are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the contractor and the University. Contractor/Party is required to maintain coverages as stated and required to provide written notice of cancellation according to the policy provisions. The University reserves the right to request a copy of the policy. The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

Indemnification

The Contractor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Contractor's operations. The contractor 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 Contractor or at the option of the University, agrees to pay to or reimburse the University for the Defense Costs incurred by the University in connection with any such liability claims, or demands.

The parties hereto understand and agree that the University 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 University, or its officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the University shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Agency/Service and/or their employees and/or their subcontractors in the performance of this contract.

9. Facilities:

Storage space for Contractor's cleaning materials and equipment shall be available in janitor closets or other designated rooms. It shall be the Contractor's responsibility to maintain the storage area in a neat and orderly manner. Toilet facilities in the buildings in which the services are to be performed will be available to the Contractor and his employees. Electrical power for custodial equipment operation may be obtained without cost to Contractor from existing utilities within the buildings as directed by the University.

10. Use of Premises:

- a. The Contractor shall accomplish the cleaning of buildings listed herein in a manner such that it shall not interfere with other scheduled activities and they shall confine their equipment and the operation of their personnel to the location established by these specifications. Information on when cleaning can be done in a specific building will be found in the detailed

cleaning specification for each specific building. (Note: any building may have occupants or scheduled activities throughout a 24 hour period.) Cleaning times may be adjusted at any time during the contract period based upon the operational needs of the University, providing the Contractor is notified in writing 60 days prior to the date of implementation.

The Contractor will have a cleaning representative on campus during the hours of 12 a.m. through 12:00 p.m., Monday through Friday, or as otherwise noted in the Specific Building Requirements for each individual building. This person may be used for set-ups and related activities as deemed necessary by the University and the Contractor, and will be available for responses to emergencies, restocking restrooms, shoveling snow, etc. Such presence on campus will also be required for cleaning areas not available during normal contract cleaning hours. In addition, such a presence should be available to police the contracted building(s) as necessary. Specific duties of this cleaning representative in individual buildings will be noted in the Specific Building Requirements for each building. The Contractor can also use this person for performing normal cleaning tasks as long as the performance of these tasks does not interfere with building operations and does not take precedence over the tasks described above.

The Contractor shall also provide an emergency contact number that will be used in the event of a cleaning emergency such as may arise from broken pipes, vandals, weather, or other unforeseen events that may occur when there is no scheduled cleaning contract representative on campus. The Contractor will be expected to respond to such cleaning emergencies. Charges for such emergency call-ins shall be based on the Hourly Rate for Special Request Services (see Bid Form). Contractor agrees to have emergency help available within 2 hours of notification of such emergency.

- b. Special care shall be taken to prevent damage to the interior of the building in which they are working.
- c. The Contractor shall be responsible for the repair of damage to building interior or exterior which may be caused by workmen or equipment being used during the period of this contract. All such repairs shall be made to meet University requirements and to the satisfaction of the University Contract Representative.

11. **Contractor's Responsibilities:**

The Contractor shall comply with the following requirements and any deviation from them must have University approval:

- a. The Contractor is required to conduct a national criminal background check at its own expense on each individual that will be assigned to perform services on site at University pursuant to this RFP prior to such individual beginning assignment. This background check shall include criminal history, verification of employment and education, and driving record. In addition, successful respondent shall verify whether such individual is registered pursuant to sections 589.400 to 589.425 RSMo (Missouri Sex Offender Registry). The results of such background checks shall be provided to University's Human Resource

Services prior to such individual commencing assignment and University reserves the right to refuse assignment of any individual that has a relevant duty-related conviction or guilty plea as determined by University in its sole discretion. The Contractor shall further be required to advise University's Human Resource Services within five (5) days of any individuals who plead guilty to or are convicted of a criminal violation after they commence performing services on site at University and University reserves the right to require termination of such individual(s)' assignment to University when the conviction or guilty plea is deemed relevant by University in its sole discretion.

In performing criminal background checks, Successful respondent warrants that its activities shall comply with all applicable laws and regulations, including any requirements of the Fair Credit Reporting Act, and it shall indemnify and hold harmless University from and against all liabilities, obligations, claims, damages, penalties, causes of action, reasonable costs and expenses (including, without limitation, attorney's fees) arising or occurring as a result of its failure to comply with the requirements of this provision.

The criminal background check should go back at least seven (7) years. The Contractor shall be in non-compliance of the contract and the University will deduct \$50 from the monthly invoice if an un-cleared contract employee is observed working on campus.

- b. The Contractor shall inspect the quality of work performed on a monthly basis or more often for each building covered by the contract. This inspection shall be done independently, without the University Contract Representative's presence, using the task requirement and standards established in this bid, and inspection forms provided by the University. One copy of the inspection shall be provided to the University's Contract Representative within 5 working days after the end of a month in which the inspection was done or before. If the Contractor fails to provide the University Contract Representative with a copy of the required monthly inspection(s) within the time frame noted above, \$25 will be deducted from the monthly invoice for each required inspection not turned in.
- c. The University's Contract Representative along with the Contractor will perform a separate quality assurance inspection of all contract buildings on a monthly basis. It is expected that all building areas will pass the quality assurance inspection with a rating of "Acceptable." Deficiencies may still be noted by the inspection in areas rated as "Acceptable" and these deficiencies should be corrected within a month. If deficiencies are serious, numerous or long-standing in an area, an "Unacceptable" rating will be given to the area. When an area is rated as "Unacceptable," corrections will be completed within seven (7) calendar days, and the building will be re-inspected together by both the Contractor and the University Contract Representative. Should re-inspection of the area or other areas in the building yield another "Unacceptable" rating, the Contractor will be notified that inspection levels must be brought up to the "Acceptable" level in all areas with thirty (30) calendar days, and weekly joint inspections shall be done in that time period until the area is brought up to the "Acceptable" level. Failure to comply may result in the termination of the contract within ninety (90) days of written notification.

More than three failed re-inspections in a building in a six month time period will also be seen as non-compliance and may result in the termination of the contract within ninety (90) days of written notification.

When buildings fail inspections it is required that such buildings be brought up to passing standards without impacting performance standards in other buildings that may be covered by the same contract.

The University Representative may also perform other unannounced building inspections and regular “walk-throughs” to ensure quality of cleaning. Issues noted during these inspections and walk-throughs will be communicated to the Contractor. If issues are serious or numerous, additional joint inspections with the Contractor present may be scheduled.

- d. The Contractor shall be responsible to the University Representative for all services pertaining to this work, and any questions or suggestions from either party of the contract shall be channeled through the University Representative.
- e. The Contractor will be furnished keys and/or access cards to the buildings included in this contract and shall be held responsible for their use, or misuses. Upon termination of this contract, final payment will not be made until all keys and access cards have been returned to the University. The Contractor will be held liable for any replacement keys, including the cost of replacing locks for any such buildings as deemed necessary by the University. The minimum replacement cost per key will be \$5.00. Lock replacement costs will be at the prevailing market rate for labor and materials. The University's remedies hereunder are not exclusive and are in addition to any other remedies available as provided by law.
- f. The Contractor's employees shall take breaks and lunch periods in designated areas. Under no condition shall employees utilize offices or other areas for break and lunch periods.

Employees will comply with all University smoking policies. The University of Missouri shall be free from use of all tobacco products by university community on university property. Smoking is prohibited in all building areas including mechanical rooms, storage areas, and custodial closets.

- g. The Contractor shall insure that their employees do not use any office equipment, radios, televisions, telephones, computers, or other equipment located in the facilities. Membership for MizzouRec Facilities, Programs and Services may be made available to the Contractors employees at the current market rate.
- h. The Contractor shall insure that all University Fire, Safety and Security procedures are followed by his employees. Procedures will be supplied to Contractor by the University Representative.

Included in the above Safety procedures shall be the appropriate use of wet floor signs to clearly mark the end of each hall and intersection with other halls when floors are wet.

- i. Contractor shall report all stopped drains, broken or non-working fixtures, broken glass, and other building repair needs to the Associate Director of Facilities for prompt repair.
- j. The Contractor's employees shall be neat and clean in appearance and shall wear a uniform and a clearly visible identification badge. The uniform must clearly exhibit the contract company's name. It is the Contractor's responsibility to obtain such identification and maintain the badge in good repair. The badge shall have the employee's name, photograph, and company name on the face of the badge. The badge must be displayed in an easily discernible manner on the front of the shirt or smock at all times while the employee is on the premises. Such badges will be provided by the Contractor, and no employee will be allowed to work in a campus facility without such a badge. The Contractor shall be in non-compliance of the contract and the University will deduct \$25.00 from the monthly invoice if a contract employee is observed working on campus without a uniform and ID tag.
- k. The Contractor shall maintain control of their employees while on the campus. The University reserves the right, when any employee whose work performance or conduct is objectionable, to request that they be immediately removed from the University premises and replaced at no additional cost to the University.

Contract employees will be respectful of personal belongings and desk space in offices and refrain from providing cleaning to those areas and items at all times unless specifically asked by the occupant of the space.

If circumstances exist where the Contractor has in their employ an MU student or students, these individuals will not be assigned to clean offices or department meeting rooms, but rather confined to responsibilities in public areas and activity locations.

Contract employees dismissed from their jobs for disciplinary reasons are not to be reassigned to any other University building. The Contractor shall notify the University Contract Representative in writing of all employees dismissed from the University of Missouri contracted buildings for disciplinary reasons, including full name, social security number, and the reason for dismissal.

- l. The Contractor shall, on a **monthly** basis, supply the University Contract Representative with a complete list of employees, supervisors and management (and their social security numbers) by assigned work areas. If such list is not submitted on or before the last day of the month, \$25 will be deducted from the monthly invoice.
- m. The Contractor shall each month complete and turn in a work log sheets (one for floor project work and another for carpet project work completed in the month). These log sheets shall describe the work done in the month and shall be turned in by the 5th day of the following month. \$25 will be deducted from the monthly invoice for each work log not turned in on time.

12. Basis of Award:

The Contractor shall submit a total lump sum price for the 3 year contract in the space indicated on the proposal form for regular custodial services and materials for the buildings covered under this contract.

13. Evaluation Criteria:

Submitted proposals will first be reviewed to eliminate proposals which do not meet the minimum requirements of this specification. Proposals meeting the minimum requirements of this specification shall be evaluated according to the following criteria.

Limiting Criteria

1. The submitting firm employs full-time, trained, and where applicable, certified staff.
2. The Contractor's employees wear a uniform and a clearly visible identification badge that clearly exhibit the contract company's name, the employee's name, photograph, and company name on the face of the badge.
3. The work of the onsite supervisor shall be performed by an employee who:
 - a. Has five (5) years of verifiable direct experience with the cleaning products, equipment and systems of the type specified in your plan.
 - b. Has a minimum of 1 year experience as the supervisor of personnel.
4. The Contractor employs skilled workers who are thoroughly trained and experienced and who are completely familiar with the desired work, all of which have at least three (1) years direct experience in similar work, evidence of which shall be verified in writing with appropriate references and individual certifications each employee may possess.
5. The Contractor has submitted at least three references from past or current jobs who shall be contacted. The references must be able to determine vendor's experience and qualifications at performing work of a similar nature and size as the work described in these specifications.
6. Submitted the resumes of the leadership team and will meet with the Client with members of that team including the projected on-site supervisory personnel prior to the award being made.
7. The Contractor is now working, or has worked, with similar institutions of 200,000 sq.ft. or larger and submitted proof of such contracts.

8. The contractor has submitted detailed description of the method of performance to be used in providing custodial services to all of the various areas of the Student recreation Complex and auxiliary areas covered by this contract.
9. Contractor must provide certifications and training of management team and front line staff to Industry Standards and Equipment Use.

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. If more space is needed for comments or a description, attach a page with the additional information and clearly identify it by referencing the associated section number.

1. Please provide information as to the history and experience of your firm. What is your story?
2. We would like for you to explain why your approach is the most effective and efficient way of meeting our needs and how you came about developing this specific solution. We are interested in hearing how this solution will separate itself from the crowd. Please describe why your firm and the products you specify are best suited for this application and how your past experiences will help us reach this goal?
3. As we are a recreational services provider for both university and community offices and organizations, we need a provider who is willing to work additional events as they are scheduled throughout the year. Some are scheduled well in advance and some with but several days' notice. Please explain how you would approach scheduling staff and provide service for such requests.
4. Why are the equipment and products you propose to use the best fit for this solution?
5. As an institution of higher learning we place great value on continuing education, accreditation, licensing and certifications. Please discuss any such educational opportunities, accreditations certifications, etc. that your business, leadership team and frontline staff may possess, as well as professional organizations you belong to.
6. We expect you will be using a work ticket system that will be made available to the client as well along with training on how to use the product. What system do you have? Please provide a website or documented information that we can review.
7. Explain why your pricing makes the most sense and how you came about it. What formula or formulas have you used to determine the total cost?
8. Please discuss your experience working with MU or the University of Missouri System and/or breadth of experience working with Higher Education Clients.

9. We require 24/7 telephone and/or internet access to supervisors or support team. Discuss how you manage such communication.
10. Where possible we like for our service provider to use green products and who display a willingness to introduce green products and equipment. What is your company's position on this?

14. Security of Buildings:

Contractor will be provided keys for access to the buildings. No unauthorized personnel will be allowed in the facilities by the Contractor. It shall be the Contractor's responsibility to secure all windows, and doors, except classroom doors, when leaving the facility. The Contractor shall lock and unlock doors in accordance with the University master locking and unlocking schedule.

Office or other doors shall be unlocked or opened only during the time that cleaning is actually being performed and shall be relocked immediately after the service has been completed.

Contract personnel shall not relinquish control of building keys to anyone and shall not leave key rings in janitor closets or lying in custodial carts.

Unauthorized persons found in the building after it is closed will be asked to leave. If they refuse, contract staff shall notify the University of Missouri Police Department.

Lost items found by cleaning staff shall be taken to the office of the designated Building Coordinator for the specific building in which the item was found. An exception to this rule will be made for items which may be the result of criminal activity such as billfolds found discarded in trash containers. Such items should be reported promptly to the University of Missouri Police Department. Lost and found items shall not be stored in custodial closets.

Any instance of non-compliance regarding the security items noted above shall be taken seriously by the Contractor and thoroughly investigated so that action is taken to ensure repeated incidents do not occur. Serious or repeated instances may result in termination of the contract.

15. Energy Conservation:

The Contractor will turn off all applicable interior and exterior lights. Windows will be kept closed and locked in air-conditioned buildings, and lights turned out in unoccupied rooms. At the end of each shift all windows will be closed and locked and interior/exterior lights will be turned off.

16. Personnel, Employment Practices, Staffing and Scheduling:

- a. In connection with the performance of work under this contract, the Contractor shall follow all applicable government regulations pertaining to employment and agrees not to discriminate against any employee or applicant for employment because of age, race,

religion, color, sex, physical condition, developmental disability or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Provisions shall be made, however, due to the need for building security, to preclude employment if misrepresentation should be found in the applicant's employment record or references or if the applicant has a misdemeanor or felony conviction for theft, burglary, or other types of violent crime. The Contractor further agrees to take affirmative action to insure equal employment opportunities for persons with disabilities. The Contractor agrees to post in conspicuous places available for employees and applicants for employment notices to be provided by the University setting forth the provisions of the non-discrimination clause.

- b. Personnel relations of employees on the contractor's payroll shall be the Contractor's responsibility. The Contractor shall comply with all applicable government regulations related to hiring practices, employment compensation and payment of personnel.
- c. Personnel of the Contractor shall observe all regulations of the University.
- d. The Contractor shall, on a **monthly** basis, supply the University with a complete list of employees, supervisors and management (and their social security numbers) by assigned work areas. If such list is not submitted on or before the last day of the month, \$25 will be deducted from the monthly invoice.
- e. Parking permits are required to park in campus parking lots and garages during certain hours. Parking restrictions differ from lot to lot, but many do not require a permit between the hours of 5 p.m. and 7 a.m. Service vehicle permits may be purchased for Contractor's service vehicles from Parking Operations with approval of the director of Parking and Transportation. A service vehicle permit will allow parking of service vehicles near buildings when necessary. Current cost of vendor or service parking permits is \$21 / month payable in advance. The University reserves the right to raise parking rates as it deems necessary.

17. Equipment:

- a. The Contractor shall furnish and maintain all equipment required to do the custodial work. Any equipment unsuitable for use shall be removed from the University's premises.
- b. All Contractor furnished equipment shall be engraved or otherwise permanently identified, so that ownership can be readily determined.
- c. Battery-powered equipment should be AGM or Lithium ion batteries shall be charged only in areas with adequate ventilation and with no ignition sources. Such batteries should be charged only with "smart chargers" designed to prevent over-charging. Damaged and leaking batteries should be removed from University premises.
- d. Equipment used indoors shall not be powered by propane fuel or other flammable fuels.

- e. All electrically operated equipment must possess proper grounding capabilities and must be grounded when in use.
- f. Equipment shall not be left out and unattended in public areas during hours when buildings are open to the public.
- g. It is the responsibility of the Contractor to provide ladders as necessary for cleaning. Such ladders must meet or exceed all OSHA requirements for the class of work being performed. Work from ladders shall be limited to cleaning items 14 feet or less from floor level.
- h. At least one 15 gallon or more wet vacuum machine with wand and hose must be kept on premises for quick response to leak and flood emergencies.
- i. If the weight of equipment is seen to cause damage to floors or floor tiles, it shall not continue to be used.

Vacuums should be equipped with working dust filtration systems to prevent dispersal of soil particulates into the air and shall not have a negative effect of indoor air quality.

Suggested Minimum Equipment Requirements

Large Equipment

2- C3/Calvac

- 2-auto riding scrubbers with a 30 gallon clean water capacity each. Scrub deck pressure must be independently adjustable during operation. Water level must be independently adjustable during operation. Simultaneous vacuum recovery of dirty water must be independently optional during operation. Multiple brush heads with varying degrees of stiffness tailored to different floor surfaces must be used - softer brush heads for rubber surfaces, coarser heads for ceramic surfaces, and polishing heads or pads for wood surfaces.
- 2- Professional grade carpet extraction machines. Optional- At least one must have the ability to heat water to 210 degrees F, exert 200psi or more, have a water column lift of 150 inches, and have an air flow of 250 CFM. At least one must be a walk-behind box carpet extractor with a 13"-20" brush head. Both extractors must have wand and hose attachment capability.
- Walk behind scrubbers for daily maintenance of floors in hard to reach areas, including under benches and toilets in the locker rooms and restrooms. Machines must have separate reservoirs for clean and recovered water. They must also have 360 degree squeegee pickup capability so as not to leave anything behind regardless of direction or pattern of usage.
- 1-walk-behind scrubber with a fully enclosed motor and 4 gallon clean water capacity. Machine must be able to deep clean directly into corners with a rectangular brush deck and make use of oscillation technology.
- 1-electric pressure washer for use indoors with a 2,000 psi or greater capacity.
- 1-pressure washer attachment to concentrate and help direct the flow of water through multiple tee jets simultaneously. This attachment must also have vacuum capabilities to prevent overflow and significant accumulation of standing water.

Small Equipment - Certified Carpet Rug Institute Equipment (CRI)

- 4 air movers, each with 3 speeds and a 2,000 plus CFM rating.
- 4 backpack vacuums with 10 liter capacity, interchangeable brush heads and adjustable length poles.
- 2 up right, corded vacuum cleaners with adjustable brush heads, onboard tools, an extension wand, and a high efficiency filtration and bag system of capture.

- 2 rolling trash bins rated to carry 450 pounds.
- Shelving units and cabinets capable of meeting all storage needs in the building.
- Squeegees, spray bottles, cleaning carts, putty knives, brooms, mops, dust mops, mop buckets, trash cans and the like as provider sees fit and needful for the continued success of the account.

18. Chemicals Furnished by Contractor:

It is the responsibility of the Contractor to provide all cleaning chemicals and support materials for compliance with this bid. It is the Contractor's responsibility to comply with the following policies in the purchase, storage and use of chemicals.

- a. Comply with all federal, state and local regulations for the storage, use and disposition.
- b. Empty chemical containers or unused chemicals provided by the Contractor must be disposed of in accordance with federal, state and local regulations. Should University policy or governmental regulations apply that prohibit the disposal of a chemical or container into the University waste stream, it is the responsibility of the Contractor to arrange for independent removal of the chemical or container. Storm sewers shall not be used for disposal of used cleaning solutions or other unwanted liquids.
- c. Up-to-date Material Safety Data Sheets (MSDS) for all chemicals are to be on file in the Contractor's on-site office. A copy of each MSDS must be on file with the Custodial and Special Services Department and Environmental Health and Safety. It is the responsibility of the Contractor to keep all MSDS up to date and on file.
- d. Primary and secondary containers must be properly labeled and meet all federal, state and local requirements. Under no circumstances will secondary containers be used without clear and concise labeling as required by the University's hazardous materials guidelines and OSHA.
- e. Chemicals used will be the least hazardous available for the environment, the employees and staff of the University and contract employees.
- f. Chemicals used must provide the least offense as possible for each class; therefore, chemicals with an offensive odor will be minimized. Ammoniated products, bleach or products with high vapors or volatility are not acceptable.
- g. The successful vendor, at start of contract period, and yearly thereafter, must provide the University with an inventory of all chemicals on hand indicating locations and quantities.
- h. All floor finishes must be UL listed as to slip resistance.

19. Material Furnished by University:

The University will provide from its storeroom, by submission of a Janitorial Request Form from Contractor to the University Representative: hand soap, paper towels, chalk, erasers, toilet tissue, trash can liners, and ice melt. It shall be the Contractor's responsibility to keep dispensers filled and clean. The Contractor shall not use University owned paper towels for cleaning. Supplies provided by the University shall be stored in custodial closets and other designated storage areas. Paper goods shall be stored off the floor.

The University will also be responsible for supplying entrance mats and trash containers for public use areas, but the Contractor shall be responsible for cleaning such items.

20. Work to be Done:

- a. The Contractor shall furnish all labor, materials, equipment and ladders required to perform custodial services in the buildings.
- b. The Contractor shall include everything necessary to accomplish the work properly, notwithstanding that every item of labor and equipment required in the execution of this contract may not be specifically mentioned.

21. Leadership, Equipment Requirements & Janitorial Service for Student Recreation Complex

A. Leadership Personnel Requirements

1. Site Manager

This individual should be a salaried professional with several years of both cleaning and customer relations experience. As a dedicated site manager, he or she shall perform or directly supervise the following as relates to this account:

All interviewing, hiring, training, disciplinary action, e mail communication, oversight of night, day, and weekend operations, oversight of work ticket performance, oversight of restoration projects and all cleaning projects done less than 12 times a year, and adherence to all subsections of this proposal. This individual shall be expected to dedicate the number of hours per week necessary to insure the smooth operation of this account, whatever that may entail. 15 hour days and 7 day work weeks should not be the norm for the site manager, but will certainly occur during high traffic seasons and times of major change or project work. The site manager shall also be on call 24/7.

2. Night Shift Supervisor

A full-time night supervisor will need to meet with the customer as the building is closing for the night to ascertain that MizzouRec staff shut down locker rooms and other spaces appropriately, and to learn firsthand of any special requests particular to that night's work. The night supervisor shall inspect all work performed during the night and enforce standards of quality and policy adherence. Unsecured doors, property damage, lights gone out, items in disrepair, and any unsafe conditions shall be reported to MizzouRec's

Opening Coordinator or lead staff prior to the end of the night supervisor's shift. The night supervisor shall carry a radio (provided by the customer) for answering urgent requests and other immediate communications with the building's coordinator on duty after 5am.

3. Day Shift Supervisor

A working supervisor will need to overlap and communicate with the full-time night supervisor during the first hours of his or her shift. The day supervisor is responsible for ensuring adherence to policies and that targeted deadlines for day-time cleaning tasks are met to the customer's satisfaction. The day supervisor shall carry a radio (provided by the customer) for answering urgent requests and other immediate communications with the building's coordinator on duty after 5am. The day supervisor may expect to meet with building coordinators and other customer representatives a number of times during his or her shift to inspect spaces, answer relevant questions, and provide sundry reports as the customer should require.

B. Janitorial Service for Student Recreation Complex

1. Services will be provided at the Student Recreation Complex seven days per week. Service is required from 12 a.m. to 12 p.m. Monday through Friday with most of the work being completed after hours and prior to opening the following day. There can be flexibility in negotiating the start and end times but the preference is the work is completed between the suggested hours. Weekend service will consist of maintenance to the public restrooms & shower facilities. Hours may vary seasonally and during break periods.
2. Service in addition to the daily requirements occurs frequently during days when the department hosts major special events. During these times service will be required during event hours and/or additional help may be needed during the normal shift. Notification of these events and staffing needs will be provided to the contractor 30 days in advance of each event.
3. Detailed task requirements and specific building requirements are provided on the following pages, including any specialized work requested by the University.

The Provider will determine the number of personnel necessary to complete the tasks as outlined in the scope document and according to the schedule requested below. The submittal will include their recommendations for staffing during each day of the week. Efficiency and effectiveness of the schedule will be taken into consideration in addition to the cost for services. Staff must be under the supervision of at least one individual will a minimum of 5 years experience at institutions or organizations of similar size and facilities that approach the size of the Mizzou Student Recreation Complex.

➤ Example: Current Weekday Hours of Operation

Staff needs available supervision at all times. Hours of operation during the school year extend from 10:45pm – 1pm the following afternoon, starting Monday night and ending Friday afternoon. Hours of operation during school breaks and summer months extends from 11pm –

noon the following day, starting Monday night and wrapping up Friday mid-day.

➤ **Example: Current Weekend Hours of Operation**

Provider shall also maintain supervised hours of operation on Friday night and Saturday night during Spring, Summer, and Fall semesters, school breaks excepted. This equates to 84 additional nights of service for the sole purpose of completely servicing and stocking the following restrooms and locker rooms:

Spirit & Tradition restrooms, Assisted Changing Rooms, 1st floor west restrooms, 3rd floor west restrooms, Jungle Gym restroom, Stankowski Field House Restrooms, General Locker Rooms, & Rothwell Locker Rooms. (Please note that Stankowski Fieldhouse Restrooms are typically operational only 8-9 months of the year, weather depending.)

For a definition of complete service and stocking of restrooms and locker rooms, please refer to the daily tasks listed under the subheadings “Public Restrooms” and “Locker Rooms” in the RFP scope.

Scope of Work by Location

A. Public Restrooms

All daily requirements in public restrooms will be completed prior to opening each morning. Later in the day and prior to the vendor’s staff concluding their daily operations, they will return to these spaces at minimum once to restock dispensers and service floors, vanities, toilets, and mirrors. Public Restrooms are defined as the following:

Spirit & Tradition Restrooms (2), 1st floor west restrooms (2), 3rd floor west restrooms (2), Jungle Gym restroom (1), 50 meter pool deck restroom (1), aquatic mezzanine restrooms (3), & Stankowski Field House Restrooms (2). (Please note that Stankowski Fieldhouse Restrooms are typically only operational March 15 – Nov 15, weather depending.)

Required Services:

Daily

Pull feminine waste and replace trash bag, pull trash from large trash receptacles and replace trash bag, stock soap, stock toilet paper, stock paper towels, clean vanities & mirrors, clean & sanitize toilets inside & out, clean & sanitize sinks, wipe down faucets, wipe down soap and paper towel dispensers, remove all hard water build-up (will be noticeable) from sinks, countertops, and hand dryers, sweep or vacuum floors, scrub floors with a walk-behind scrubber that has a low enough profile to reach under urinals and toilets. Remove hard water spots and grime buildup from Dyson hand dryers. Also remove hair from shower drains and wipe down walls and shower chrome in assisted changing room showers. Wipe down the swimsuit extractor located in the hallway of assisted changing room. Ensure all faucets are in the off position and are not dripping. Report any mechanical, plumbing, lighting, or structural deficiencies found.

3x/week

Sanitize aluminum rails and toilet paper holders, wipe down partitions between stalls, wipe down and sanitize stall doors and latches. Treat porous walls with live enzymes. High pressure fluid extraction of floors.

Weekly

High pressure fluid extraction on all walls and panels.

Bi-weekly

Clean ceiling vents

4x/year

Floor restorative services (discussed in greater detail under “Additional Expectations”).

B. Locker Rooms

All daily requirements in the General and Rothwell Locker Rooms will be completed prior to opening each morning. Later in the day and prior to the vendor’s staff concluding their daily operations, they will return to these spaces at minimum once to restock dispensers and service floors, vanities, toilets, and mirrors. All daily requirements in the Team and Visitor Locker Rooms will be completed between 9:30am and 1pm unless otherwise requested. Locker Rooms are defined as the following:

General locker rooms (2), Rothwell locker rooms (2), Team locker rooms (2), Visitor locker rooms (2), and Assisted Changing Rooms (2).

Required Services:**Daily**

Pull feminine waste and replace small, clear trash bags. Pull trash from large trash receptacles and replace large, black trash bags. Stock soap in showers and by sinks, stock toilet paper, stock paper towels, clean vanities & mirrors, clean & sanitize toilets inside & out, clean & sanitize sinks, wipe down faucets, wipe down soap and paper towel dispensers, remove all hard water build-up (will be noticeable) from sinks, countertops, and hand dryers, sweep or vacuum floors, scrub floors with a walk-behind scrubber that has a low enough profile to reach under urinals and toilets. Use high pressure fluid extraction on walls, panels, floors, and drains in all shower stalls & Locker Room floors. Take aggressive mold removal measures in the General locker rooms. Disinfect and remove hard water buildup of the water fountains in Rothwell locker room. Wipe down the six swimsuit extractors located in Team, General, and Rothwell spaces.

Notes about showers:

Several hundreds of showers are taken in the General Locker rooms every day. Standard cleaning additives (Compass Shine, Suprox, etc.) are not strong enough to remove the buildup in the General locker room showers unless administered in concentrated form. Mold which

may develop each day must be removed **daily** either by hand or by concentrated chemical application. Rothwell showers, assisted changing room showers, and all aquatic locker room showers must all be maintained free of mold buildup through the regular use of additives or weekly scrubbing by hand.

3x/week

Sanitize aluminum rails and toilet paper holders, wipe down partitions between stalls, wipe down and sanitize stall doors and latches.

Weekly

Dust locker tops in General locker rooms. (Dust builds up incredibly fast and will be noticeably thick on the surface of locker tops after just a few days.)

Bi-weekly

Dust ceiling vents, sprinkler heads, and ceiling tiles in General locker rooms. (Dust builds up incredibly fast and will be noticeable on the surface of ceiling tiles after only 2 weeks.)

Monthly

Dust ceiling vents, locker tops, sprinkler heads, and ceiling tiles in the Rothwell, Team, and Visitor locker rooms. Restore Floors in the General and Rothwell showers.

Bi-monthly

Floor restorative services (discussed in greater detail under “Additional Expectations”. Drop all light lenses, wash both sides with hot water, let air dry, and put back up.

3x/year

Replace all shower curtains. (Curtains to be provided by customer.)

Note: All together, the public restrooms and locker rooms have 72 ceiling vents, 75 combined urinals and toilets, 53 individual stalls, 48 showers, 41 sinks, 5 Dyson hand dryers, 12 non-Dyson hand dryers, and 7 swimsuit extractors.

C. Private Restrooms

Private restrooms are defined as the following:

OVC restroom, HQ restroom, wheelchair basketball restrooms (2), and Admin restroom. All private restrooms will be cleaned prior to 9am.

Daily

Disinfect sink and toilet (above and beneath). Stock daily or as needed. Pull trash. Sweep & mop floor.

2x/Week

Dust window sills (where applicable).

Weekly

Dust blinds (where applicable).

Bi-Weekly

Remove hard water buildup from shower chrome and sink fixtures.

D. Personal Office Spaces

Note: Personal belongings should be disturbed as little as possible. Anything found amiss by a vendor's representative in personal office spaces at the time entry, or any inadvertent disruption, accident or similar occurrence must be immediately reported to the vendor's supervisor who will make note of, and report, such occurrences to the MizzouRec liaison. Offices are defined as the following:

Rothwell Administrative Offices, Graphic Design Suite, HQ Hallway, OVC Lounge, Wheelchair Basketball, Brewer Suites, Mizzou Aquatic Center, Brewer Station/Bat Cave, Jungle Gym, Brewer Butte, SRC Suite, Studio A Office & Zoulife.

Daily

Spot vacuum. Spot clean windows (where applicable). Disinfect light switches and door handles. Pull trash.

3x/Week

Wipe down and disinfect desks.

Weekly

Vacuum wall to wall. Dust window sills.

Bi-Weekly

Dust shades (where applicable).

E. Meeting Rooms

Meeting Rooms are defined as the following:

Candy Whittet Skybox, Legends, Brewer Board Room, Scott Arnold, Allen Hahn, & Bresnahan/Wright.

Daily

Inspect for needed services. Disinfect light switches and door handles. Spot vacuum. Carpet stain removal when necessary.

Weekly

Remove Cobwebs. Clean window sills. Pull trash (more often if necessary). Disinfect desktops. Vacuum wall to wall.

Monthly

Dust door jams.

F. Water Fountains

There are 14 water fountain stations, equating to 27 total water total fountains.

Daily

Prior to 5am: Remove hard water buildup; polish faucets, bowls and backsplashes. *New water spots are easily detectable. It will be obvious if they are not removed with a phosphoric acid cleaner every day.*

Weekly

Hand scrub floors under fountains to remove hard water buildup and soil. Wipe down walls around fountains with a magic eraser and microcidal spray.

Twice Monthly

Clean the slats in backsplashes.

G. Drains**Weekly**

Remove hard water buildup from all chrome shower drains.

Monthly

Pour five gallons of warm water down all floor drains to prevent sewer gases from rising to the surface.

H. Railings

Some railings must be dusted more often as specified by location.

2x/Week

Clean steel supports under all railings (some can be done monthly, depending on location).

Weekly

Apply Sheila Shine to all railings. Dust all *at least* weekly. Disinfect and polish wood handles.

I. Walls and Doors**Weekly**

Use a magic eraser and cleaning product to remove hand smudges and scuff marks from all cinder block walls on 1st floor, around the basketball courts, and around the track. Wipe down

all doors with a wood specific product to remove fingerprints, dust, and bring out a shiny appearance.

Monthly

Remove all dust from door jams top to bottom.

J. Trash Receptacles

Daily

Exteriors of all trash receptacles will be wiped down and disinfected daily.

K. Beams/Ducts/Ledges/Dome Lights

3x/Week

Dust and polish the beams supporting staircases.

Weekly

Dust the beams that can be safely reached from a standing position 8 feet to lower.

Bi-Weekly

Dust the ledges over Zoulife, Tiger Lair, and soda machines, daily lockers- Brewer Station, Pump Room & Jungle Gym Corridor (proper cleaning of this section requires that one use a short ladder). Dust the light globes lining the west entrance bridge walkway.

Quarterly

Dust overhead beams and pipes up to 14 feet in height. Clean the exterior of ducts up to 14 feet in height (once dry, once with water). Clean the dome lights over West Entrance and 3rd floor walkway. Dust the ledges over red facades of Tiger X Studios. Wipe down and polish by hand all bolts in the black steel beams supporting stairs and walkways.

L. Elevators

Daily

Vacuum. Wipe down interior walls with a soft cloth. Notify the MizzouRec liaison of any issue within the cab that cannot be removed with just a soft cloth and the liaison will handle the issue. Remove hand prints and smudges from exterior, white door frames on all floors. Polish exterior elevator doors on all floors. Mop the west elevator.

Note: This elevator is a people mover only. Therefore, equipment and carts should not be transported between floors with the exception of moving from the third to fourth floors in order to complete work on the 4th floor since no other elevator travels to Level 4.

M. Track

Daily

Vacuum inside and outside edges of entire track. Vacuum and mop corners of track which requires the mats be moved then replaced when finished. Spot vacuum lanes. Pull trash. Spot mop as needed.

2x/week

Scrub all lanes with auto scrubber using hot water only.

Weekly

Dust railings and spindles. Polish wood hand rails. Remove mats from corners and mop.

Bi-weekly

Dust supporting beams underneath the track that is visible from the track.

2x/year

Dust overhead beams. Deck brush the entire perimeter walls & glass block by hand. Spray down and wipe clean the x-shaped supports. Spray down the lower 5 feet of walls to remove dust that has collected in the spaces between cinder blocks.

Yearly

Restorative services to concrete pillars up to 8 feet in height. Restore rubberized flooring.

N. Track Balcony**Daily**

Vacuum completely. Spot mop. Pull trash.

Weekly

Dust railings and spindles. Scrub with auto scrubber. Mop between machines and other areas a scrubber cannot reach.

Bi-weekly

Dust supporting beams underneath the track balcony.

2x/year

Dust overhead beams, latticework, lights, and pipes.

Yearly

Restore rubberized flooring.

O. Tiger X Studios

Daily

Clean windows and window sills. Spot clean mirrors. Pull trash. Dust mop wood floors. Spot mop wood floors. Vacuum carpets outside studio doors. Sanitize light switches and door handles. Vacuum office carpets in Studio A. Sanitize and remove hard water buildup from water fountain in Studio C. Clean door glass insets.

Twice Weekly

Mop entire floor, dust and polish base trim. Dust wall vents.

Bi-weekly

Dust door jams.

4x/year

Dust ceiling vents and ceiling fans (more often as needed).

Yearly

Drop light covers and clean both sides.

P. Jungle Gym

Daily

Spot clean windows up to 8 feet high. Clean door glass (5 glass doors) top to bottom prior to 5:00 am. Vacuum and mop completely the concrete steps in front of cardio theatre. Dust mop and wet mop completely the wood cardio theatre floors. Vacuum and mop completely the wood stage overlooking 50 meter lap pool. Spot vacuum all open floors wall to wall. Detail vacuum around all machines. Mop heavily around machines. Use walk-behind scrubber in open spaces.

3x/week

Dust window sills up to 8 feet high. Detail vacuum between benches and concrete steps.

Weekly

Dust and polish base trim.

Bi-weekly

Dust door jams. Dust window sills up to 14 feet high.

Bi-monthly

Clean all window glass top to bottom up to 14 feet high. Dust ceiling vents and hanging lights by restroom. Dust wall mounted fans.

2x/year

Use heavy auto scrubber in open spaces. (MizzouRec staff will move equipment.) Extract rubberized square mats by cardio theatre. Dust iron netting above primary entrance doors.

Q. Jungle Annex**Daily**

Clean door glass and spot clean mirrors. Detail vacuum and mop around heavy equipment.

Weekly

Dust and polish base trim.

4x/year

Dust hanging lights and ceiling vents.

R. Jungle Lobby, Sunroom, The Study & Southeast Entrance Lobby**Daily**

Scrub ceramic tile prior to 5am. Vacuum edges around/behind plant pots. Wipe down window sills and polish turn stiles with Sheila Shine. Clean windows overlooking Truman's Pond up to 8 feet. Vacuum carpets. Disinfect tabletops and computer workstations. Clean the membership office. Vacuum and mop behind membership desk. Vacuum and mop wood floors. Mop all ceramic tiles that are inaccessible by scrubber. Spot mop ramp leading to the business offices. Clean all door and window glass including the windows overlooking Tiger Grotto along ramp leading to the business offices.

3x/week

Wipe down all plant pots. Dust tops of TV & computer screens.

Weekly

Mop behind plant pots. Dust and polish base trim on ramp up to business offices and wipe and polish turnstile and glass with appropriate cleaner.

Monthly

Dust top of Tiger History basketball court wood showcase & Chester Brewer Statue.

S. Historic Brewer Balcony**Bi-weekly**

Wipe down railings. Spot mop as needed. Vacuum.

Yearly

High pressure fluid extraction.

T. East Entrance Foyer

Daily

Clean door glass. Pull trash. Vacuum wall to wall prior to 5am. Spot vacuum after 10am. Polish window sills. Vacuum behind trash bin. Remove gum using only ice and a scraper (No chemicals). Spot removal with hot water extractor as necessary.

3x/week

Cobweb removal.

Weekly

Dust slanted metal above the doors.

Bi-Weekly

Dust ceiling vents.

U. West Entrance

Daily

Clean door glass. Pull trash. Vacuum wall to wall prior to 5am. Spot vacuum after 10am. Polish window sills. Disinfect and shine trash bin exterior. Remove gum using only ice and a scraper (No chemicals). Vacuum behind trash receptacle then disinfect and shine exterior. Scrub bridge prior to 5am. Vacuum and mop edges of bridge, around desk, and railings. Polish turn stiles.

3x/week

Dusting.

2x/week

Polish railings.

Bi-Weekly

Dust ceiling vents. Polish metal supports under bridge.

V. Rothwell Lobby

Daily

Clean door glass. Pull trash behind desk. Vacuum MizzouRec rug. Dust photos and window sills. Spot vacuum and spot mop walkway.

3x/week

Cobweb removal.

Weekly

Polish wood trim and base trim and dust tables and chairs. Vacuum and scrub/mop walkway completely.

Bi-Weekly

Dust ceiling vents.

2x/Year

Extract MizzouRec rug.

W. Emergency Exit Stairwell & Storage at North Entrance

Weekly

Vacuum/mop floors completely. Cobweb removal.

Monthly

Perform high pressure fluid extraction.

X. Stairwells

Daily

5 stairwells to be inspected and given daily attention. Spot vacuum and spot mop. Cobweb removal. Clean door glass. Vacuum wall to wall prior to 5am. Spot vacuum after 10am. Dust window sills. Disinfect and shine trash bin exterior where applicable. Remove all gum. Scrub bridge prior to 5am. Vacuum and mop edges of bridge, around desk, and railings.

2x/week

Polish railings.

Weekly

Clean window & door glass. Dust high edges. Full vacuum and mop.

Monthly

Clean floors behind stairs and opposite railings on ground level.

Y. Staircases

Daily

Metal edges of staircases dusted. Steps vacuumed and mopped completely.

3x/week

Polish railings and steel supports under railings.

Monthly

Restore the grout lines on all steps. Landings scrubbed by hand.

Z. Squash Court

Daily

Dust mop completely. Spot mop. Glass cleaned. Shake out dust mop reserved for patron use and vacuum up the resultant dirt and dust.

Weekly

Full mop. Aluminum wiped down. Perform special efforts to remove dark scuffs (or more often as needed).

AA. Racquetball Courts 1-4

Daily

Dust mop completely. Spot mop. Glass cleaned. Shake out dust mop reserved for patron use and vacuum up the resultant dirt and dust.

Weekly

Full mop. Aluminum wiped down. Perform special efforts to remove dark scuffs (or more often as needed).

BB. Wood Benches by Brewer Courts

Daily

Mop and disinfect. Remove all gum.

2x/Year

Remove heavy scuff marks left by shoes and wheelchairs. (Wheelchair basketball practices and games take place on the Brewer Courts, and the wheelchairs used have a unique frame that leaves black marks on the wood. These wheelchair marks are not easy to remove. Vendor will need to find some combination of cleaners and non-scuffing materials with which to remove them.)

CC. Wood Benches by Racquetball Courts 1-3

Daily

Mop and disinfect. Remove all gum.

DD. Tiger Lair

Daily

Vacuum rug. Disinfect light switches. Dust window sills. Move bikes and vacuum/mop area completely. Mop wood floor. Pull trash.

EE. Stalcups Garage

Daily

Vacuum and mop in open spaces. Vacuum and sanitize built-in seats. Clean door glass. Pull trash. Dust & polish window sills.

3x/Week

Vacuum. Clean windows.

Weekly

Detail vacuum edges. Polish diamond plate. Clean windows

Monthly

Dust slanted wall above seats.

2x/Year

Dust ceiling vents

FF. Clarks Boxing Gym

Daily

Vacuum & mop front in open spaces. Clean door glass. Pull trash. Dust & polish window sills.

Weekly

Detail vacuum edges. Polish diamond plate. Clean windows.

GG. Zoulife

Daily

Clean door glass. Pull trash. Dust & polish window sills. Clean offices. Vacuum rug in bod pod. Spot clean windows up to 8 feet high. Vacuum and mop esthetics areas completely. Vacuum and mop Tiger Training. Vacuum & spot mop walkways and massage rooms. Dust, vacuum, and mop staircase. Spot clean Tiger Training mirrors.

Weekly

Dust and polish base trim. Clean mirrors in Tiger Training top to bottom.

4x/Year

Clean windows up to 14 feet high. Extract rubber floors.

HH. Brewer Butte & Climbing Wall

Daily

Disinfect mat in Brewer Butte. Vacuum and mop fully both spaces. Disinfect bench. Vacuum office.

Weekly

Detail vacuum against edges of perimeter walls and climbing walls. Mop extra heavy against bouldering wall.

Bi-weekly

Extract rubberized flooring.

II. Pump Room

Daily

Vacuum fully, wall to wall. Heavy mop, wall to wall and under equipment. Spot clean mirrors. Disinfect and remove hard water buildup of drinking fountains. Clean door glass prior to 5am.

3x/Week

Clean & polish windows and window sills. Detail vacuum under all equipment and under dumbbells.

3x/Year

Extract floors wall to wall.

JJ. Basketball Courts

Daily

Dust mop completely. Pull trash from courtside trash bins. Wipe down and disinfect exterior of courtside trash bins. Remove gum. Disinfect and remove hard water buildup of drinking fountains by courts 3 and 7. Vacuum under the staircase by court 7.

3x/Week

Vacuum the edges of thresholds.

2x/Week

Scrub gray cement around courts – or more often if needed.

Weekly

Scrub the basketball courts. (Scrub more often in conjunction with special events and high usage as necessary.) Mop the wood adjacent to all thresholds. Clean all backboard glass front and back for all 14 basketball goals hanging over Brewer and North SRC courts. Vacuum the perimeter of gray cement against benches and walls. Detail vacuum spaces between gray cement slabs. Mop under the stairs by court 7. Dust emergency lights and all window sills up to 8 feet high. Pull large debris off top of Rec Sports closet. Cobweb removal on all black emergency exit doors.

Monthly

Pull large debris (shuttlecocks, racquetballs, water bottles, etc.) off tops of electrical enclosures.

Note: Racquetballs, shuttlecocks, and other items will frequently land atop enclosures along the SRC basketball courts.

4x/Year

Dust with a stiff brush on the sides of all 9 electrical enclosures. High pressure fluid extraction on black emergency doors and thresholds.

Quarterly

Vacuum tops of all 9 electrical enclosures.

Yearly

Restorative services to concrete pillars up to 8 feet in height.

KK. HQ

Daily

Vacuum and mop completely. Service both restrooms. Pull trash. Disinfect light switches and door handles.

Weekly

Remove hard water buildup from shower chrome and sink porcelain. Dust Nap Nook.

Bi-Weekly

High pressure fluid extraction in restroom.

Monthly

Dust locker tops.

LL. HQ Kitchen

Daily

Disinfect light switches and door handles. Sweep and mop. Disinfect and wipe clean the countertops. Pull trash. Polish refrigerator face. Wipe sink clean.

Weekly

Remove hard water buildup from sink with a phosphoric acid cleaner.

2x/Year

Restore grout lines.

MM. Old Varsity Club Lounge

Daily

Disinfect light switches and door handles. Sweep and mop. Disinfect countertops and wipe clean. Polish refrigerator face. Wipe sink clean. Sweep and mop restroom. Stock restroom. Pull trash.

Weekly

Remove hard water buildup from sink, shower chrome, and sink porcelain. Remove knobs from oven and detail underneath. Oven top detailed.

Monthly

Remove hard water buildup from toilet (or more often as needed).

The Mizzou Aquatic Center

PP. Aquatic Hallway

Daily

Scrub. Mop outcrops by all doors. Vacuum rug by Truman's Pond entrance. Vacuum and mop edges of corridor.

Bi-Weekly

High pressure fluid extraction in corners.

2x/year

Perform floor restoration measures.

QQ. Truman's Pond Entrance

Daily

Vacuum completely. Clean door glass. Spot clean windows. Pull trash. Wipe down and disinfect the exterior of trash bin.

Weekly

Clean windows top to bottom. Vacuum behind trash bin.

RR. Tiger Grotto

Daily

Disinfect water fountain and remove hard water buildup. High pressure fluid extraction of the steam shack prior to 6am – must be done in conjunction with concentrated application of a fungicide/germicide/virucide (will not work if chemical is diluted). Clean the door glass top to bottom daily. Clean and polish window sills. Pull trash as necessary.

Twice Monthly

Clean windows and door overlooking Truman's Pond top to bottom. Clean wood vent by Steam Shack.

SS. Competition Pool Deck

Daily

Scrub. Spot clean all mirrors and mirrored doors. Clean door glass top to bottom. Disinfect and remove hard water buildup of drinking fountains.

2x/Week

Pull trash or more often if needed. Dust window sills.

Weekly

Clean all windows and mirrored doors top to bottom.

Bi-Weekly

High pressure fluid extraction behind dive well, by hot tub, and in poolside restrooms. Dust large vent on northeast side of 50 meter pool. Deck scrub the southwest entrance foyer by stairwell.

Bi-monthly

Floor restoration measures in areas of hard water buildup.

TT. Spectator Seating Area

Note: Sweeping does not work well in this area – vacuuming is a MUST.

Daily

Clean door glass top to bottom. Pull trash as necessary.

Weekly

Scrub platform. Vacuum and mop edges. Disinfect and clean low window sills. Spot clean windows up to 8 feet high. Clean window sills.

Bi-weekly (more often if necessary)

Mop and vacuum seating area.

Bi-monthly

High pressure fluid extraction services on all seating areas.

WW. Aquatic Mezzanine

Daily

Spot mop and vacuum edges. Disinfect water fountains and remove hard water buildup. Restrooms cleaned and stocked. Clean door glass top to bottom.

2x/week

Vacuum behind pot plants.

Weekly

Wipe down base trim under Thirsty Tiger. Scrub. Wipe down plant leaves and plant pots.

Bi-Weekly

High pressure fluid extraction in restrooms.

Monthly

Sweep and mop Thirsty Tiger. Pour 5 gallons of water down Thirsty Tiger drain.

XX. Edges of Walkways

Note: Dust bunnies will accumulate along the edges of all walkways regularly each week and must be addressed when visible.

Daily

Vacuum all walkway edges, column edges, spaces underneath black iron benches, and staircases. Mop outcrops from elevators, the pump room, Jungle Gym, and meeting rooms.

Weekly

Mop edges of walkways.

Monthly

Perform restorative measures on tan colored expansion joint strips.

YY. Edges of Courts

Daily

Pull trash from courtside trash bins. Wipe down and disinfect exterior of trash bins.

2x/Week

Scrub gray cement around courts (more often as needed)

Weekly

Vacuum perimeter of gray cement against benches and walls. Detail vacuum spaces between gray cement slabs.

4x/Year

High pressure fluid extraction along outer perimeter of gray cement. (Sitting water near wood surfaces must be extracted quickly so as not to harm the wood finish.)

ZZ. 4th Floor Corridor**Daily**

Vacuum edges of walkway. Vacuum rug and under ottomans on balcony overlooking Red Hall lobby. Spot mop and remove gum spots.

3x/ Week

Dust mop or vacuum entire walkway.

Weekly

Scrub prior to 5am. (Walk-behind scrubber only.) Dust and polish base trim.

Monthly

Use an alkaline cleaner to restore tan colored floor expansion joints.

AAA. 3rd Floor Corridor**Daily**

Vacuum and mop edges. Disinfect tops of benches outside Tiger X Studios. Vacuum and dust under benches. Spot mop and remove gum spots after 11am.

Weekly

Scrub prior to 5am. Dust and polish base trim. Shine metal bench supports outside Tiger X Studios.

Monthly

Use an alkaline cleaner to restore tan colored floor expansion joints.

BBB. Mezzanine Level Corridor

Daily

Mop outcrops by Jungle Gym. Vacuum edges of walkways and around pillars. Vacuum under all furniture in the Spirit & Tradition hallway. Spot mop and remove gum spots. Wipe down and disinfect Spirit & Tradition tables.

3x/ Week

Dust locker tops. Scrub prior to 5am. (Scrub more often as necessary.)

2x/Week

Vacuum and hand wipe small space between wall and locker tops.

Weekly

Mop edges of walkway and around pillars (more often as necessary). Dust and polish base trim.

Monthly

Use an alkaline cleaner to restore tan colored floor expansion joints.

4x/Year

Dust sconces on pillars. Dust outcrop of climbing wall. Clean high windows in Spirit & Tradition hallway.

CCC. 1st Floor Corridor**Daily**

Vacuum edges of walkway. Vacuum under the iron benches and staircases. Spot mop and remove gum spots.

3x/ Week

Scrub prior to 5am. (Scrub more often as necessary.)

Weekly

Mop edges. Mop under vending machines and behind trash receptacles. Dust the black iron benches. Dust and polish base trim.

Bi-Weekly

Dust the tower and ledge outside Zoulife. Scrub by hand under and around vending machines.

4x/Year

Clean the mirrors over Zoulife ledge. Restore the dividing lines around sidewalk ramps and power wash the sections of sidewalk.

DDD. Loading Dock

3x/ Week

Vacuum edges. Vacuum rug by exterior door.

Weekly

Scrub weekly. Mop edges. Remove Cobwebs.

EEE. Janitorial Closets

Includes Penthouse, Spirit & Traditions, Aquatics, 4th floor, Men's General, and Loading dock janitorial closets.

Daily

Keep equipment and shelving clean and organized.

Weekly

Remove trash weekly (or more often if needed). Take cardboard to recycling room (loading dock room 127) or more often if needed. Sweep and mop floors.

Monthly

High pressure fluid extraction in Penthouse and loading dock closets.

Additional Expectations

All frequencies listed throughout the document to this point will be considered as minimum expectations. Circumstance may at times require tasks to be performed more frequently than defined by this written scope.

1. Snow Removal

On snowy or sleeting nights, the provider must provide anything needed during their workhours. The provider must clear snow away from the loading dock, east and west entrances to a distance of eight feet prior to 5am. Missouri Rec Complex will provide the ice melt. Provider is responsible for furnishing shovels and appropriate cold winter attire.

2. Trash Disposal & Recycling

Trash must be dumped daily or twice daily as needed during daytime hours across Rollins Street in the indoor compactors located in the Mizzou Student Center. Provider will be required to stay at the compactor site until all bags have been compacted.

In the course of keeping the building stocked with toiletries and chemicals, large cardboard boxes will be relieved of their contents weekly. These must be broken down and transported

by the provider to the recycling and receiving room (room 128) in the loading dock at the time the boxes are emptied. This should occur no less than once a week.

3. Replacing Toilet Paper Locks

All toilet paper dispensers are protected against theft with master locks that are keyed alike and have interchangeable cores. Provider shall also be responsible for purchasing and maintaining a supply of 15 replacement locks of the same brand and model so that one key continues to fit all toilet paper locks in the building in the event of replacement.

4. Microfiber Technology

It is expected that microfiber technology will be used wherever possible. The cost to provide this technology is the responsibility of the provider. This includes microfiber towels with different colors dedicated to different tasks. This also includes microfiber dust mops and microfiber wet mops. Provider is responsible to clean all microfiber towels, mop heads and dust mops off site.

5. Restorative Services

It is expected that restorative services will be performed in various parts of the building and at varying frequencies as dictated above. These restorative services will require a substantial number of hours on the part of the vendor. Below, for information purposes in developing a bid, are specific criteria the current provider recommends related to these restorative services based on their history with the Facility.

Please note: It is the owner's expectation the vendor will consult the manufacturer of all equipment, fixtures, furniture, finishes and fabrics prior to beginning any restorative or aggressive maintenance. The vendor will be solely responsible for all costs associated with the repair or replacement of all damage that should occur due to failure to follow the advice and recommendations of the manufacturer.

- Stankowski Fieldhouse restroom floors will be deck brushed with a concentrated alkaline cleaner safe for painted surfaces. Floors will then be fully rinsed. All soil and alkaline cleaner will be fully extracted.
- The Indoor Track perimeter X-shaped supports should look white in all seasons. Use high pressure fluid and extraction equipment to remove dust from the rough metal up to 8 feet in height.
- White tiled ceramic floors will be restored with a concentrated solution containing sulfamic acid, phosphoric acid, and hydrogen peroxide. (This solution must be safe for grout.) It will be used in conjunction with oscillation technology equipment; a machine with a square scrub deck is required to reach corners.

- Stairwell landings and steps will be hand scrubbed with a concentrated alkaline cleaner safe for painted surfaces.
- Grout lines of staircase steps and all staircase landings will be hand scrubbed with a concentrated alkaline cleaner safe for stone surfaces.
- Cement pillars around the track and SRC courts up to 8 feet in height will be cleaned with pumice stones.
- Rubberized track and track balcony flooring will be restored according to the manufacturer's specifications. At present due to an improper solution being applied for several years, hot water will be used during normal scrubbing situations. During restorative measures, railings will be tarped and taped to prevent rinse water from overflowing to the courts and enclosures below.
- Membership desk limestone will be restored when requested. This service will require the use of hydrochloric acid and high pressure fluid extraction equipment. Safety of both vendor and customer property will be vendor's responsibility.

6. No Smoking/No Gum Policy

The University of Missouri campus is a smoke-free zone. Provider is expected to have and enforce a strict no-smoking policy for all employees during their shift. Corrective action up to and including termination must be taken in the event that workers are discovered smoking while on the job and on campus property.

University of Missouri Recreation Complex has a strict no gum policy for all members, staff, and faculty. Anyone found to be chewing gum while in the building may be sent home with a one-time final warning.

7. Safety, Damages, and Security

The safety and security of The Mizzou Student Recreation Complex, its occupants and visitors is of the utmost priority when executing the scope of work outlined in this RFP. Provider must ensure that all employees are familiar with the safe handling of chemicals used, have been trained in the proper and safe use of all equipment necessary to execute scope, are skilled in recognizing and eliminating all hazards such as wet spills in an immediate manner, and following all guidelines as provided.

It is expected that the provider will take every precaution to prevent damage within the facility. Whether at the hands of members, staff, or a service provider, accidents do and will occur, however. Daily walk through inspections of the facility by the provider's site supervisors and account manager both before 5am and after 11am are required, and will aid in discovering damage (as well as unperformed or underperformed tasks) in expedient fashion.

All damage shall be reported to appropriate MizzouRec staff immediately, and in the event damage has been caused by the provider, remuneration for repair costs will be expected. A drug test for all responsible parties shall also be administered within 24 hours of an accident

involving the operation of heavy equipment or any accident with a possibly significant attached dollar cost for repairs. Should any employee demonstrate a pattern of recklessness, the customer reserves the right to demand the removal of that worker from the site.

Provider is responsible for having all employees complete a comprehensive background check as part of the hire process; no candidate having a felony shall be eligible for hire, regardless of reason, context, or date of conviction. All employees must be in a recognizable uniform so that they are readily visible to building occupants and staff while executing their duties. Security of key sets and swipe access cards shall be monitored and corrective action up to and including termination must be taken in the event of missing keys or someone allowing unauthorized entry of others into the building at any point.

8. Communication Methods

In addition to ongoing face to face communication between the provider's on site manager and staff and the management of the Mizzou Student Recreation Complex, the provider must provide the following communication methods:

- Cell phone for on site manager to enable them to be contacted 24/7.
- Computer with a printer and internet access for on site manager to enable e mail communication and administration.
- Provider upper management should be available for performance audits on a quarterly or as needed basis to allow scope adherence and issues to be discussed openly with primary customer representatives and to review employee performance.
- Provision of an on line internet enabled work order system to enable customer to enter, track, close out and view work orders. System should also allow for the provision of multiple customer representatives to utilize and view the work orders. This system should also be able to provide reporting of work order metrics and closure data for evaluation.
- 24/7 Call center operation to report work orders, or for emergency mobilization needs.

9. Customer Requests Outside of the Contract

Due to numerous events that occur within the facility both predictable and not, the vendor must provide services when requested for extemporaneous customer requests. The vendor will provide a document outlining their hourly rates for such services to include any supervision necessary under such circumstances.

Example:

The University of Missouri Recreation Complex receives attention on the national and international stage from time to time in the form of prime-time media exposure, high profile events, and guided tours for other Universities seeking to upgrade their own fitness complexes. Thus, in addition to the scope as outlined to this point, the customer reserves the right to place sensible requests upon the provider in conjunction with these important days. Advanced warning will be given where possible, but some requests will undoubtedly occur last minute.

Appropriate morning, evening and weekend services for approximately ten large weekend events (such as swim meets, Relay 4 Life, and Show-Me-State Games) per school semester must also be provided. This may require additional staffing. The vendor is expected to provide leadership, names, times, and projected cost for this additional staffing no less than 4 days in advance of each event.

10. Carpet Care Specifications

Following is the established minimum cleaning schedule for carpets. This may be increased subject to weather conditions and traffic patterns within the buildings.

Carpet Spot Removal: Spots that result from spills, tracking, or other sources shall be removed on a daily, 3X week, or weekly basis. This is determined by the service schedule for each particular area.

Vacuuming: This task shall be performed on a daily, 3Xweek, or weekly basis. This is determined by the service schedule for each particular area. Vacuuming includes all areas.

Shampoo: Carpet extraction is the approved carpet cleaning method. It is the responsibility of the contractor to operate equipment correctly. Carpet damaged due to improper extraction methods is the liability of the contractor.

Frequency will be determined by weather conditions and the appearance of the carpet; however, the unit price shall prevail if frequency is considered excessive.

1. The **extraction** method will be used when shampooing
2. Extractions shall be documented through the work order system. Shampooing shall be inspected after work log sheets are turned in. Should inspection determine poor quality work, repeated shampooing at no extra charge will be requested.
3. Walls, furniture and other surfaces will be wiped clean of any splashes when complete
4. The furniture moved during shampooing will be replaced to the original order
5. Waterproof material will be placed under the legs and bases of furniture until carpet is dry, and then it shall be removed

Frequencies and schedule of work: Estimated frequency of cleaning together with a schedule of work is noted in the Extraction Schedule section. All rooms on the schedule are entitled to be shampooed at least twice annually at no charge. In many cases the schedule reflects this. In cases where it is unlikely that the room will need to be scheduled twice in one year, the schedule indicates "1X" or "By request" as the frequency. Additional shampooing up to twice annually may be requested for such rooms and shall be accomplished at no extra charge. The carpet cleaning schedule for each building also notes areas that require additional cleanings more than twice a year at no extra charge. Should more extractions than two or as otherwise required in carpet cleaning schedule, the unit price will prevail and may require departmental funding; however, this is subject to prior approval.

13. Specifications

All work shall be accomplished in accordance with the general intent of the specifications. For a detailed explanation of cleaning standards and clarification of task statements see the attachments with this contract.

CLEANING STANDARDS

Entryways & Lobbies

1. **Doors/Entryways:** Handplate/kickplate will be fingerprint and smudge free; glass will be clean and streak free
2. **Floors:** Clean and streak free; no dust, grit, gum, food, spills or spots
3. **Entry Mats:** Clean; no dust, grit or litter
4. **Vacuumed:** Vacuum and mop to produce a clean surface free of dust, grit, litter, gum, food and spills
5. **Horizontal Surfaces:** Dust and grit free; no cobwebs; vents and convectors clean and free of streaks and lint
6. **Corners/Edges:** Corners, high and low, free of cobwebs, dust and dirt; baseboards free of mop marks, scuffs, spills, dust and grit; floors cleaned to edges
7. **Area Trash:** Trash emptied on schedule; plastic liners replaced as specified in procedure to provide clean, odor free container; thoroughly cleaned out as described in task frequency requirements.
8. **Exterior Steps and Walks:** Outside entrances free of trash and cigarette butts; paved entrances free of dirt clods, gravel and spills to a distance of 10 feet from building, 10 foot radius from the center of the doorway, bottom step or handicap ramp; snow and ice pushed or chipped off walk the full width of the walk to a distance of 10 feet from building or to a point at which snow removal machines may take over easily.

Elevators

1. **Floors:** Vacuumed/dust mopped/wet mopped to produce a clean, dirt free floor including edges and corners
2. **Stainless/Vents:** Stainless fingerprint and smudge free with a shiny surface; vents free of dirt and lint, and wiped clean no less than 12 times per year
3. **Tracks:** Dust, grit and litter free. Wiped cleaned of ground on soils.

Offices

1. **Trash:** Trash emptied on schedule; plastic liners replaced as specified in procedures to provide clean, odor free container; thoroughly clean out quarterly or as needed
2. **Floors:** Vacuum/mop on schedule, with particular attention to room edges and corners, to provide a clean, grit, dust and litter free surface; no spill marks or streaks
3. **Walls:** Free of spots, smudges and fingerprints
4. **Corners/Baseboards:** High and low corners free of cobwebs, dust and dirt; baseboards free of mop marks, scuffs, spills, dust and grit

Restrooms

1. **Trash:** Trash containers (including sanitary napkin disposal units) emptied on schedule; spillage on top and sides cleaned daily; plastic liners replaced if wet or soiled to provide a clean, odor free container; thoroughly clean out monthly or as needed.
2. **Paper:** Check and refill paper towel dispenser daily; replace toilet paper as necessary; clean dispensers as needed. Paper towels loaded correctly. Partially used stub rolls of roll towels placed in stub roll spot of dispenser so that no towels are wasted.
3. **Soap:** Check daily and replace cartridge when empty; test dispenser to verify it is operational; clean tip and container surface
4. **Sink:** China clean and shiny; hardware clean and shiny, free of soap scum and mineral deposits top to bottom (to include all fixtures and hardware under/on sink)
5. **Urinal / Toilets:** China and hardware clean, shiny and free of dust, hair and mineral deposits top to bottom
6. **Partitions/Walls:** Clean leaving no dust, smudges, fingerprints or graffiti; walls, sills, flat surfaces, ceiling vents and convectors to be dust, lint, oil residue and cobweb free.
7. **Glasswork:** Clean with no streaks, spots or lint
8. **Floors:** Clean and streak free, including edges and corners. Baseboard and lower wall areas to be free of soils.

Custodial Closets

1. **Neat & Clean:** Area/room free of debris, dust and spills; slop sink free of grit and dirt; surfaces dust free; chemicals and equipment stored in an orderly and accessible manner

2. **Adequate Supplies:** Brute and/or cart contain enough supplies to clean an entire area; closet contains enough to clean and restock area for 1-2 weeks under normal use conditions and allowing for storage space
3. **Supplies Stored Off Floor / Heavy Items < 6':** Supplies stored to avoid damage to the containers and their contents; items stored off floor as practical; heavy items stored less than 6 feet off floor
4. **Equipment Clean and Operable:** Equipment kept as clean as possible during use; stored free of any dirt or trash; wiped clean of spills or splatters after use. Equipment properly adjusted for the task and free of malfunctions within the custodian's control; report malfunctions to supervisor promptly; mops rinsed and hung to dry as applicable

Corridors & Stairwells

1. **Walls:** Spills and splatters removed promptly; fingerprints, handgrease and spots removed from surfaces, especially around door frames, corners, light switches and drinking fountains; footprints and kickmarks washed from painted surfaces and dusted from paneled surfaces
2. **Fountains:** Drinking fountain cleaned thoroughly; vents and pipes dusted, sides free of handgrease and stains; stainless and porcelain disinfected and polished; left streak free and shiny with no mineral deposits
3. **Floors/Corners/Baseboards:** Floors clean and streak free; all corners free of cobwebs, dust and dirt; baseboards free of mop marks, scuffs, spills, dust and grit
4. **Horizontal Surfaces:** All surfaces free of dust, dirt, litter and spills within a height of 14 feet from the floor; this could include some vertical surfaces
5. **Stairwells:** Corners and surface area, including textured stair treads, free of trash, spills and dirt and dust build-up; vertical areas (i.e., stair fronts, sides of open stairways) free of dust, stains and mop drips; area free of litter, gum, food. Stair risers cleaned of marks periodically as indicated in task requirements.
6. **Handrails:** Surface area, lower rails and supporting brackets free of dust and hand grease; stainless or brass rails polish as necessary, removing smudges and streaks

MONTHLY RATE for CUSTODIAL SERVICES LISTED ABOVE

Monthly \$ _____

Per Year \$ _____

Three Year Total \$ _____

Year One (1) Renewal \$ _____

Year Two (2) Renewal \$ _____

Year Three (3) Renewal \$ _____

HOURLY RATE FOR SPECIAL REQUEST SERVICES

For changing specified quantities of work from those indicated by the contract specification, upon written instruction from the University, the following unit prices shall prevail.

	Unscheduled Work (Monday-Friday)	Saturdays	Sundays/Holidays
Per hour per employee	_____	_____	_____
Per day per employee	_____	_____	_____
Minimum hours required	_____	_____	_____

Floor care project rates

Tentative formula for figuring prices for carpet extraction work or floor restoration work (strip, seal, and re-finish) not covered by this bid

Carpet extraction:

_____ cents per square foot plus _____ set-up fee.

Set-up fee will be waived for scheduled work of more than _____ square feet

Or, check here _____, if set-up fee is for all jobs no matter how large.

Floor restoration (strip, seal and re-finish):

_____ cents per square foot plus _____ set-up fee.

Set-up fee will be waived for scheduled work of more than _____ square feet

Or, check here _____, if set-up fee is for all jobs no matter how large.

REQUEST FOR PROPOSAL FORM
REQUEST FOR PROPOSALS
FOR
FURNISHING AND PROVIDING
OF
CUSTODIAL SERVICES at MIZZOU REC
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
UNIVERSITY OF MISSOURI – COLUMBIA
RFP # 20-2234-WJ-C
DUE DATE: March 3, 2020
TIME: 2:00 p.m. CT

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.

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: _____

PROPOSAL FORM - continued

REFERENCES

Respondents to provide at least three (3) references that can provide information as to the capabilities, services, performance of respondent in the following format:

1. Name of Organization _____

Address _____

Contact Person _____

Phone Number _____

2. Name of Organization _____

Address _____

Contact Person _____

Phone Number _____

3. Name of Organization _____

Address _____

Contact Person _____

Phone Number _____

STATEMENT OF RESPONDENT'S QUALIFICATIONS

(File with Proposal Form in separate envelope appropriately designated.)

1. Number of years in business: _____ . If not under present firm name, list previous firm names and types of organizations.

2. Contracts on hand: (Complete the following schedule.)

Amount of Your Contract	Per Cent Completed	Item	Purchaser
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3. General Type of product sold or manufactured

4. There has been no default in any contract completed or uncompleted except as noted below:

(a) Number of Contracts on which default was made: _____

(b) Description of defaulted contracts and reason therefore:

5. List banking references:

6. (a) Do you have a current confidential financial statement on file with University? _____ If not, and you desire, you may file such statement with this proposal, sealed in a separate envelope and appropriately designated.

(b) If not, upon request will you within 3 days file a detailed confidential financial statement?

Yes _____ No _____ (check one)

Dated at _____

this _____ day of _____ 2013.

Name of Organization(s)

By _____ Signature

Title of Person

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