

**REQUEST FOR PROPOSALS**  
**FOR**  
**FURNISHING AND DELIVERY**  
**OF AN**  
**WINDOW WASHING SERVICES**  
**FOR**  
**THE CURATORS OF THE UNIVERSITY OF MISSOURI**  
**ON BEHALF OF**  
**MU HEALTH CARE**  
**RFP # 22030**  
**DUE DATE: FEBRUARY 4, 2022**  
**TIME: 12:00 P.M. CDT**

THE CURATORS OF THE UNIVERSITY OF MISSOURI  
Prepared by:  
Kyla Rogers  
Senior Business Services Consultant  
University of Missouri Procurement  
2910 LeMone Industrial Blvd  
Columbia, MO 65201

Date Issued: DECEMBER 22,2021

**RFP # 22030**

**WINDOW WASHING SERVICES**

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## NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of Window Washing Services, **RFP # 22030** which will be received by the undersigned at University of Missouri Procurement, until **February 4, 2022, at 12:00 p.m. CDT. The University assumes no responsibility for any vendor's on-time receipt at the designated location for proposal opening.**

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

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

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

*Kyla Rogers  
University of Missouri Procurement  
2910 LeMone Industrial Blvd  
Columbia, Missouri 65201  
rogersk@umsystem.edu*

**All questions regarding the RFP must be received no later than January 21, 2022, at 12:00 p.m. CST.**

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

THE CURATORS OF THE UNIVERSITY OF MISSOURI  
Prepared by:  
Kyla Rogers  
Senior Business Services Consultant  
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Columbia, MO 65201

**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. **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.

7. **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.
8. **Supplier Diversity Participation:** The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. To qualify as a Diverse Supplier, the company 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.

The University of Missouri recognizes the following groups:

- 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 (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) 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 on the contract: Direct and Indirect.

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

Supplier Diversity Participation Form: If a respondent will be utilizing a diverse supplier as part of this contract, they must indicate their Supplier Diversity participation levels 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 supplier/contractor's compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the supplier/contractor'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 supplier/contractor from participating in future contracts.

9. **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.

10. **Anti-Discrimination Against Israel Act:** If this Contract involves the acquisition or disposal of services, supplies, information technology, or construction and has a total potential value of \$100,000 or more, and if Supplier is a company with ten (10) or more employees, then Supplier certifies that it, and any company affiliated with it, does not boycott Israel and will not boycott Israel during the term of this Contract. In this paragraph, the terms "company" and "boycott Israel" shall have the meanings described in Section 34.600 of the Missouri Revised Statutes.

**11. Applicable Digital Accessibility Laws and Regulations:** The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including Section 508 of the Rehabilitation Act, 36 C.F.R., Pt. 1194. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG), as specified by the University of Missouri Digital Accessibility Policy.

Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.0, Level AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product's current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a "roadmap" plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) promptly respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from supplier's failure to meet WCAG guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility.

When installation, configuration, integration, updates, or maintenance are provided, the supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG standards, the supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a reasonable timeline. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement.

**12. 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 MU Health Care, 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 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.

**13. Compliance with CDC Guidelines:** (If Applicable)

Due to the changing nature of the COVID-19 pandemic, successful Supplier will monitor and comply with CDC and other federal, state, and local guidance; modifications to University operating procedures; and directives of University relating to protection of the health and safety of the University community.

**NOTIFICATION TO UNIVERSITY IN EVENT OF POSITIVE COVID-19 CASE:**

In the event any of the successful Contractor's personnel who have or are presently performing services for the University of Missouri (a) tests positive for COVID-19, or (b) has been in close contact with someone that tests positive for COVID-19, the successful Contractor shall immediately notify the University designated contact, and take immediate action to quarantine such person and any other Contractor Personnel who may have come in contact with the person testing positive for COVID-19, and assist University in identifying any other persons on the University campus who may have come in contact with such person. Contractor must clean and disinfect all areas any infected person may have contacted on University's campus, and any cleaning or sanitation costs resulting from a positive COVID-19 test of Contractor personnel are the sole cost and responsibility of Contractor.

**14. 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.



15. **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.
16. **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.
17. **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 and exhibits including drawings, specifications, and instructions. Failure to do so is at Respondents' 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 and exhibits 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 #22030 for a Window Washing Services, mailed and/or delivered to University of Missouri Procurement, 2910 LeMone Industrial Blvd, Columbia, MO 65201, ATTN: Kyla Rogers.**

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

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

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications, it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

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

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

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

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

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

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

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

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

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

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President Management Services, UM System 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.

For consulting services and/or contract labor services performed for MU Health Care, the hourly rate and the number of hours worked must be included in the agreement and/or on the invoice submitted. Payment will not occur unless this information has been provided.

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, locations and affiliates of the University of Missouri, including MU Health Care.

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

**UNIVERSITY OF MISSOURI**  
**DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS**

**1. OBJECTIVE**

The Curators of the University of Missouri, a public organization, propose to contract on behalf of the University of Missouri System (hereinafter referred to as "University") with an organization (hereinafter referred to as "Supplier"), to provide **Window Washing services** as described herein.

**2. SCOPE**

University of Missouri Health Care (hospitals and offsite facilities) is requesting bids for Window Washing Services to be performed annually by a qualified contractor. An annual cleaning of all exterior windows is to be done during the months of May and June and additional limited cleaning projects done monthly, or as requested. If a monthly cleaning falls within the time frame for the full annual cleaning, then only one billing may be submitted for payment. Some interior windows in entries are also specified as part of this contract.

University of Missouri Health Care is an integrated delivery network of both inpatient and outpatient health care services that are in various buildings throughout the City of Columbia and some outpatient clinics in Fulton, Boonville, Fayette, Ashland, and Jefferson City, Missouri. Those buildings include multiple hospitals, clinics, and administrative/support buildings. All equipment, materials and labor are to be provided by the successful vendor and included in the respondent's pricing. All work is to be performed in accordance with any/all application state and federal regulations.

Washing of exterior (and interior where specified) windows entails leaving a completely clean and streak free appearance, including removal of hard water deposits on windows. Contractor will assure no damage to exterior, structure, windows, or plants when using chemicals during removal of hard water buildup from windows.

Any screens that can safely be removed during window cleaning can be removed but will also be securely replaced after the window is cleaned.

No portion of this work may be contracted to a second vendor.

Contractor is required to check in at Engineering office and with the Environmental Services/Housekeeping office when arriving on site at the hospital locations and to check out when leaving. At offsite outpatient clinics and administrative support buildings, in addition to notifying Main Hospital and Environmental Services offices, the contractor will also check in and check out with clinic Practice Manager or their designee.

Contractor is also required to communicate daily with the Environmental Services Director or designee to provide information on completed work and planned work for the following day.

Window washing teams will report to MUHC Security, Safety & Communications, Environmental Services, and Engineering Services all safety concerns observed while performing tasks associated with this scope of services.

**SITE TOUR:**

A MANDATORY tour to view the site has been scheduled for January 13 from 10:30 AM until 3:00 PM. Please confirm attendance with KYLA ROGERS by email or [rogersk@umsystem.edu](mailto:rogersk@umsystem.edu) before January 12, 2022, for agenda and timeline.

The purpose of the tour is to allow potential respondents the opportunity to review each location. Each respondent is solely responsible for touring each location and assessing staffing and equipment needs. The respondent shall not be relieved of responsibility for performance under the contract for any reason whatsoever including, but not limited to the respondent's failure to observe existing conditions, etc.

Note: Site tours, when scheduled, are mandatory for respondents to attend, and no additional tours will be given. No respondent may bring more than two (2) individuals.

**ANNUALLY: University Hospital, One Hospital Drive, Columbia MO**

- Teaching Hospital and Emergency
  - All exterior windows
  - All exterior and interior entrance windows and vestibules
    - Circle Drive (front entrance)
    - Patient and Visitor Parking Garage
    - Emergency Department
  - All exterior windows that form the Tower 1 and Tower 2 areas
  - All exterior windows around ground floor Grille terrace
  - Arched Windows –glass and interior ledges. Coordinate cleaning with Environmental Services and Engineering Services due to concerns about dust accumulation and weight of equipment.
  - DO NOT CLEAN the long-domed glasswork in the University Hospital Lobby Concourse. The glass is highly fragile.
  - Second Floor Mezzanine – interior ledges/support beams across lobby concourse
    - Environmental Services will be notified 24 hours in advance to provide simultaneous housekeeping
- Patient Care Tower
  - All exterior windows, including in the Healing Garden
  - Healing Garden there are decorative cement blocks on one side of the building. These blocks are not intended to support weight. Blocks will need to be rinsed and inspected during annual window cleaning and information on any damage should be communicated to Engineering Services for repair and to Environmental Services Director.
  - Interior windows around first floor Healing Garden



- Clean windows and dust ledges and beams in stairwell #1 from ground through 9<sup>th</sup> floor, as applicable
- Visitor Parking Garage Tunnel
  - All windows both sides (including top)
- Missouri Psychiatric Center
  - All exterior windows
  - All exterior and interior entrance windows and vestibules
  - All interior windows in 1<sup>st</sup> floor lobby
- Clinic Support & Education Building
  - All exterior windows on 1<sup>st</sup> and 2<sup>nd</sup> floor
  - All exterior and interior entrance windows and vestibules
- Critical Care Addition
  - All exterior windows including windows on ramp between buildings
  - Two skylights, locations to be noted during tours and to awardee
- North Hall
  - All exterior windows where the Teaching Hospital connects to the School of Medicine –more clarification will be provided during tour
- McHaney Hall
  - All exterior windows

**ANNUALLY: Women’s Hospital and Health Pavilion**

**404 Keene Street, Columbia, MO**

- All exterior windows
- All exterior and interior entrance windows and vestibules
- Five skylights, locations to be noted during tours and to awardee
- Health Pavilion interior windows from 1st floor Conference Center to Pediatric Clinic entrance and 2nd floor east lobby/entrance

**ANNUALLY: Missouri Orthopedic Institute, 1100 Virginia Avenue, Columbia, MO**

- All exterior windows
- Entrance awning top and bottom glass panes. Coordinate cleaning with Environmental Services due to concerns with access to clean without damage to glass panes
- All exterior windows along walkway from parking garage
- All interior entrance windows and vestibules. Clean above vestibule at main entrance, removing dust/debris from top and “YES” letters
- All interior atrium glass and window ledges as well as cleaning of painted exposed structural steel frame to remove dust buildup
- Clean decorative wood tops and edges to remove dust/debris on 1<sup>st</sup> through 4<sup>th</sup> floors. Environmental Services will be notified 24 hours in advance to provide simultaneous housekeeping

**ANNUALLY: Quarterdeck, 2401 Lemone Industrial Drive, Columbia, MO**

- All exterior windows
- Support beams and glass railing in circular mezzanine on ground, first, and second floors

**ANNUALLY: Fairview Clinic, 101 South Fairview Road, Columbia, MO**

- All exterior windows
- All exterior and interior entrance windows and vestibules

**ANNUALLY: Woodrail Clinics (Building #2), 1000 Nifong Blvd, Columbia, MO**

- All exterior windows
- All exterior and interior entrance windows, vestibules, and arched window and ledges inside both entrances

**ANNUALLY: South Providence Medical Building, 551 Southampton, Columbia, MO**

- All exterior windows
- All exterior and interior entrance windows and vestibules
- All exterior and interior glass in 2<sup>nd</sup> floor Pediatric Waiting Room, Psychiatric Waiting Room, Conference Center Entry, and glass railings

**ANNUALLY: University Physicians Medical Building, 1100 Hospital Drive, Columbia, MO**

- All exterior windows
- All exterior and interior entrance windows and vestibules including top of entry arch
- Interior windows and ledges on 1<sup>st</sup> and 2<sup>nd</sup> floor waiting areas
- All exterior and interior windows of UPMB window enclosed tunnel

**ANNUALLY: Thompson Center for Autism (2 buildings), 205 Portland Street, Columbia, MO**

- All exterior windows
- All exterior and interior entrance windows and vestibules
- All interior glass around primary stairwell

**FALL LIMITED CLEANING: University Hospital and attached buildings, One Hospital Drive, Columbia, MO**

- Second Floor Mezzanine – interior ledges/support beams across lobby concourse. Environmental Services will be notified 24 hours in advance to provide simultaneous housekeeping
- All exterior and interior windows of UPMB window enclosed tunnel
- Visitor Parking Garage tunnel: all windows both sides (including top)
- Arched Windows –glass and interior ledges. Coordinate cleaning with Environmental Services and Engineering Services due to concerns about dust accumulation and weight of equipment.
- All windows around ground floor Grille terrace
- All exterior windows first floor CS&E
- All interior & exterior windows in lobbies on all floors of the Critical Care Addition and Patient Care Tower. Also, Missouri Psychiatric Center Healing Garden lobby
- All interior & exterior windows around PCT Healing Garden from first and second floors
- All exterior windows around Missouri Psychiatric Center Healing Garden
- All exterior windows of Ambulance Bay and Emergency entrance

**UPON REQUEST MONTHLY: University Hospital, One Hospital Drive, Columbia, MO**

- Teaching Hospital and Emergency
  - All entrance windows and vestibules
    - Circle Drive (front entrance)
    - Patient and Visitor Parking Garage
    - Emergency Department

**UPON REQUEST MONTHLY: Women’s Hospital and Health Pavilion**

- All entrance windows and vestibules

- Health Pavilion interior windows from 1st floor Conference Center to Pediatric Clinic entrance and 2nd floor east lobby

**UPON REQUEST MONTHLY: Missouri Orthopedic Institute, 1100 Virginia Avenue, Columbia, MO**

- All exterior and interior entrance windows and vestibules

**UPON REQUEST:** There are additional locations listed in **Exhibit A: Window Washing Services Cost Spreadsheet**. Please include pricing for options as requested.

The intended coverage of this RFP and any Agreement resulting from this solicitation shall be for the use by the UM System. The University reserves the right to expand the deliverables across current or new facilities during the term of the contract.

### **3. BACKGROUND INFORMATION**

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 24,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

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

### **4. VENDOR PRESENTATION/DEMO**

Vendors may be required to provide demo/presentations to the RFP review team. Once response have been received, opened, and reviewed, invites will be sent to those vendors selected to participate in presentations if required.

### **5. CONTRACT PERIOD**

The contract period shall be from the date of award for a one (1) year initial term with the option by the University to renew for four (4) additional annual terms.

Each respondent is required to state their maximum percent increase for items awarded for the successive annual renewal periods, if applicable. The percent increase shall be a percentage change in the unit prices and shall not exceed that percent. The percent increase will be considered when evaluating the financial proposals.

The Curators of the University of Missouri is a public corporation and, as such, cannot create an 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 Section 172.250 RS MO. 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 thirty (30) days' notice.

## **6. INSTRUCTIONS FOR PROPOSAL RESPONSE**

Responses should be enumerated in the same order and fashion of the Mandatory and Desirable Specifications outlined within. Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability and how to meet the evaluation questions.

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

Please limit your proposal responses to no more than one hundred (100) pages in response to the criteria.

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

Volume I – Functional section **MUST** be submitted in a sealed envelope with one (1) paper copy and one (1) electronic copy via a non-password protected flash drive in PDF format and must contain in this order:

- Mandatory Specifications and supplier responses,
- Desirable Specifications and supplier responses,
- Exceptions to General Terms and Conditions & Instructions to Respondents,
- o Redline any exceptions and return for review/approval.

Volume II – Financial Section **MUST** be submitted in a separately sealed envelope with one (1) paper copy and one (1) electronic copy via a non-password protected flash drive in PDF format

and contain in this order:

- Authorized Respondent Representation.

- Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical.
- Attachment A - Supplier Diversity Participation Form.
- Attachment B – Supplier Registration Information.
- Attachment C- UM System IdP Integration Questionnaire
- IT Security Questionnaire excel spreadsheet
- Financial statements, if required.
- Any supplier related contract documentation that must be signed as part of doing business, it should also be included in this section.

Respondent must complete and return the University Proposal Form with proposal response. Supplier quote sheets are not acceptable forms of bidding and could cause rejection of response.

**All proposals must be plainly marked: Request for Proposal #22030 for Window Washing Services, mailed and/or hand delivered to University of Missouri Procurement, 2910 LeMone Industrial Blvd., Columbia, MO 65201, Attn: Kyla Rogers. Please allow transmittal time to ensure your response is received no later than the time stated on the RFP cover page.**

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

**Confidentiality of Information:**

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

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

**7. EVALUATION AND CRITERIA FOR AWARD OF PROPOSAL**

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

The University could elect to not award to a potential respondent if site visits/presentations revealed compliance inconsistency.

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

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

## **8. INSURANCE REQUIREMENTS –**

Contractor agrees to maintain, on a primary basis and at its sole expense, always 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 \$2,000,000 Each Occurrence, \$5,000,000 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.

**Business Auto Liability** Contractor agrees to maintain Business Automobile Liability at a limit not less than \$2,000,000 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 notify the University of a Carrier Change or cancellation within 2 business days. 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. PAYMENT TERMS AND CONDITIONS

Payment in full will be made within thirty (30) days after receiving invoices for good/services rendered as meeting all performance specifications. The University reserves the right to withhold a portion of the payment until the services have been completed. Any different payment terms desired by the respondent must be clearly stated and may or may not be accepted by the University.

Preferred settlement method is through the use of Electronic Accounts Payable solutions. 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 solutions 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 10 as opposed to the standard Net 30 terms.

## 10. BUSINESS ASSOCIATE REQUIREMENTS

If the services requested by MUHC via this RFP require the respondents to use and/or disclose protected health information (PHI), a "Business Associate" relationship exists. The following 19 identifiers, together or individually, may constitute PHI:

1. Names;
2. All geographic subdivisions smaller than a state (e.g. street address, city, county, precinct, zip code);
3. All dates related to the individual (e.g. date of birth, admission date, discharge date, date of death);
4. Telephone number;
5. Fax number;
6. Electronic mail addresses;
7. Social Security Number (SSN);
8. Medical record number;
9. Health plan numbers;
10. Account numbers;
11. Certificate or license numbers;
12. Vehicle identification/serial numbers, including license plate numbers;
13. Device identification/serial numbers;



14. Universal resource locators (URL's);
15. Internet protocol (IP) addresses;
16. Biometric identifiers;
17. Full face photographs and comparable images;
18. Genetic information; or
19. Any other unique identifying number, characteristic or code

If a Business Associate relationship is determined to exist, the awarded supplier will be required to sign the University's Business Associate Agreement at the time of contract execution.

## **11. VENDOR VETTING VENDOR VETTING REQUIREMENTS AND VENDOR REPRESENTATIVE CHECK-IN REQUIREMENTS**

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

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

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

The following terms and conditions apply to any "Vendor" providing non-clinical services within University of Missouri Health Care (customer) and their personnel, when the work assignment period is thirty days or longer. Vendors' assigned personnel, hereinafter referred to as "Staff" must comply with minimum requirements to work on site. University of Missouri Health Care reserves the sole discretion to waive or modify any requirements detailed below.

#### **Indemnification of Customer.**

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

The parties hereto understand and agree that the Customer is relying on and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any

other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the Customer, or its officers, employees, agents, or volunteers.

### **Vendor and Vendor's Staff**

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

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

**Office of Inspector General – Exclusion and Debarment Listing  
Employee Disqualification Listing  
Missouri Department of Health and Senior Services**

- d. Acknowledge and agree that Customer may additionally perform background screenings for those individuals. If the employee has a criminal record, Customer will decide if the convictions are relevant to the position for which they are being considered and either accept or deny assignment.
- e. Administer an 8-panel drug screen within thirty (30) days of staffing assignment start date. Agency must provide Customer with results prior to assignment start date; Vendor acknowledges that MUHC has implemented a policy requiring an eight-panel drug and alcohol test for all staff (1) initially, at the time that the staff member is conditionally offered employment as a member of the workforce of MUHC; and (2) when there is reasonable cause to believe that a member of staff is under the influence of such substances while on MUHC premises.

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

- f. Obtain and provide to customer at least two performance references from the staff's most recent employment (no older than 12 months). The reference must be from an actual work supervisor or manager and that person must indicate that staff would be eligible for re-hire by them.
- g. Complete and maintain all I-9 Employment Eligibility Verification Form documentation for the staff and any other work permit documentation for the staff as required by federal law or regulation. Copies of actual documentation must be provided to customer prior to staffing assignment start date.
- h. Verify staff's identity by examining staff's current photo identification or a copy of current photo identification and provide this to customer; photos should ideally be in a .jpeg format and taken in front of a neutral background, shoulders and above.
- i. Verify the staff's current resume or application and ensure it contains all work history and personal contact information, resume must be provided to customer prior to placing any staff for assignment at UMHC.
- j. Ensure that a copy of the staff's current job description and staff have completed the appropriate skills checklists and those are provided to customer prior to interview.
- k. Ensure that staff have completed and signed Customer Access and Confidentiality Agreement, Culture of Yes Agreement, and ID Badge Authorization Form and those are provided to Customer.
- l. If needed to perform job requirements Customer must obtain primary source verification of licensure, registration, certification, and/or education.
- m. Staff must complete the Non-Clinical Courtesy Appointment Orientation Form. Form should be returned within 10 days to Human Resources for inclusion in Staff member's file.
- n. Vendor must complete the health and background screening attestation to this Agreement warranting that: (a) Vendor has completed a background check and health screening for each Staff in accordance with the requirements set forth in this agreement; (b) there has been no break in service of the Staff with the Vendor since conducting these background checks and health screening; and (c) the background check revealed no issues likely to either (i) render staff unacceptable to Customer under this Agreement; or (ii) otherwise impact patient health or safety.

### **Immunizations and Health Screening Requirements**

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

#### **Requirements:**

- a. Documentation of immunity to Measles (also known as Rubeola), by two doses of live Measles vaccine after the first birthday, or a blood test record showing Measles disease history. Any person born before 1957 with a documented history of disease will receive a blood test to confirm protection from previous disease.
- b. Documentation of immunity to Mumps by two doses of live Mumps vaccine or a

blood test showing Mumps disease history. Those born before 1957 with a documented history of disease will receive a blood test to confirm protection from previous disease.

- c. Documentation of Rubella immunity by one vaccination or blood test showing disease history.
- d. MMR administered twice after 1st Birthday, at least 28 days apart and at least once after 1980.
- e. Documentation of immunity to Chickenpox (also known as Varicella), by two vaccinations or a blood test showing Chickenpox disease history.
- f. Documentation of two Tb skin tests, with one in the past twenty-four months, and a second one within three months of starting your MUHC assignment.
- g. If no records are available for the Tb testing, a 2-step Tb skin test or QFT (at nurse's discretion) is required.
- h. Annually, during your birth month, Tb testing must be updated (1 or 2-step skin test or QFT, at nurse's discretion).
- i. Each fall between October 1st and mid-November, a flu vaccine is required. This can be completed at a Staff Health Services Flu Shot Clinic or elsewhere. If completed elsewhere, it is the staff member's responsibility to provide documentation to Staff Health Services.
- j. Acceptable immunizations/tests documentation could include:
  - 1. A copy of immunization booklets signed by a physician.
  - 2. A copy of records from a physician's office, hospital, county health department, or school, showing dates of immunizations, blood tests, or Tb skin test results.
- k. Documentation of COVID-19 vaccination. Either one dose of the Johnson and Johnson vaccination, or two doses of the Pfizer or Moderna vaccination. Vaccination from another manufacturer will be evaluated by our Staff Health Services Department.

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

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

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

<b>Annual Flu vaccine</b>	<b>\$00.00/each</b>
<b>*BLOOD VERIFICATION OF DISEASE</b>	<b>COST</b>
<b>Chickenpox titer</b>	<b>\$25.00</b>
<b>Measles titer</b>	<b>\$20.00</b>
<b>Mumps titer</b>	<b>\$15.00</b>
<b>Rubella titer</b>	<b>\$15.00</b>
<b>Quantitative Hepatitis B antibody</b>	<b>\$15.00</b>
Performed only for those with positive Tb skin tests:	
<b>*Chest x-ray (confirms no active Tb)</b>	<b>\$296.00</b>
*Costs are subject to market changes without prior notice.	

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

#### **KEYS AND SECURITY**

1. Building Access – will be provided by Plant Engineering (University Hospital) at each location.
  - Contractor’s employees shall not admit anyone to areas being serviced.
  - Contractor is responsible for security of their equipment, tools, and supplies.
  - Contractor will ensure their staff have followed safety precautions appropriate to the area.
  
2. In the event of a lost MUHC identification badge, or the termination or separation of an employee, the MUHC Service Coordinator will be notified immediately.
  
3. Contractor shall be responsible to repair, replace, or indemnify the individual, department, or MUHC for property damaged by Contractor’s employees.

#### **PARKING**

1. Parking garages/lots near the facilities listed below are policed 24/7 and MUHC requires parking permits for parking on lots near these facilities:
  - a. University Hospital, 1 Hospital Drive, Columbia, MO
  - b. University Physicians Medical Building, 1020 Hill Street, Columbia, MO
  - c. Women’s and Children’s Hospital, 404 N Keene, Columbia, MO
  - d. Quarterdeck, 2401 Lemone Industrial Blvd, Columbia, MO
  
2. If a Contractor’s staff are parking a vehicle in a garage/lot near one of the four facilities listed above, the Contractor must go to the University Parking and Transportation Office at 121 General Services Building 900 E. Stadium Blvd. Columbia, Missouri 65211, the first time. It is recommended that you bring along a business card. Arrangements can be made

in advance, via email, and a check can be sent to t make the purchase if it is impossible or impractical to visit the office in person. The fee is \$720 per year, or \$60 per month. The permit is not refundable. If annually is selected, the fee shall be paid in full each July if the permit is purchased after July 1 the fee will be prorated.

3. Once the \$720 fee is paid the vendor is provided information to log into a system to enter the vehicles license plate number. If that number needs to be changed during the year the same system would be accessed again to change the license plate number. If the vendor cannot access the account, they should send the new license plate information to [muparking@missouri.edu](mailto:muparking@missouri.edu). A vendor can have up to 3 plates on the account, but only one vehicle can use the permit at a time.
4. MUHC is not responsible for any fees or damage to vehicles.
5. Contact information for University Parking and Transportation Office below:
  - 121 General Services Building  
900 E Stadium Blvd.  
Columbia, MO 65211  
Phone: 573-882-4568  
<https://parking.missouri.edu/>

## 12. MANDATORY CRITERIA

Respondents must meet all mandatory requirements in this section in order to continue with a response to this RFP. Any Respondent that does not meet all of the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

1. All work to be performed in accordance with any/all applicable state and federal regulations. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
2. Contractor understands that any damages incurred to facilities during work is at the expense of the contractor. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
3. Contractor understands annual window cleaning will be completed during the months of May and June. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
4. Contractor understands damages noted prior to work must be reported to Environmental Services Director. If damages prevent contractor and staff from safely completing work, the work must be postponed until the work can safely be completed. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
5. Contractor will work with MUHC Environmental Services to confirm windows to be cleaned and access to areas. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
6. Contractor will work with MUHC Security, Safety & Communications to assure safety requirements have been reviewed. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
7. The awarded contractor will furnish all labor, materials, equipment, and transportation services to perform all cleanings. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_
8. It is mandatory proper appearance, decorum, and personal hygiene be displayed by contractor's staff. Clothing should be clean, in good repair, appropriate to the work environment, and in alignment with HR5005—UMHC Dress Code and within Environmental Services guidelines. Staff are required to wear a company branded shirt at all times while on duty. For safety, closed toes shoes are recommended. **YES** \_\_\_\_\_ **or NO** \_\_\_\_\_

### 13. DESIRABLE CRITERIA

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

1. It is desirable for the respondent to provide company background and history to include but not limited to:
  - a. Years in business
  - b. Ability to meet or exceed the desired services
  - c. Description of standard services offered and additional related services that your organization can provide
  - d. Financial performance
  - e. Organization chart
2. It is desirable respondents provide the highest quality of staff. Describe your organizations screening and training process. Provide/list any training certifications you or your staff possess.
3. It is desirable respondents provide highlights of the company safety program, safety protocols, standards applies, safety training and qualifications.
4. Provide references including addresses and phone numbers of similar healthcare facilities where window cleaning is provided.
5. Please provide any information indicating how special requests will be managed and prioritized that do not fall within the schedule attached.
6. Indicate what time frame prior notification would be required to respond to a special request and any changes in fees.



**REQUEST FOR PROPOSAL FORM**

**REQUEST FOR PROPOSALS  
FOR  
FURNISHING AND DELIVERY  
OF AN  
WINDOW WASHING SERVICES**

**FOR**

**THE CURATORS OF THE UNIVERSITY OF MISSOURI**

**ON BEHALF OF**

**MU HEALTH CARE**

**RFP #22030**

**DUE DATE: FEBRUARY 04, 2022**

**TIME: 12:00 P.M. CDT**

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

The Cost Worksheets (Exhibit A): pricing will be evaluated based on the following criteria:

Successful contractor will be able to perform window washing services at the following buildings and locations and breakdown costs separately for each facility:

**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 as an essential part of 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 (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) 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. If you are a non-diverse owned company, 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?

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3. If you are a non-diverse owned company, 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](mailto: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)

