



# Upper Occoquan Service Authority

*Leader in Water Reclamation and Reuse*

14631 COMPTON ROAD, CENTREVILLE, VIRGINIA 20121-2506  
(703) 830-2200

October 18, 2022

**TO ALL RFP RECIPIENTS:**

**For UOSA RFP 23-02 Janitorial Services**

**SUBJECT: Addendum # 1**

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers:

is not extended

is extended

**OFFERORS MUST ACKNOWLEDGE** receipt of this Addendum by one of the following methods:

- a. By acknowledgement of this Addendum on Submission Form submitted with the proposal;
- b. By referencing its receipt in your Transmittal Letter

If by virtue of this Addendum you desire to change a proposal already submitted, such change may be made by letter, provided it includes reference to the solicitation and this Addendum and is received prior to the due hour and date specified.

**DESCRIPTION OF ADDENDUM:**

To provide two changes to the RFP and answers to questions received by deadline for questions.

1. In Section 3.6 of the RFP, Paragraph A "Technical Proposal", the fourth sentence sets a page limit of 30 single sided pages. Delete this requirement. There is no page limit for responses to this RFP.
2. In Section 3.18 of the RFP, there is a reference to A/1 Motor Control Project; Delete and replace with Janitorial Services.
3. Answers to Questions received by the Deadline for Questions are provided as Attachment A to this Addendum.

---

*All other Terms, Conditions, Tables, Charts and Specifications, and Drawings not otherwise changed remain as originally stated or as shown.*

**ISSUED BY:**

Upper Occoquan Service Authority

A handwritten signature in black ink, appearing to read 'K. Hylton', is written over a horizontal line.

Kristen Hylton, Purchasing Manager

10/18/2022

Date

ATTACHMENT A to ADDENDUM #1

Q: For Attachment A- Terms and Conditions, it says it will be added in PDF document. What does that mean exactly? Would we be adding pages 2-31 of the RFP to the final proposal in hard/digital copies?

A: Please disregard that statement; it was an internal UOSA administrative detail during review of the document that was inadvertently left in. It does not apply to anything for your response.

Q: Pricing Sheet- Is the Approx. Total SF referring to the entire building/section or just for the Common Area. For example, F Bldg-Common Area 1300 or GTW (1st Flr)-Common Area 26290, but underneath it (Bathrooms, Office, etc) don't have numbers beside them.

A: The approximate total SF refers to the cumulative total of all the space within that building that has any cleaning tasks assigned. It is likely an overestimation of total space since some areas are not always cleaned but are still included in the overall space.

Q: Pricing Sheet- Are we providing the total price for each building/section? Or are we also pricing pricing for each line item? For example, in GTW, pricing for each common area, office, and bathroom.

A: The intent was to have each building priced. There is no need to break down each area. If we need that information after we receive responses, we can request a clarification from you. There are several buildings that are 'bathroom-only' buildings (HH, AA, D/2, JJ and Q) that can all be quoted together into one single line. There is no need to break each of those out into separate pricing.



# UPPER OCCOQUAN SERVICE AUTHORITY

## REQUEST FOR PROPOSAL # 23-02

### Janitorial Services

**Issued By:**

**Purchasing Department  
UOSA  
Administration Building  
14631 Compton Road  
Centreville, Virginia 20121-2506  
Tel. 703-830-2200  
Fax. 703-830-5934  
E-mail: [purchasing@uosa.org](mailto:purchasing@uosa.org)**

<b>Date Issued:</b>	October 3, 2022 10:00 AM
<b>Optional Pre-Proposal Meeting and Site Visit:</b>	October 12, 2022 10:00 AM
<b>Deadline For Questions:</b>	October 14, 2022 5:00 PM
<b>Proposals Must be Received On Or Before:</b>	November 1, 2022 2:00 PM

***NOTICE:*** Firms who have received this solicitation package from a source other than UOSA's Purchasing Office should immediately contact UOSA's Purchasing Department and provide their name and mailing address in order that amendments to this solicitation or other communications can be sent to them. Firms who fail to notify the Purchasing Office with this information assume complete responsibility in the event that they do not receive communications prior to the closing date.



Solicitation Response Form

IFB/RFP Number: [ 23-02

Title: [ Janitorial Services ]

Company Identification

Name
Mailing
Address
Remit
Address
FEIN #

Contact Name
Title
Phone
Fax
Email
VA SCC ID #

\*Pursuant to VA Code § 2.2-4311.2, an offeror organized or authorized to transact business in the Commonwealth must include its VA SCC provided ID# or proof of pending application for SCC authorization. If offeror is exempt from SCC authorization requirement they shall include, as a separate attachment, a statement accurately and completely reflecting why the offeror does not need to be so authorized. See Section 2.2 in the Standard Terms and Conditions.

Company Classification

Principal place of business located in (state) State of incorporation
Check one: Sole Prop. Partnership Limited Partnership Corporation Limited Liability Corporation
Check all that apply: Small Women Owned Minority Owned Service Disabled Veteran Owned

Addenda Receipt Confirmation:

Addendum # Addendum # Addendum # Addendum # Addendum #

Confirmation of Compliance to Solicitation Requirements, Terms and Conditions

The undersigned offers and agrees to furnish the goods, and/or services requested in solicitation [ ] in accordance with the attached offer. The undersigned certifies that they have read and understand all standard and supplemental terms and conditions provided in the aforementioned solicitation including but not limited to Standard Terms and Conditions Section 2.1 - Collusion, Section 2.2 - Compliance with Laws and Section 2.9 - Ethics in Public Contracting.

The attached offer is in accordance with all specifications and offeror accepts all terms and conditions contained in and incorporated by reference into the solicitation,
with no exceptions.
with the following exceptions/modifications (provided as separate attachment).

Note: Any material exceptions to solicitation specifications, terms or conditions will render an offer non-responsive. UOSA, in its sole discretion, will determine what constitutes a material exception.

Authorized Signature (must be original, ink signature)

Date

Printed Name

Title

Submission Checklist – The following documents and forms are required as part of your submission. See Section 3.[\*\*\* ]

Table with 2 columns: Document Name and Status (checkbox). Rows include Solicitation Response Form (this form), Attachment A, Attachment B, Attachment C, Attachment D, and Attachment E.

# Table of Contents

<b>SECTION 1</b>	<b>3</b>
1 SUMMARY INFORMATION	3
1.1 INTRODUCTION	3
1.2 OBJECTIVE	3
1.3 NET PRICES	3
1.4 PERIOD	3
<b>SECTION 2</b>	<b>4</b>
2 SCOPE OF WORK	4
2.1 GENERAL	4
2.2 TECHNICAL SPECIFICATIONS AND REQUIREMENTS	5
<b>SECTION 3</b>	<b>25</b>
3 SUBMISSION OF PROPOSALS AND METHOD OF EVALUATION	25
3.1 GENERAL	25
3.2 QUESTIONS AND COMMUNICATIONS	25
3.3 SITE VISIT	25
3.4 ADDENDA TO THE RFP	25
3.5 DURATION OF PROPOSALS	26
3.6 PROPOSAL ORGANIZATION	26
3.7 EVALUATION PROCESS	28
3.8 INSTRUCTIONS FOR SUBMITTING PROPOSALS	28
3.9 CONTRACTOR IDENTIFICATION	29
3.10 QUALIFICATIONS OF OFFERORS	29
3.11 LATE PROPOSALS	29
3.12 PROPRIETARY INFORMATION	30
3.13 ACCEPTABLE AND UNACCEPTABLE PROPOSALS AND REJECTION OF OFFERS	30
3.14 RANKING AND SELECTION	30
3.15 ORAL PRESENTATIONS	30
3.16 NEGOTIATION	31
3.17 CONTRACT AWARD	31
3.18 TYPE OF CONTRACT(S)	31
3.19 ANNUAL INCREASES	31
ATTACHMENT A - TERMS AND CONDITIONS	1
ATTACHMENT B- PRICING SHEET	2
ATTACHMENT C - OFFEROR'S QUALIFICATIONS	1
ATTACHMENT D - REFERENCES	1
ATTACHMENT E – PROPOSED PLAN OF WORK	1

## SECTION 1

### 1 Summary Information

#### 1.1 Introduction

The Upper Occoquan Service Authority (UOSA) is a public body politic and corporate organized under the Virginia Water and Waste Authorities Act. UOSA was created by the concurrent actions of its member jurisdictions and chartered by the State Corporation Commission of Virginia on April 1, 1971. The member jurisdictions include the Counties of Fairfax and Prince William and the Cities of Manassas and Manassas Park. UOSA is located in Fairfax UOSA and currently employs approximately 180 individuals. UOSA currently owns and operates an advanced water reclamation plant with a capacity of 54 million gallons per day (“mgd”) and a regional system of interceptor sewer lines, pump stations and force mains that deliver sewage from the four member jurisdictions to the treatment plant.

#### 1.2 Objective

The objective of this Request for Proposal (RFP) is to award a contract for Janitorial Services at the UOSA Main Plant facility and other Plant facilities if needed as listed in this RFP.

It is UOSA’s intent to award to one primary Contractor who shall manage and complete all components of the scope of work contained herein and secondary Contractor for as needed additional services in an on-call scenario.

#### 1.3 Net Prices

All pricing must be net and shall include, **without exception**, all charges that may be imposed in fulfilling the terms of this request and any resulting contract. The prices offered, should they be accepted, and a Contract awarded, shall remain firm for the period of the Contract except for allowed increases in accordance with Section 3.18 Annual Increases.

#### 1.4 Period

The term for any contract resulting from this solicitation shall be for one (1) year beginning January 1, 2023 with four (4) additional, optional one (1) year periods, contingent upon availability of funds for the purpose.

Renewal of the Contract(s) will be the sole decision of UOSA and will be based upon execution of the Contract and work performed during the prior contract year. Renewal will be based on prior performance and acceptance by UOSA of any proposed rate increases as allowed per the terms and conditions contained herein, or as agreed to between the parties prior to any contract extension.

**END SECTION 1**

## SECTION 2

### 2 Scope of Work

#### 2.1 General

The following is a list of locations and their associated buildings identified for service under this RFP and the frequency required.

**Upper Occoquan Service Authority Millard S. Robbins Water Reclamation Facility (Main Plant):**

Located at 14631 Compton Road, Centreville, Virginia 20121. This facility is open from 7:30 a.m. until 4:00 p.m. daily but does have 24/7 operations. Schedule for cleaning will be outside normal operating hours. Day Porter and associated hours will be optional and determined if needed by Facilities Management. Within this facility, there sixteen (16) separate buildings or locations that require service. Below is the frequency and breakdown for each location:

<b>Buildings/Areas/Rooms To Be Cleaned</b>	<b>Proposed frequency</b>	<b>Days used/week</b>	<b>Approx. Total SF</b>
F Bldg - Common Area	3x Weekly	5	1300
F Bldg - Bathrooms	Daily	5	
F Bldg - Offices	Weekly	5	
GTW (1st Flr) - Common Area	5x Weekly	7	26920
GTW (2nd Flr) - Common Area	2x Weekly	5	
GTW (2nd Flr) - Offices	Weekly	5	
GTW (3rd Flr) - Common Area	3x Weekly	5	
GTW (3rd Flr) - Bathroom	Daily	5	
GTW (3rd Flr) - Offices	Weekly	5	
GTW (4th Flr) - Common Area	2x Weekly	5	
GTW (4th Flr) - Bathroom	Daily	5	
GTW (4th Flr) - Offices	Weekly	5	
GTW (4th Flr) - Control Room	As Directed		
G-Flat - Common Areas	Daily	7	8800
G-Flat - Locker Room	Daily	7	
G-Flat - Offices	Weekly	5	
LAB - Common Areas	3x Weekly	7	12850
LAB - Locker Room	Daily	7	
LAB - Laboratory	2x Weekly	7	
LAB - Offices	Weekly	5	
S/1 - Common Areas	3x Weekly	5	3300
S/1 - Bathrooms	Daily	5	
S/1 - Offices	Weekly	5	
S/2 - Common Areas	3x Weekly	5	7500
S/2 - Locker Rooms & Bathrooms	Daily	5	

S/2 - Offices	Weekly	5	
S/2 - Supply counter	As Directed	TBD	25
U - Common Areas	Weekly	5	3800
U - Locker Rooms	Daily	5	
U - Control Room	3x Weekly	5	
U- Bathrooms	Daily	5	
X1 - Common Area	Weekly	5	325
X1 - Bathrooms	Daily	5	
OS Trailer - Common Area	Weekly	3	200
OS Trailer - Bathroom	Daily	3	
L2 - Control Room	Weekly	7	325
L2 - Bathrooms	Daily	7	150
HH - Bathroom	Daily	7	80
AA - Bathroom	Daily	7	80
D/2 - Bathroom	Daily	7	100
JJ - Bathrooms	Daily	7	150
Old Exec - Common Area	3x Wkly When Directed	5	1500
Old Exec - Bathrooms (3)	3x Wkly When Directed	5	225
Old Exec - Office Floors	3x Wkly When Directed	5	500
Q - Control Room and Bathroom	Weekly	3-5	25
Flat Branch PS Common Area	As Needed in Future	5	2500
Flat Branch PS Locker Room & Bathroom	As Needed in Future	5	

## 2.2 Technical Specifications and Requirements

### 2.2.1 Personnel:

*2.2.1.1 Project Manager (PM):* The Contractor shall provide a qualified Project Manager for this Contract who has complete authority to respond immediately on performance issues and service delivery requirements on behalf of the Contractor during the term of this Contract.



The PM shall be available by phone and email during the hours of 7:00 am to 10:00 pm to respond to UOSA issues or concerns. The PM shall be available to meet at a scheduled time to respond to deficiencies or concerns expressed by UOSA. In emergency situations, during normal business hours, the PM shall be available to respond on site along with required janitorial staff. The Contractor shall provide a line of authority to address issues that may arise after business hours.

Qualifications of PM: The PM must be proficient in English and must be able to communicate effectively both in writing and orally. The PM shall possess at least three (3) years of custodial or janitorial PM experience. A detailed resume containing as a minimum the information below, must be submitted with the Contractor's Proposal response to this RFP. These qualifications shall apply to new and replacement PM's throughout the life of any Contract resulting from this RFP.

- (1) Full name of PM
- (2) Detailed description of applicable three (3) years PM experience
- (3) Names and addresses of companies and immediate supervisors from the description in item (2)
- (4) Copies of any professional training or licenses

If the PM proposed or assigned becomes unavailable for work under this Contract, the Contractor shall immediately notify UOSA's Facilities Manager. The Contractor shall replace the PM with personnel of at least equal abilities and qualifications within thirty (30) days or other time agreed upon by Facilities Manager and Contractor. The Contractor shall submit request for approval of substitute PM in writing and provide a detailed explanation of circumstances requiring the proposed substitution. UOSA's Facilities Manager will evaluate the requirement and provide approval or disapproval of request. UOSA reserves the right to interview any prospective PM. UOSA's Facilities Manager's decision regarding any replacement shall be final.

*2.2.1.2 Supervision:* The Contractor will ensure that all work required by this Contract is satisfactorily supervised. The contractor shall provide sufficient supervision to carry out all terms and condition of the Contract. Supervisory employees must be proficient in the English language and must be able to communicate effectively both orally and in writing.

Contacts after hours: The Contractor shall, no later than five (5) calendar days prior to effective date of Contract, provide UOSA's Facilities Manager with telephone numbers for use at any time to directly contact the Contractor, PM or Supervisors.

*2.2.1.3 Employees:* The Contractor shall have in its employ at all times a sufficient number of capable and qualified employees to enable it to properly, adequately, safely and economically manage, operate, maintain and account for the facility.

UOSA may require dismissal from work any Contractor's employee who is identified as a potential threat to the health, safety, security, general well-being or operational mission of the facility and its population. Each employee of the Contractor shall be a citizen of the United States or an individual who has been lawfully admitted for permanent residence or has a valid work permit.

The Contractor shall adopt an employees' Standard of Conduct for all employees working at the facility and shall require any subcontractors to use and follow the Standards of Conduct. As a minimum, the Standard of Conduct, shall contain the following guidelines:

- a. Each employee is expected to refrain from disorderly conduct.
- b. Each employee is expected to exercise courtesy and tact when dealing with fellow employees, UOSA employees, and the public.
- c. Each employee is expected to maintain a clean and neat appearance to the maximum practicable extent during working hours.
- d. Each employee is expected to refrain from using UOSA property or facilities for other than officially approved activities.
- e. Each employee is expected to refrain from carelessly or willfully causing damage to or destruction of UOSA facilities or property.
- f. Each employee is expected to refrain from using or being under the influence of alcohol or illegal drugs while on UOSA property.
- g. Each employee is expected to conserve, properly utilize, and protect UOSA property, equipment and materials.
- h. Each employee is expected to exercise watchfulness and safe work habits in the performance of duties to eliminate potential hazards and protect co-workers.
- i. Each employee is expected to refrain from engaging in criminal, dishonest, immoral, or other conduct prejudicial to UOSA.

Also, in connection with the performance of work under this Contract, the Contractor agrees not to employ any person undergoing sentence of imprisonment.

*2.2.1.4 Staff turnover:* Provide your firm's staff turnover rate. UOSA seeks to have a staff turnover rate not to exceed twenty percent (20%) annually. Based on Security Clearance requirements, vacated positions must be permanently filled within five working days. Absence of full staffing does not exempt the Contractor from performing all required tasks. The Contractor must provide a standby crew that have clearances, are trained on site requirements and are capable of performing all tasks to fill in for employee absences. A crew of 10% or no less than 2 employees is required for standby.

*2.2.1.5 Security Clearance and Criminal History Check Requirements:* The contractor is responsible for obtaining criminal history reports. Upon award the contractor shall coordinate Security clearances through the Facilities Management Department (FMD) security office. This is a two-step process. The criminal history check shall be provided to FMD security along with E-Verify results.

*2.2.1.6* The Offeror(s) should describe their method of obtaining criminal history information as part of their response to this RFP. If the criminal history contains the following offenses, regardless of whether there was a conviction, the contractor employee shall be denied access. These offenses include murder, manslaughter, felony kidnapping or abduction, armed robbery, carjacking and felony criminal sexual assaults.

If any employee leaves and is re-hired by the contractor, a new criminal history investigation report must be obtained prior to the employee starting work in the facility. In all cases, the criminal history investigation report must be presented a minimum of five days prior to the employee start date. If the Facilities Management Department denies access to any contractor employee, the contractor will be advised and the employee cannot work or be assigned work under this contract.

The contractor is responsible for a recheck of criminal history reports, at a minimum of every

2 years for all contractor employees. The criminal history rechecks should coincide with the anniversary date of the contract award date.

**UOSA will provide badging for all custodial contract staff.**

*2.2.1.7 Keys and Proxy Cards:* Offerors should describe their methods of ensuring that all keys issued to the Contractor by UOSA are not lost or misplaced and are not used by unauthorized persons. Also describe how all lock combinations and alarm codes are not revealed to unauthorized persons.

No keys issued to the Contractor by UOSA are to be duplicated. The Contractor must report lost or broken keys to UOSA Facilities Manager immediately. The Contractor shall rearm all designated alarm systems when they leave the facility, failure to do so may result in costs to the Contractor.

Offerors should describe methods of ensuring that facilities are secure at all times while their staff is on site.

The Contractor shall be responsible for any lost keys and any inherent damages (i.e., re-keying of entire facility). This cost shall be withheld from payment(s).

*2.2.1.8 Communication Systems:* Provide a description of the communication system which will be used to enable UOSA representatives to contact the Project Manager, Supervisors and day porters at any time during the performance of work.

The Contractor shall provide and maintain in good working condition a system which enables UOSA representatives to contact the Project Manager, Supervisors and day porters at any time during the performance of work (example: Two-way radios, cell phones or pagers). This system shall enable the Project Manager and the Supervisors to remain in contact at all times. All systems used by the Contractor shall comply with all applicable rules and regulations and frequency approval by the Facilities Management Department.

*2.2.1.9 Training:* Offeror(s) should submit their training program in the technical proposal. Ensure that a Safety Manual is available on site and is accessible to all staff members. Safety Manual must include contact information to direct product questions, emergency contact for hazardous event (such as a spill), MSDS for all products, and step-by-step instructions for proper use of each product (including use, dilution, and disposal). If cleaning staff is non-English speaking, provide training and Safety Manual in multi-lingual format. Training for proper use of specific products should be provided through the product manufacturer or distributor if offered. The training program should include, but not be limited to the following:

- a. Initial general training, including review of safety manual and where it is located for reference.
- b. On-site training for use of products, preferably by manufacturer.
- c. Instruction on how to read a safety data sheet (SDS).
- d. In service training and updates.
- e. Specialized training – Hospital / health lab cleaning
- f. Proposed specific training for this contract: Blood-borne pathogen/exposure control

training which is at or above hospital workers level.

All training shall comply with Federal, State, Local and OSHA requirements. The successful offeror(s) must maintain a current log of all employees who have completed the training and make records available to UOSA upon request.

*2.2.1.10 Uniforms:* All custodial personnel are required to wear a uniform and photo identification card, both of which shall clearly identify personnel as employees of the contractor. This requirement shall apply upon entering UOSA property and at all times while on duty. The Contractor will provide wet weather gear for employee working outside during inclement weather conditions. Uniform should consist of shirt or smock with company name or logo.

*2.2.1.11 Unauthorized Personnel:* The contractor's employees are not to be accompanied in their work areas or on the premises by acquaintances, family members (children), assistants or any other person unless said person is an authorized working contract employee with a Fairfax UOSA security clearance for said facility. Unauthorized persons discovered on work premises will be immediately escorted off the property.

*2.2.1.12 Unauthorized Use of UOSA Equipment:* The contractor shall not allow his/her employees, at any time, to open desk drawers, cabinets, or to use office equipment, including the use of non-pay telephones for any purpose other than a local emergency call.

*2.2.1.13 Safety and Health:* All work shall comply with Federal, State and UOSA safety and health guidelines and requirements. Where there is a conflict between applicable regulations, the most stringent will apply.

The contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work and shall hold UOSA harmless for any action on its part or that of its employees or subcontractors that results in illness or death.

## **2.2.2 Equipment**

A list of all equipment that will be used in the performance of work under this contract must be included in the offeror(s) technical proposal. The list should include the type and quantity. Powered equipment should also be identified by type, quantity, manufacturer and model number. The equipment must be of sufficient quality to meet or exceed requirements for cleaning as outlined. All equipment must be in good condition and properly maintained throughout the term of the contract.

All equipment, including power driven floor scrubbing machines, backpack vacuums, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners, and all necessary motor trucks, etc. needed for the performance of the work in the contract shall be furnished by the contractor. Equipment shall be of the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the buildings or their contents.

**NOTE:** All equipment such as brooms, mops, and vacuums shall be available for use by UOSA staff. UOSA shall assume responsibility for damage to contractor equipment when used by UOSA staff.

**NOTE:** Equipment powered by gas engines or propane cannot be used under this contract.

Battery powered equipment shall be powered by environmentally preferred gel batteries.

Equipment shall be designed with safeguards such as rollers or bumpers to prevent building damage.

Cleaning performance standards may require some special equipment, depending on the design of the facility and the cleaning requirements to be performed. Bidders are advised that such equipment is the responsibility of the contractor to provide to meet the performance standard.

Electrical power (110 volts) will be furnished by UOSA at existing power outlets for the contractors use. The contractor shall be responsible for damage to electrical outlets or covers which are the results of improper connection or disconnection from the outlet. UOSA will provide hot and cold water at all UOSA facilities.

### **2.2.3 Supplies**

*2.2.3.1 General:* A list of all materials and supplies to be used for this contract must be included in the offeror(s) technical proposal. The list should include the type and monthly quantity of supplies. UOSA reserves the right to restrict the use of objectionable products and require substitute material as needed.

The Contractor shall furnish all supplies necessary for the work of this contract. They include but are not limited to:

- a. Toilet paper shall be of 100% Post-Consumer Waste content, double ply.
- b. Paper towels shall be of 100% Post-Consumer Waste content, semi-bleached.
- c. All floor finish products must be submitted to the Facilities Management Department for approval prior to any application or use.

*2.2.3.2 Labeling of Supplies/Chemicals:* The contractor shall purchase and use all chemicals in their original containers. Any secondary containers that are used must have a manufactures label affixed to the container. Materials that require precautionary warnings shall have affixed to all containers such labeling or markings as are prescribed by law, regulatory agencies or this contract. Markings or labeling of materials containing hazardous or toxic substances or wastes shall be in accordance with all Federal, State and UOSA laws, ordinances, rules and regulations. Safety Data sheets shall be provided for each chemical stored in the facility. SDS must be in all custodial closets or storage areas where chemicals are kept and with easy access provided for UOSA representatives.

Should the Contractor wish to change from the initial approved chemical selection a written request for the approval of an alternate brand must be submitted prior to the change. Any costs associated with the testing or using of an alternate brand or chemical suggested by the Contractor will be borne by the Contractor.

NOTE: Paper supplies and hand soap will be stored in an area that will make them readily available during the day for replacement by UOSA staff. BLEACH is not approved for use in any UOSA facility.

*2.2.3.3 Storage and Disposal Requirements of Supplies/Chemicals:* Containers shall be securely closed when not in use. Select dispensing equipment that minimizes worker exposure if available. Cleaning products shall be used until containers are completely empty prior to opening a new container. Products shall be used prior to their expiration date. Dispose of all excess products in accordance with manufacturer instructions.

*2.2.3.4 Referenced Standards:* The contractor shall select cleaning products that meet at least one of the following standards.

- a. Green Seal standards for “Industrial & Institutional Cleaners” (GS-37)
- b. Green Seal standards for “Cleaning/Degreasing Agents” (GS-34)
- c. Green Seal standards for “Industrial & Institutional Floor Care Products” (GS-40)
- d. Green Seal standards for “Tissue Paper” (GS-01)
- e. Green Seal standards for “Paper Towels and Paper Napkins” (GS-09)
- f. California 2005 VOC Guidelines for all cleaning products (CCR, Title 17, Section 94509 “VOC Standards for Cleaning Products”)
- g. EPA’s Registered Sterilizers, Tuberculocides, and Antimicrobial Products Against Certain Human Public Health Bacteria and Viruses (Updated January 16, 2007)

*2.2.3.5 Prohibited Cleaning Chemicals:* All cleaning products will be free from the following chemicals:

- a. Alkylphenol ethoxylates
- b. Optical brighteners
- c. Other heavy metals, including arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, selenium
- d. Ozone-depleting compounds (ODCs)
- e. Phthalates and dibutyl phthalate
- f. Zinc and zinc compounds
- g. Chlorine bleach (except in lab areas where required)

*2.2.3.6 Additional Product Selection Criteria:* All products used for this contract must meet the following criteria.

- a. Slip Resistance: The contractor shall verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors shall be corrected immediately upon discovery.
- b. Germicidal Properties: The contractor shall use germicidal / antibacterial soaps and disinfectants to clean under this contract. All germicidal products must be approved to kill the staphylococcus virus such as Pronto TB or equivalent. The contractor shall not use germicidal/antibacterial soaps and disinfectants that do not bear the Environmental Protection Agency (EPA) registration number.
- c. All undiluted products must not exceed exposure limits set by the National Institute for Occupational Safety and Health (NIOSH) or the U.S. Department of Labor Occupational Safety & Health Administration (OSHA).
- d. Undiluted products must not be corrosive to the skin or eyes.

- e. Products must be free of chemicals listed in section 2.6 Prohibited Cleaning Chemicals.
- f. Products must be free of chemicals listed in the 11<sup>th</sup> Report on Carcinogens published by the National Toxicology Program
- g. Products must eliminate fragrances or show that any fragrances meet the Code of Practice of the International Fragrance Association
- i. Products must not be combustible (flashpoint above 150-degree F)
- j. Ingredients must not contain total phosphorous (including compounds) that exceeds 0.5% by weight
- k. Ingredients must not be toxic to aquatic life
- l. Ingredients must exhibit ready biodegradability (removal of DOC by >70% or BOD by >60% according to ISO testing methods 9439, 10718, 10808, or 7827)
- m. Primary packaging must be recyclable
- n. Give preference to packaging made with post-consumer recycle content
- o. Paper products must meet the EPA *Comprehensive Procurement Guidelines for Janitorial Paper Products* for percentage of post-consumer fiber and total recycled fiber content

Should the Contractor wish to change from the initial approved chemical selection, a written request for the approval of an alternate brand must be submitted to Facilities Management Department prior to the change. Any costs associated with the testing or using of an alternate brand or chemical suggested by the Contractor will be borne by the Contractor.

NOTE: Paper supplies and hand soap will be stored in an area that will make them readily available during the day for replacement by UOSA staff.

#### **2.2.4 Plan of Work**

UOSA is providing an initial Area Task Plan of Work at Attachment E. Proposer shall complete the Column titled “Contractor Plan”. UOSA is relying on the professional and expert opinion of the Proposer/Offeror to review and provide any recommended changes to the plan in that column as well. Specific instructions are provided at Attachment E with the Plan of Work. Performance Standards for all efforts are provided in paragraph 2.2.5 below.

#### **2.2.5 Performance Standards**

##### *2.2.5.1 Paper Recycling and Trash Collection*

All trash, paper and cardboard (including boxes) shall be removed and collected at the appropriate dumpster according to the schedule.

##### Receptacle Emptying and Cleaning:

- a. All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners. All recycling papers shall be emptied into boxes provided by UOSA. The Facilities Management Department shall be notified when receptacle requires repair or replacement.
- b. Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to accumulate in hallways or overflow receptacles. Dumpster sites shall be kept clean and orderly. Spills resulting from collection process shall be promptly cleaned. The Facilities Management Department shall be notified when dumpsters require emptying.

#### Trash and Paper Collection:

- a. All trash receptacles shall be emptied according to schedule. All receptacles shall be relined with clean plastic liners
- b. All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected and removed to the designated dumpster/collection site. Any questionable item shall be verified as intended for disposal before it can be disposed.
- c. Trash and paper left in hallways, corridors, etc. or placed beside receptacles shall be collected and removed according to the special arrangements made between the Contractor and the requestor.
- d. Receptacles shall be kept clean and odor free. Trash and paper shall not be allowed to overflow receptacles. Dumpster sites shall be kept clean and orderly. Trash shall not be allowed to blow around grounds. Spills resulting from collection process shall be promptly cleaned

#### Receptacle Cleaning and Disinfecting:

- a. According to schedule, trash receptacles shall be thoroughly cleaned and disinfected, such cleaning to include any rigid liners within receptacles. Care shall be taken to thoroughly dry metal parts to prevent rust.
- b. Receptacles shall be free from dirt, food, or beverage soil and odors.

#### *2.2.5.2 Restroom/Locker Room Cleaning and Servicing*

Restrooms and locker rooms shall be cleaned with proper dilutions of disinfectant/detergent cleaning products to control disease causing organisms and to prevent odors. Servicing shall be accomplished often enough to assure adequacy of supplies and hygienic condition of rest rooms and locker rooms.

#### Fixture Cleaning and Disinfecting

- a. Fixtures including toilet bowls, hand basins, urinals and showers shall be cleaned according to schedule. Special care shall be paid to floor and wall mounting brackets and sealant so as not to allow accumulations of dirt, urine and other soils.
- b. Fixtures shall present a clean, shining appearance free from dust, spots, stains, rust, mildew, soap residues, mineral deposits, organic material, etc. Wall, ceiling, and floor brackets and other fixture junctures shall be free of accumulations of dirt and urine.

#### Stall Partition Cleaning

- a. Stall partitions and partitions between urinals shall be cleaned according to schedule.
- b. Graffiti shall be scrubbed or wiped off as soon after detection as possible. Graffiti which cannot be removed by normal cleaning procedures shall be reported immediately to the Facilities Management Department. Stall and urinal partitions shall present a clean appearance free from water streaks, stains, soil, or other unsightly omissions, and free from dust on top edges.

#### Mirror and Chrome Cleaning

- a. Mirrors, chrome and other metal trim shall be cleaned and polished according to schedule. Included shall be metal supply dispensers, hand dryers, metal door pushes, metal light switches. Abrasive cleaners shall not be used.
- b. Mirrors, chrome, and other metal trim shall be free from water marks, streaks, soil, stains,



graffiti, and other omissions and shall present a high shine.

#### Tile Descaling

- a. According to the schedule, tile floors, stalls, etc. in rest rooms shall be cleaned of all scale, mineral deposits and soap residues with the appropriate chemical cleaning solution. Extreme care shall be exercised to avoid damaging fixtures, metal pipes, chrome, etc.
- b. Tile floors, walls, and shower stalls shall be cleaned of all scale, mineral deposits and soap residues and shall be thoroughly rinsed and dried to present a uniformly clean appearance.

#### Grout Cleaning

- a. Grout and sealants shall be cleaned according to the schedule with an appropriate chemical cleaning agent. Care shall be exercised to prevent damage to tile, and any loose or broken grouting shall be reported to the Facilities Management Department.
- b. Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

#### Ceramic Tile Floor/Wall Cleaning

- a. Ceramic tile floors and walls shall be thoroughly scrubbed with a heavy-duty disinfectant/detergent solution. Extreme care shall be exercised to avoid excessive flooding of the area.
- b. Ceramic tile floors and walls shall be thoroughly cleaned, rinsed and dried to present a uniformly clean appearance.

#### Rest Room/Locker Room Servicing

- a. Rest rooms and locker rooms shall be serviced according to schedule and as frequently as necessary to assure sufficiency of supplies and hygienic conditions. Extra supplies shall be left when necessary to assure sufficiency between cleanings and servicing.
- b. Hand towels, soap, toilet tissues, toilet seat covers, and sanitary napkins shall be stocked in appropriate dispensers in quantities adequate to ensure sufficiency between cleanings or servicing.

#### **2.2.5.3 Floor Maintenance**

##### Sweeping/Dust Mopping

- a. Floors shall be swept or dust mopped according to the schedule to present a clean and orderly appearance at all times. Sweeping compounds shall not be used on finished floors but may be used on garage floors.
- b. Floors shall present a clean and orderly appearance with no loose dirt or debris in evidence including in corners, expansion joints, and other places inaccessible to the broom or dust mop.

##### Removing Gum/Lime//Tar etc.

- a. Surface accumulations of chewing gum, lime, tar, hardened dirt and other soil that cannot be removed by other means such as mopping, sweeping, dust mopping, shall be scraped

and then removed. Care shall be taken to avoid damage to floor tiles or finish.

- b. All gum, lime, tar, and other soils shall be removed as soon as they are discovered.

#### Spot Mopping

- a. According to the schedule and as needed, spills, spots and stains shall be damp mopped to assure a uniformly clean appearance. Spilled materials such as alcohol or other chemicals may result in stains that penetrate floor finishes. In these instances, floors shall receive a light coat of finish to repair the damage and present a uniform appearance.
- b. Spills, spots, and stains shall be mopped up to assure a uniformly clean appearance.

#### Mopping

- a. Floors shall be damp or wet mopped according to the schedule to maintain a uniformly clean appearance. Care shall be taken to avoid splashing walls, baseboards, furnishings, etc. Disks of cardboard or plastic shall be placed under or around furniture legs to prevent rust stains.
- b. Mopped floors shall be free from streaks, spots, stains, smears, mop strands and other unsightly appearance.

#### Spray Buffing

- a. This procedure shall be employed according to the schedule to ensure a high gloss, non-slippery finish on all floors, to repair and refurbish worn areas of finish and to remove heel and scuff marks. Extreme care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, furnishings with the floor machine, replace all furniture.
- b. Floors shall have a uniform high shine and be free of streaks, scuff marks, and other unsightly appearances.

#### Stripping and Refinishing

- a. This procedure shall be employed according to schedule to remove accumulations of dirt, finish discoloration, stains and rust spots from finished floors. Flooding of floors with stripping solution or rinse water shall be avoided at all times. Extreme caution shall be exercised to prevent splashing of walls, baseboards or furnishings. Any furnishings moved in order to accomplish the procedure shall be replaced to proper position when work is completed. Also, floors shall be waxed according to schedule with a sealer and some coats of slip-resisting floor finish. Floors must be clean and free of scuff marks, stains, rust, dirt, gum, tar, old finish, etc. before finish is applied with adequate time for drying allowed between coats. **DRY STRIPPING PROCEDURES SHALL NOT BE USED IN UOSA FACILITIES.**
- b. Floors shall be stripped of layers of soiled finish, heel marks and scuffs, discoloration's, and stains. After thorough rinsing, floors shall be ready for application of new or additional finish. Sealer and coats of finish shall be properly applied to floor. Finished or refinished floors shall present a uniform shine and shall not have buildups or finish along edges or in corners. Overlapping finish marks shall not be apparent and all omissions shall be blended

in with additional coatings to assure uniformity.

### Rug and Floor Mats

- a. Entry rugs and mats at doors and foyers will be swept cleaned according to the schedule.
- b. Entry rugs and mats will be cleaned annually, preferably in the Spring (April).
- c. Entry rugs and mats needing replaced or added will be brought to the attention of the Facilities Management Department.

#### *2.2.5.4 Carpet Care*

Carpets shall be vacuumed; spot cleaned and shampooed to remove accumulations of dust, dirt, stains and soil according to the schedule. Carpets shall present a uniformly clean appearance at all times be free from spots, stains, chewing gum, lime, tar, grease, litter, etc. Any tears, rips, burns or indelible stains shall be reported for repairs or replacement.

### Vacuuming

- a. Carpets shall be vacuumed according to schedule. Close attention shall be paid to corners, edges, and areas that are inaccessible to the machine. Appropriate hand tools shall be employed to assure that these areas are properly cleaned. Care shall be exercised to prevent hitting or otherwise damaging walls, baseboards, or furnishings with the vacuum or attachments. Bags shall be emptied or cleaned regularly. Walk-off mats shall also be vacuumed and any furniture move replaced.
- b. Vacuumed carpets shall present a uniformly clean appearance both in open spaces and in inaccessible areas under and around furnishings, in corners and along edges. Carpets shall be free from lint, debris strings, loose carpet strands, and the pile shall stand erect.

### Spot Cleaning

- a. This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis.
- b. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. And shall present a uniformly clean appearance.

### Shampooing

- a. This procedure shall be employed according to schedule to ensure a clean and uniform appearance and to prolong the life of the carpeting. This is complete carpet cleaning and involves the use of one of several proven carpet cleaning techniques (rotary brush extraction, dry extraction, steam extraction, etc.) to thoroughly clean carpet. The choice of which technique to use is to be determined by the Facilities Management Department. Care must be taken to avoid damaging carpet fibers irrespective of the method of carpet cleaning employed.
- b. Carpets which have been shampooed shall present a uniformly clean appearance with no evidence of surface soil or spotting, the pile shall stand erect, and the color shall be bright.

- c. Carpets which have been shampooed shall be dry to the touch within 12 hours after service was performed.

#### *2.2.5.5 Horizontal Surface Cleaning*

Horizontal surface cleaning shall be interpreted to mean those surfaces and objects not high enough to require the use of a ladder (below 72” or about in height) that comprise the furnishings and structures of the facility including but not limited to office furniture (desks, chairs, tables, file cabinets), counter tops, ledges, rails, display cases, and the tops of those cases, typewriters, telephones, etc.

#### Spot Cleaning

- a. This procedure is a form of policing areas for dirt, smudges, smears, graffiti, fingerprints, spills, splashes, etc. It shall be accomplished according to schedule and as a matter of good housekeeping practice, on a continuing basis.
- b. Surfaces which have been spot cleaned shall be free from smudges, fingerprints, dirt, splashes, graffiti, smears, spills, etc. and shall present a uniformly clean appearance.

#### Dusting

- a. Dusting shall be accomplished according to schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and “lightening” of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use. Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum.
- b. Dusted surfaces shall be free from dust, lint, paper shreds, grime, cobwebs, hair and other unsightly omissions. If treated dust cloths are used, there shall be no oil streaks left on the surface.

#### Damp Wiping

- a. Damp wiping or washing to horizontal surfaces shall be accomplished according to the schedule. Appropriate cleaning agents shall be used according to the type and composition of the structure or object. Any item or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to avoid damage to wood or painted surfaces.
- b. Surfaces that have been damp wiped shall be free from dirt, streaks, spots, stains, cobwebs, smudges, fingerprints, smears, etc. and shall present a uniformly clean appearance. Water marks or spots shall be wiped clean and dry.

#### *2.5.5.6 Vertical Surface Cleaning*

Vertical surface cleaning shall be interpreted to mean those surfaces not high enough to require the use of a ladder (below 72" or about in height) that comprise the furnishings and structure of the facility and shall include but are not limited to walls, doors, gates, baseboards, table and desk legs and sides, sides of file cabinets, frames, pictures, wall hangings, maps, signs, ventilation louvers, etc.

#### Wall Scrubbing

- a. This procedure shall be accomplished according to schedule. Appropriate cleaning agents shall be employed according to the type and composition of the wall. Disinfectant agents shall be used on restroom walls. Manual or machine scrubbing may be employed but in either case, flooding of floors is to be avoided at all times. Floors and floor finish shall be protected during this procedure.
- b. Walls shall be totally cleaned and well rinsed and shall be free from graffiti, dirt, splashes, soap residues, fingerprints, etc. and shall present a uniformly clean appearance.

#### Baseboard Cleaning

- a. Baseboards shall be cleaned according to schedule and after all stripping, scrubbing, and refinishing procedures as necessary.
- b. Baseboards shall be free from splashes, dirt, cobwebs, finish buildups, streaks, crevice accumulations of dirt, etc.

#### *2.5.5.7 Drinking Fountain Cleaning and Disinfecting*

Drinking fountains shall be cleaned according to schedule. All surfaces shall be cleaned with an appropriate disinfectant/detergent solution, wiped thoroughly dry and polished. All trash and debris (gum wrappers, cigarette butts, etc.) shall be removed. Plumbing problems shall be reported to the facilities management staff for corrective action. Drinking fountains shall be free from trash and debris, dirt, fingerprints, smudges, streaks, spots and stains, Wall areas around the fountain shall be free from water spots and streaks.

#### *2.5.5.8 High Dusting/Cleaning*

High surface shall be interpreted to mean those surfaces and objects high enough (above 72" or about in height) to require the use of a ladder which comprise the structure and furnishing of the facility and shall include but are not limited to wall/ceiling junctures, light fixtures, ventilation louvers, overhead signs, sills, ledges, etc. High surfaces and objects shall be free from dirt, lint, cobwebs, grease, grime, streaks, spots, stains, insects, etc. and shall present an overall clean appearance.

#### Cleaning Vents, Grills, Etc.

- a. Ventilation louvers, grills, panels, etc. shall be cleaned according to schedule by damp wiping, dusting, washing or vacuuming as appropriate and with appropriate cleaning agents.

- b. Cleaned vents, grills, etc. shall be free from dirt, accumulated dust, cobwebs and still present an overall clean appearance.

#### Cleaning Light Fixtures

Cleaned Light Fixtures shall be free from dirt, accumulated dust, cobwebs and still present an overall clean appearance.

#### *2.5.5.9 Cleaning Venetian Blinds*

Venetian blinds are used as a means of blocking or controlling passage of light and sunshine through windows. Blinds shall be cleaned according to schedule by any of the industry – accepted methods – dusting, damp wiping, vacuuming, and washing or washing by use of an ultrasonic cleaning machine. Care shall be taken to prevent damages to either the slats or the tapes that support them. Cleaned venetian blinds especially the slats and tapes that support them shall be free from dirt, accumulated dust, cobwebs, etc. and shall present an overall clean appearance.

#### *2.5.5.10 Elevator/Stairway Cleaning*

Elevators and stairways shall be cleaned according to schedule. Cleaned elevators and stairways shall present a uniformly clean appearance.

#### Riser and Threshold Cleaning

- a. Risers and thresholds shall be cleaned according to the schedule. Attention shall be paid to inaccessible areas such as corners and edges and appropriate tools shall be employed to clean these areas.
- b. All gum, tar, grease and other soils shall be removed. Risers and thresholds shall be free from trash, both in open areas and in inaccessible areas such as corners and along edges. If finish is used on stairway risers, there shall not be buildup or finish or accumulations of dirt in layers of finish.

#### Handrail Cleaning

- a. Handrails of elevators and stairways shall be cleaned according to schedule by dusting and/or damp wiping with appropriate cleaning agents.
- b. Handrails shall be free from fingerprints, dirt, smears, smudges, splashes, spots, stains, streaks, and other unsightly omissions and shall present a uniformly clean appearance.

#### Elevator Cab Cleaning

- a. All surfaces within the cab, ceilings, walls, tracks, and doors at each landing. Bright metal, vertical surfaces, and floors shall be cleaned according to the particular specifications that relates to the type of cleaning to be accomplished.
- b. All surfaces of elevator cab and other parts of the elevator shall be thoroughly cleaned and shall conform to the standards outlined for each surface i.e., floors, walls, metal, horizontal and vertical surfaces, etc.

#### Sweeping

- a. Entrance ways shall be swept according to schedule to present a clean and orderly

- appearance at all times.
- b. Entrances shall present a clean and orderly appearance with no loose dirt or debris in evidence.

#### *2.5.5.11 Glass Cleaning*

Glass shall be cleaned according to schedule. Cleaning solution used must not be harmful to metal trim, rubber gaskets, or putty holding glass in place. All spills, splashes and drips shall be wiped clean and dry from surrounding walls, floors, and furnishings. Cleaning shall be scheduled and performed as to provide the least inconvenience to building occupants. All cleaning must be done in compliance with safety and other local laws and regulations. Drips, spills, splashes and the like which result from the process of cleaning glass shall be cleaned up as soon as possible.

#### Doors, Partitions, and Display Case Cleaning

- a. All glass doors, partitions, and display cases shall be cleaned according to schedule. Metal trim shall be included in the cleaning process.
- b. Glass shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streaks, film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.

#### *2.5.5.12 Window Washing Service Requirements*

- a. The Contractor shall wash and dry both inside and outside (once per year, during the month of April or mutually agreed upon time period) and wash and dry the outside only (during the month of October) all window /glass surfaces; wash draft deflectors, wash the inside window frames and sills; dust the outside window frames and sills; and remove bird and insect nests, if found. NOTE: Some facilities may require weekend service.
- b. Windows shall be free from dirt, grime, smears, fingerprints, smudges, water spots or streak, film and chemical residues. Metal trim, bases, edges, and frames shall be wiped clean and dry.
- c. The Contractor shall observe all OSHA-prescribed safety regulations and practices. All ladders, scaffolding, window anchors, safety belts etc. used shall be OSHA approved for window/glass washing.
- d. Acids shall not be used for cleaning window/glass.
- e. The absence of a requirement covering specific equipment, operations, or hazards shall not relieve the Contractor of responsibility of taking further action to provide maximum safety in the performance of window/glass cleaning.

#### *2.5.5.13 Porter Service*

The contractor may be requested to provide daytime porter service as needed by UOSA. Details of work to be performed will be negotiated when/if needed.

- a. All persons working as day porters shall be proficient in the English language and be able to communicate with UOSA representatives and customers orally. Porters must be able to work independently, be reliable, self-motivated, mature and responsible. All persons working as day porters must be able to lift 50 lbs. **UOSA reserves the right to interview and have final approval of all prospective day porters.**
- b. UOSA will determine the required hours for this service. The Contractor cannot change the

time or days for this service. UOSA reserves the right to add or delete day porter service as requirements change during the course of the Contract.

- c. If a day porter becomes unavailable for work, substitute personnel of at least equal abilities and qualifications shall be required.

#### *2.5.5.14 Carpet Cleaning Requirements:*

- a. The contractor shall obtain the necessary equipment, supplies and materials to accomplish the tasks and frequencies set out for carpet cleaning. This is a complete carpet cleaning and involves the use of extraction, steam extraction, rotary brush, mobile plant, etc. to thoroughly clean the carpet. Bonnet cleaning is not an accepted method and may only be performed as directed by the Facilities Management Department.
- b. In the absence of a requirement covering specific equipment, operations or hazards shall not relieve the contractor of responsibility of taking further action to provide maximum safety in the performance of carpet cleaning.
- c. The contractor shall clean all carpeted areas once per year. The technique to be used will be a water extraction method for one cleaning and surface brightening method for the second cleaning. Carpets shall present a uniformly clean appearance at all times and be free from spots and stains, chewing gum, tar, grease, litter, etc. Any tears, rips, burn or indelible stains shall be reported for repairs or replacement.
- d. The contractor shall provide in writing a monthly schedule for completion of carpet cleaning at the facility.
- d. The Contractor shall provide a plan for carpet spot removal that will be maintained for the duration of the contract. Carpets shall be spot cleaned regularly with spots being removed as soon as possible after they appear. Aerosol chewing gum remover may be used with a putty knife, but careful attention shall be paid to avoid damaging carpet fibers.
- e. Cleaning of carpets beyond the required frequency may be required. Costs for this service should be included in the business proposals for both methods required.

#### *2.5.5.15 Security Requirements:*

- a. Turn off lights and equipment
- b. Close and lock windows and doors
- c. Activate the security alarm system

## **2.2.6 Service Frequency**

Service frequency shall be provided as part of Plan of Work. A proposed Plan of Work has been provided at Attachment E to this RFP. Contractor will be required to accept as written or provide an alternative that best serves the needs of UOSA. See Attachment E for details on response.

## **2.2.7 Emergency Response Plan**

Offerors(s) shall submit an emergency response plan in the technical proposal. This plan should include but not limited to the following:



- a. Response time.
- b. Line of authority during emergencies.
- c. Summary of types of emergencies the offeror is certified to handle.
- d. Copies of certifications and/or license, if any.
- e. Types of training provided to employees who handle emergencies.
- f. Name and phone number of individuals to contact during and after normal business hours.

### **2.2.8 Quality Control**

Offeror(s) shall submit a quality control plan in the technical proposal. The quality control plan shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or UOSA contract monitors point out deficiencies. This plan is very important to the success of the contract. The plan shall include, but is not limited to:

- a. An inspection system which is tailored to the specific facility, and which covers all services stated in the tasks and frequencies segment of the contract.
- b. A checklist for use during performance of work. The checklist must be signed and dated to indicate the time of the inspection was completed. It is not permissible for the employee performing the work to inspect and accept that work.
- c. Identify employees by title and type of inspection who are authorized to complete inspections.
- d. Customer complaint program with a log/schedule for this facility. This log should identify each valid customer complaint with the corrective action taken and actions taken to correct deficiencies on inspection reports. A report shall be submitted to the UOSA Facilities Manager identifying the above information at the end of each week.

The UOSA Facilities Manager or representative will evaluate the Contractors performance through intermittent review of customer complaints; review of reports and by physical inspections. The Facilities Manager or UOSA representative may contact customers to verify timely, acceptable corrective actions were taken by the contractor. If at any time during the month the number of customer complaints meets or exceeds the performance thresholds for the objective, the Facilities Manager or UOSA representative will review all complaints received for that objective. The Facilities Manager or UOSA representative will document these reviews in a memorandum for record. The Facilities Manager or UOSA representative (s) may inspect each task as completed if deemed appropriate because of changes in the quality of the contractor's performance or repeated customer complaints. The Contractor shall be responsible for initially validating customer complaints; however, the Facilities Manager or representative shall make the final determination of the validity of customer complaint (s) in cases of disagreement between the contractor and customer(s). UOSA's QA effort does not relieve the contractor from the responsibility of satisfactorily performing the services specified in the contract.

During the first three months of the contract, the contractor shall meet with UOSA Facilities Manager and designated UOSA officials as necessary for the purpose of discussing performance. The meetings shall be documented. It is the responsibility of the contractor to state in writing any disagreement with the minutes. After the first three months of the contract, the contractor shall meet with the Facilities Manager and other designated UOSA officials for the purpose of discussing performance, monthly, or at the call of the Facilities Manager or at the request of the contractor.

#### Service Delivery Summary:

The service delivery summary summarizes the performance objectives and standards required to meet

mission needs. The performance threshold describes the minimum acceptable level of service required for each objective and the percentage of deduction describes the amount of withholding in instances where thresholds have been exceeded. Below is a table describing the objective, standards, thresholds, and percentage of deductions.

<b>Performance Objective</b>	<b>Frequencies / Standards</b>	<b>Performance Threshold</b>	<b>% of Deduction From Monthly Invoice</b>
<b>Public/Common Areas</b> Lobbies Elevators, Hallways & Stairwells Conference Rooms Lunchrooms/Vending Areas	<b>As written</b>	<b>No more than 5 valid customer complaints per month</b>	<b>6-10 = 1% 11-15 = 1.5% Above 15= 5%</b>
<b>Administrative Areas</b> Office Areas	<b>As Written</b>	<b>No more than 10 valid customer complaints per month</b>	<b>10-15 = 1% 16-20 = 1.5% Above 20= 5%</b>
<b>Restrooms/Locker Rooms/Shower</b>	<b>As Written</b>	<b>No more than 3 valid customer complaints per month</b>	<b>4-8 = 1% 9-13 = 1.5% Above 13= 5%</b>
<b>Kitchenette/Coffee Areas</b>	<b>As Written</b>	<b>No more than 3 valid customer complaints per month</b>	<b>4 - 8 = 1% 9- 13 = 1.5% Above 13= 5%</b>
<b>Security</b> Clearances Keys Alarms Secure Bldg. Procedures	<b>As Written</b>	<b>No more than 1 valid customer complaint per month</b>	<b>2 = 1% 3 = 1.5% Above 3 = 5%</b>

**Consequence of Contractors failure to perform required service:** The Facilities Manager or other designated UOSA official may inspect at any time for compliance with the terms of the contract. Customer complaints will be tracked and if the performance threshold is exceeded, action will be taken by the Facilities Manager or UOSA representative in accordance with this Section.

Should the Facilities Manager or other representative receive a complaint from a customer of poor performance or non-compliance, the Contractor will be required to correct any deficiencies, as soon as possible after notification, but prior to the next scheduled service. All corrective actions will be at the Contractors expense and at no cost to UOSA.

In the event that services are not provided to an entire facility the reduction in the contract price will be computed as follows:

The reduction rate in dollars per day will be equal to the per month contract price for the facility, divided by workdays for that month.

The reduction rate in dollars per day multiplied by the numbers of days of services were not provided

or required.

Should the Contractor exceed the performance threshold for a month, deductions will be taken according to the Service Delivery Summary Chart listed in this Section. The deductions will be taken from the monthly payment.

If the Contractor's non-performance results in the use of independent means to provide services. The contractor will be responsible for all costs incurred.

### **2.2.9 Qualifications of Offerors**

All offerors on this project shall prove their ability to perform the services mentioned above before any agreement shall be made. Offerors' qualifications will be evaluated based on information provided as a response to this solicitation. UOSA reserves the right to require clarifications and include information provided by the submitted references.

### **2.2.10 References**

Offeror shall submit with their Offer, either on the form provided (Attachment D) OR in a separate document with identical format as provided on the Attachment to include the name, address, telephone number and point-of-contact of a minimum of three municipalities, for which the Offeror has provided similar services within the preceding 5 years. References may be checked prior to Award. UOSA reserves the right to obtain additional references, either directly through the Offeror or other legitimate sources. UOSA reserves the unilateral right to reject any offer for which an unacceptable reference is identified.

**END SECTION 2**

## **SECTION 3**

### **3 Submission of Proposals and Method of Evaluation**

#### **3.1 General**

The following general information is provided and shall be carefully followed by all Offerors to ensure that proposals are properly prepared.

- A. A transmittal letter prepared on the Offeror's business stationery must accompany the proposal.
- B. Each Offeror must furnish all information required by the RFP. The person signing the proposal must initial erasures or other changes. Proposals signed by an agent of the corporation must be accompanied by evidence of his or her authority to bind the corporation to the terms and conditions of this solicitation.
- C. UOSA reserves the right to conduct discussions with qualified Offerors in any manner necessary to serve the best interest of UOSA.

#### **3.2 Questions and Communications**

All contact between Offerors and UOSA with respect to this solicitation will be formally held at scheduled meetings or in writing through the Purchasing Department. Questions concerning this solicitation are due by the deadline for questions shown on the cover page. Misinterpretation of specifications shall not relieve the Contractor(s) of responsibility to perform. Substantive questions must be submitted in writing via mail, express mail, e-mail, fax, etc., to the UOSA Purchasing Department, by the deadline on the cover page. Questions submitted after the deadline will not be answered. All properly submitted substantive questions will be responded to in writing, in the form of an Addendum to the solicitation. Failure to submit questions or to otherwise seek clarification(s) by the deadline for submitting questions shall constitute a waiver of any potential claim by the Offeror/Contractor.

Communications between prospective Offerors, their agents and/or representatives and any member of UOSA other than as authorized herein, concerning this solicitation are prohibited. In any event and in all circumstances, unauthorized communications cannot be relied upon

#### **3.3 Pre-Proposal Conference and Site Visit**

An optional pre-proposal conference will be held at the time and date specified on the cover page. The purpose of this meeting is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation. While attendance at this meeting will not be a prerequisite to submitting a proposal, Contractors who intend to submit a proposal are encouraged to attend. UOSA will conduct a site tour and inspection led by UOSA site POC immediately following the meeting. This will be the only scheduled time available for a site visit. UOSA desires that all questions as a result of the site visit be submitted to UOSA Purchasing Department in writing by the (Deadline for Questions) date shown on the cover sheet of this document.

The site visit is not mandatory and is not a pre-requisite for submitting a proposal. However, failure to attend the meeting or request clarifications relative to this solicitation will not relieve the Offeror from the responsibility for fully understanding the requirements of this RFP and claims as a result of failure to comply with requirements will not be considered by UOSA. All questions presented at the pre-bid conference as well as any questions received prior to the deadline for questions will be answered via written Addendum.

#### **3.4 Addenda to the RFP**

UOSA reserves the right to amend this solicitation at any time prior to the deadline for submitting proposals. If it becomes necessary to revise any part of this solicitation, notice of the revision will be

given in the form of a written Addendum that will be provided to all prospective Offerors who are on record with the Purchasing Department as having received this solicitation. Addenda will be distributed within a reasonable time to allow Offerors to consider them in preparing their proposals. If in the opinion of the Purchasing Manager, the deadline for receipt of proposals does not allow sufficient time; the deadline shall be extended. Acknowledge your receipt and compliance with the Addenda by noting it in the space provided on the Solicitation Response Form (Attachment B). Failure to acknowledge receipt of an Addendum may result in rejection of the proposal.

### 3.5 Duration of Proposals

Proposals shall be valid for a minimum of 120 days following the deadline for submitting offers. If an award is not made during that period, all offers shall be automatically extended for another 120 days. Offers will be automatically renewed until such time as either an award is made, or proper Notice is given to UOSA of Offeror's intent to withdraw its offer. Offers may only be canceled by submitting Notice at least 15 days before the expiration of the then current 120-day period.

### 3.6 Proposal Organization

*Failure to include any of the below listed Proposal elements may be considered grounds to deem the proposal non-responsive.*

#### A. Technical Proposal

Offerors are requested to submit five (5) sets of a written Technical Proposal plus **one original set with an original signature uniquely identified as "original" on the cover of the volume.** In order to enhance this process and provide each firm an equal opportunity for consideration, adherence to a standardized proposal format is required. Failure to adhere to the prescribed format may result in finding the proposal non-responsive. Proposals shall be limited to thirty (30) single sided pages, excluding cover letters, required forms, and appendices. The format of each proposal must contain the following elements organized into separate chapters and sections, in the order listed below. All proposal elements shall be included in the Technical Proposal and shall include:

1. Cover Letter
2. Solicitation Response Form
3. Qualification Form
4. References
5. Written Narrative
6. Pricing

B. The elements listed in 'A' above parallel the basis of the Authority's proposal evaluation criteria. The Authority is not responsible for failure to locate, consider, and evaluate qualification factors presented outside this format. The following paragraphs provide guidelines to each Offeror for information to include in its proposal.

1. **Cover Letter** – The cover letter should provide a brief history of your Company and its organization. The letter should indicate the principal of the firm who will be the Authority's primary point of contact during negotiations. This individual must have authority to negotiate all aspects of the Scope of Services and provisions on behalf of the Company. An officer authorized to bind the firm to the terms and conditions of this RFP must sign the cover letter transmitting the proposal.
2. **Written Narrative** – Each Offeror shall provide a written narrative which demonstrates the Contractor's ability to meet the specifications of the RFP. The written narrative should include:

- a. Contract History – provide a narrative listing current contracts that are comparable in scope and size to this RFP effort. Please include:
    1. Type of facility and gross square footage
    2. Estimated dollar value of contract
    3. Services included in contract
    4. Identification of any subcontracted services used
    5. Date of contract start and term
  - b. Subcontractors – Discuss the role of any subcontractors if proposed, the company’s past experience with subcontractors and how the subcontractors would enhance the delivered project.
  - c. Management Controls – This section shall include the following:
    1. Plan for initiating and maintaining reports, logs and records
    2. Sample of report forms for daily man hours, staffing, schedules, quality control, project work, special requests
    3. Monthly summaries of work performed
    4. Description of procedures used to monitor and follow up on service issues
    5. Supervisory controls by Project Manager
    6. Copy of personnel procures including, but not limited to, hiring, retention, turnover ratios, investigations, and discipline
  - d. Statement of Qualifications – shall include:
    1. Organizational and Staff experience
    2. Resumes of supervisory and management staff
    3. Staffing Plan including full and part time staff to be assigned to this project. The Offeror shall describe how the proposal meets the specifications of the RFP. This section should present the Offeror’s proposed solution.
  - e. Understanding Scope of Work – Offeror shall present a description of the proposed work and the discussion of any proposed or recommended changes that may substantially differ from the Scope of Work. This Section shall all include:
    1. Detailed outline for executing requirements
    2. Proposed plans for providing the following (please include samples of each):
      - a. Plan of Work
      - b. Emergency Response Plan
      - c. Quality Control Plan
      - d. Training Program
      - e. Supplies and Equipment
      - f. Porter Services
      - g. Subcontracting Plan
      - h. Employee Background Clearance Procedures
      - i. Communication System
      - j. Key Control/Building Security
3. **Pricing** - This section should provide a completed Attachment B with all pricing indicated.

### 3.7 Evaluation Process

- A. Evaluation Committee: UOSA will establish an Evaluation Committee (the “Committee”) to review and rank each proposal. The Committee will be composed of individuals designated by UOSA. The Committee may request additional technical assistance from other sources.
- B. Qualifying and Evaluating Proposals: Each proposal will first be reviewed for compliance with the Requirements of this RFP. The Offer assumes all responsibility for addressing all technical requirements in order meet the objectives of the RFP. Each proposal will be evaluated according to the elements listed and point structure shown below.

<b>Element</b>	<b>Points Allowed</b>
Contract History	10
Management Controls (inclusive of subcontracting plan)	20
Statement of Qualifications	20
Understanding of Scope	20
Pricing	30
Total Points	100

Should proposals require additional clarification and/or supplementary information, firms should be prepared to submit such additional clarification in a timely manner, when so requested.

The Authority’s Purchasing Manager may arrange for discussion with firms submitting proposals, if required, for the purpose of obtaining additional information or clarification.

The Evaluation Committee may make such reasonable investigation, as it deems proper and necessary to determine the ability of the firm to perform the work. The Evaluation Committee and/or its representative(s) reserve the right to inspect the firm’s physical premises prior to award to satisfy questions regarding the firm’s capabilities.

After review and evaluation, and based on its sole discretion, the Authority reserves the right to reject any or all proposals received in response to this request and will not compensate Offerors for the cost of proposal preparation whether or not an award is consummated.

The award will be made to the responsible Offeror whose offer conforms to the solicitation and is most advantageous to the Authority, cost or price, revenue and other factors considered.

Should the Authority determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.

### 3.8 Instructions for Submitting Proposals

- A. The deadline for submitting Proposals is shown on the cover sheet. Offerors mailing proposals should allow sufficient mail delivery time to insure timely receipt by the Purchasing Department. Proposals will be opened in accordance with the provisions of the Virginia Public Procurement Act. There will be no public proposal opening. The list of prospective Offerors shall be available for public inspection only after Contract Award or upon cancellation of the solicitation.

- B. The Solicitation Response Form must accompany the proposal. The purpose of this form is to formally submit the proposal and bind the Offeror to the terms, conditions and specifications contained in the solicitation. The Form must be signed by an individual who is authorized to bind the Offerors' firm to all items in the proposal including products, services, etc., and prices, contained in the proposal.
- C. Submit one (1) original and five (5) copied sets and of your Proposal. An additional electronic copy of the Proposal shall be submitted. The electronic copy shall be submitted on a physical format, either USB flash drive or optical media, along with the printed hard copies. The set of originally signed documents must be uniquely identified on the cover of each volume.

All Proposals shall be submitted as hard copies in sealed envelopes or packages. **No electronic submissions will be accepted.** All packages shall be sent to the UOSA Purchasing Department at the address identified on the cover sheet of this RFP. Packages shall be labeled as follows:

From: \_\_\_\_\_

Name of Offeror	Due Date
Street	RFP No.
City, State, Zip Code	RFP Title

SAMPLE

**3.9 Contractor Identification**

All Offerors must provide all information required by the UOSA Solicitation Response Form applicable to the Offeror; failure to comply shall make the Proposal nonresponsive. All Offerors also shall include the following in their Solicitation Response Form. Failure to include the required information shall make the Proposal nonresponsive and the Proposal will not be opened or considered:

- A. Individual Offerors must provide their social security numbers.
- B. Proprietorships, partnerships, corporations, limited liability companies, business trusts, limited partnerships or limited liability partnerships must provide their Federal Employer Identification Numbers.

**3.10 Qualifications of Offerors**

UOSA may make such reasonable investigations as deemed proper and necessary to determine the ability of the Bidder/Offeror to perform the services/furnish the goods and the Bidder/Offeror shall furnish to UOSA all such information and data for this purpose as may be requested. UOSA reserves the right to inspect Bidder's/Offeror's physical facilities prior to award to satisfy questions regarding the Bidder's/Offeror's capabilities. UOSA further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Bidder/Offeror fails to satisfy UOSA that such Bidder/Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

**3.11 Late Proposals**

Proposals or unsolicited amendments to proposals arriving after the closing date and time will not be considered. Proposals received after the proposal submission deadline will be returned to the Offeror



unopened providing that sufficient proposal identification information is shown on the outside of the proposal envelope.

Proposals may only be canceled by submitting written notice at least 15 days before the expiration of the then current 120-day period.

### **3.12 Proprietary Information**

It shall be the responsibility of each Offeror to clearly mark any part of his proposal considered to be of PROPRIETARY OR CONFIDENTIAL NATURE. Offerors shall not mark sections of their proposal PROPRIETARY OR CONFIDENTIAL if such section is to be part of the award of the contract and are of "Material" nature, (i.e., Prices, company information currently available to the public).

### **3.13 Acceptable and Unacceptable Proposals and Rejection of Offers**

UOSA reserves the right to reject any or all proposals received. Proposals must meet or exceed the mandatory requirements of the Specification section. If an Offeror does not meet a mandatory requirement, UOSA may classify the proposal as "not responsive." The Evaluation Committee may determine that an Offeror is "not responsible," if the Offeror does not have the capabilities in all respects to perform the Work required. The Committee may determine that a proposal meets the Specification but does not raise itself to the competitive level of some or all of the other offers. In such instances, the Committee shall issue a determination that any and all such proposals are "not reasonably susceptible of being selected." Offerors deemed by the Committee to be not responsive, not responsible, or not reasonably susceptible of being selected will be excluded from further consideration and the Offeror so notified.

### **3.14 Ranking And Selection**

Proposal evaluation will consist of an in-depth evaluation by the Committee of each Offeror's technical capabilities, skills, experience, references, financial stability, etc. as submitted. Firms deemed not qualified or unable to satisfy the technical criteria will be so notified and eliminated from further consideration. Each Technical Proposal will be ranked after it has been evaluated. UOSA may invite up to the four highest ranked Offerors to make an oral presentation and enter into further discussions or may enter directly into negotiations with the highest ranked firms. The offeror shall state any exception to any liability provisions contained in the Request for Proposal in writing at the beginning of negotiations, and such exceptions shall be considered during negotiation. Price shall be considered but need not be the sole or primary determining factor. After negotiations have been conducted with each offeror so selected, the public body shall select the offeror which, in its opinion, has made the best proposal and provides the best value, and shall award the contract to that offeror. When the terms and conditions of multiple awards are so provided in the Request for Proposal, awards may be made to more than one offeror. Should the public body determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

### **3.15 Oral Presentations**

Finalists may be required to make individual presentations to the Committee as part of the technical evaluation process. If so notified by the Purchasing Agent, the Offeror must provide a presentation within two calendar weeks of notification or as may be arranged by the Purchasing Agent. Failure to provide a satisfactory presentation will be grounds for a declaration that the offer is non-responsive. Presentations shall be conducted only at UOSA.

### **3.16 Negotiation**

After selection, but prior to Contract Award, the Evaluation Committee reserves the unilateral right to negotiate any aspect of the proposal or proposed Contract in any manner that best serves the needs of UOSA and is within the scope of the solicitation.

### **3.17 Contract Award**

A Contract(s) will be awarded to the Offeror(s) whose proposal(s) is determined to be the most advantageous to UOSA. The selected Offeror(s) will be required to assume full responsibility for the complete effort as required by this RFP whether work is performed by the Offeror or subcontractors. The selected Offeror(s) is to be the sole point of contact with regard to all contractual responsibilities.

### **3.18 Type of Contract(s)**

The Upper Occoquan Service Authority shall enter into a firm/fixed price contract based on fixed rates as negotiated for the A/1 Motor Control Center project.

UOSA may include in this contract or in a separate contract additional scope for future maintenance or modifications. UOSA will request separate quotes from the awarded Contractor for any additional work outside the scope of the initial Contract.

### **3.19 Annual Increases**

After the first year (and any year thereafter), contract prices may not be increased by more than the Cost of Living as indicated in the Consumer Price Index – Urban (i.e., “CPI-U”) for the calendar month ending two months before the expiration month of the then current contract year.

An increase based upon factors other than the CPI-U (e.g., Force Majeure, etc.) may be submitted when and, as they occur providing that sufficient detailed supporting documentation is included with the request. UOSA reserves the right to reject any such request or negotiate a mutually agreeable price

## **ATTACHMENT A - TERMS AND CONDITIONS**

[Will be added in final PDF document]

## ATTACHMENT B- PRICING SHEET

Based on information in 2.1 and 2.2.4 – 2.2.8, provide pricing as requested below

<b>Buildings/Areas/Rooms To Be Cleaned</b>	<b>Approx. Total SF</b>	
F Bldg - Common Area	1300	
F Bldg - Bathrooms		
F Bldg - Offices		
		<b><i>Total Price F Bldg</i></b>
GTW (1st Flr) - Common Area	26920	
GTW (2nd Flr) - Common Area		
GTW (2nd Flr) - Offices		
GTW (3rd Flr) - Common Area		
GTW (3rd Flr) - Bathroom		
GTW (3rd Flr) - Offices		
GTW (4th Flr) - Common Area		
GTW (4th Flr) - Bathroom		
GTW (4th Flr) - Offices		
GTW (4th Flr) - Control Room		
		<b><i>Total Price GTW</i></b>
G-Flat - Common Areas	8800	
G-Flat - Locker Room		
G-Flat - Offices		
		<b><i>Total Price G Flat</i></b>
LAB - Common Areas	12850	
LAB - Locker Room		
LAB - Laboratory		
LAB - Offices		
		<b><i>Total Price Lab</i></b>
S/1 - Common Areas	3300	
S/1 - Bathrooms		
S/1 - Offices		
		<b><i>Total Price S/1</i></b>
S/2 - Common Areas	7500	
S/2 - Locker Rooms & Bathrooms		
S/2 - Offices		
S/2 - Supply counter	25	
		<b><i>Total Price S/2</i></b>
U - Common Areas	3800	
U - Locker Rooms		
U - Control Room		

U- Bathrooms		
		<b>Total Price U</b>
X1 - Common Area	325	
X1 - Bathrooms		
		<b>Total Price X1</b>
OS Trailer - Common Area	200	
OS Trailer - Bathroom		
		<b>Total Price OS Trailer</b>
L2 - Control Room	325	
L2 - Bathrooms	150	
		<b>Total Price L2</b>
HH - Bathroom	80	
		<b>Total Price HH</b>
AA - Bathroom	80	
		<b>Total Price AA</b>
D/2 - Bathroom	100	
		<b>Total Price D/2</b>
JJ - Bathrooms	150	
		<b>Total Price JJ</b>
Old Exec - Common Area	1500	
Old Exec - Bathrooms (3)	225	
Old Exec - Office Floors	500	
		<b>Total Price Old Exec</b>
		<b>TOTAL PRICE ALL AREAS ABOVE</b>
Q - Control Room and Bathroom	25	<b>Total Price Q</b>
Flat Branch PS Common Area	2500	
Flat Branch PS Locker Room & Bathroom		<b>Total Price Flat Branch</b>
		<b>TOTAL PRICE Q and Flat Branch</b>

**THIS FORM MUST BE SUBMITTED WITH YOUR BID/PROPOSAL**

## ATTACHMENT C - OFFEROR'S QUALIFICATIONS

### General Qualifications

1. How many years' experience with Janitorial/Custodial services similar to UOSA's does your organization have?

< 5 years       5-15 years       15-30 years       > 30 years

2. Has your organization or any of its officers, directors, or owners had judgment entered against them within the past 10 years for the breach of contracts for governmental or non-governmental construction?

Yes       No

If **yes**, give complete circumstances for each occurrence on a separate sheet(s) of paper. Attachment No. \_\_\_\_\_.

3. Have any of your officers, directors, UOSA, project managers, procurement managers, or chief financial officers been convicted within the past 10 years of a crime related to governmental or non-governmental construction?

Yes       No

If **yes**, give complete circumstances for each occurrence on a separate sheet(s) of paper. Attachment No. \_\_\_\_\_.

4. Is your organization or any of your officers, directors, or owners currently debarred by any municipality, UOSA, state, or federal agency?

Yes       No

If **yes**, give complete circumstances for each occurrence on a separate sheet(s) of paper. Attachment No. \_\_\_\_\_.

5. Has your organization ever been a party in any litigation of any type on Work for which your organization was contracted by any municipal, UOSA, state, or federal agency?

Yes       No

If **yes**, give complete circumstances for each occurrence on a separate sheet(s) of paper. Attachment No. \_\_\_\_\_.

6. Do you intend to utilize Subcontractors to provide any of the services necessary to complete the project as outlined in Section 2.

Yes       No

If **yes**, provide a list of their names, addresses, contact person and the type of service will provide. Indicate if the use of Subcontractors is to supplement in-house resources or is in lieu of in-house resources.

***UOSA reserves the right to ask Offerors for any additional information that UOSA, in its sole discretion, deems necessary to make an award.***

**THIS FORM MUST BE SUBMITTED WITH YOUR BID/PROPOSAL**

## ATTACHMENT D - REFERENCES

(this form may be used or Offeror may submit their own form created in identical format to below)

### Reference 1:

Company Name:	
Address:	
Contact Person:	
Telephone:	
Fax:	
Email:	
Description of Work:	

### Reference 2:

Company Name:	
Address:	
Contact Person:	
Telephone:	
Fax:	
Email:	
Description of Work:	

### Reference 3:

Company Name:	
Address:	
Contact Person:	
Telephone:	
Fax:	
Email:	
Description of Work:	

Reference 4:

Company Name:	
Address:	
Contact Person:	
Telephone:	
Fax:	
Email:	
Description of Work:	

Reference 5:

Company Name:	
Address:	
Contact Person:	
Telephone:	
Fax:	
Email:	
Description of Work:	

**THIS FORM (or similar form) MUST BE SUBMITTED WITH YOUR BID/PROPOSAL**



## ATTACHMENT E – PROPOSED PLAN OF WORK

### Contractor Plan of Work:

Proposer/Offeror shall complete the table below including the schedule and task action for each Area Type. UOSA is relying on professional and experienced input on the proposed plan below.

Area Types	Expectations /Regular Cleaning	Task Action	Contractor Plan
<b>Restrooms</b>			
Toilets	Daily	Wipe & Sanitize	
Toilet Stall & Fixtures	Daily	Wipe & Sanitize	
Sink Basins-fixtures, wall, top surfaces	Daily	Wipe & Sanitize	
Mirrors	As Needed	Clean	
Trash cans	As Needed	Empty; Repl Liner	
Paper towels	As Needed	Refill	
Toilet paper	As Needed	Refill	
Soap dispensers	As Needed	Refill	
Floors, Stone tile	Weekly	Sweep, Mop, Sanitize	
Baseboard tile	Monthly	Wipe	
<b>Hallways</b>			
Carpets	Weekly	Vacuum	
Door Handles	Weekly	Wipe	
Door glass	As Needed	Clean	
Baseboard	As Needed	Wipe	
Wall Surfaces	As Needed	Wipe	
Trashcans	As Needed	Empty; Repl Liner	
Area Rugs	Monthly	Shake/Sweep	
Cobwebs	As Needed	Remove	
<b>Offices (incl 3rd flr. Reproduction Room)</b>			
Carpet	Weekly	Vacuum	
Trash	As Needed	Empty; Repl Liner	
Windows - Inside	As Directed	Clean	
Window Sills	Weekly	Wipe	
Door Glass	As Needed	Clean	
Blinds	Not done		
Furniture	Monthly	Dust & Wipe	
Cobwebs	As Needed	Remove	
<b>Locker Rooms</b>			
Floors, Stone tile	Weekly	Sweep, Mop, Sanitize	
Wall Tile and Grout	Monthly	Wipe/Scrub	

Trash	As Needed	Empty; Repl Liner
Benches	Weekly	Wipe/Sanitize
Mirrors	As Needed	Clean
<b>Showers</b>		
Walls	Monthly	Remove Scum/Sanitize
Floor	Weekly	Mop, Scrub/Sanitize
Fixtures	Monthly	Remove Soap, Scum
Mirrors	Weekly	Clean
Doors	Monthly	Clean
<b>Stairwells</b>		
Steps/Landings	2x Weekly	Sweep
Steps/Landings	As Needed	Mop
Steps/Landings	Annual	Wax
Railing	Weekly	Dust/Wipe
Walls	As Needed	Wipe
Door Glass	As Needed	Clean
Exposed Pipes	Quarterly	Dust/Wipe
Area Rugs	Monthly	Shake/Sweep
Cobwebs	As Needed	Remove
<b>Conference/Training Rooms/Command Ctr/Control Rooms</b>		
Carpet	Weekly	Vacuum
Tile Floors	Weekly	Sweep and Mop
Counter tops/Table Surfaces	As Needed	Wipe
Window Glass (Inside)	As Needed	Wipe
Trash	Weekly	Empty; Repl Liner
Cobwebs	As Needed	Remove
<b>Entryways/Foyers/Lobby</b>		
Glass (Inside & Outside)	Weekly	Clean
Floors, Marble & Tile	As Needed	Sweep and Mop
Floors, Carpet	As Needed	Vacuum; Clean
Furniture	Weekly	Dust & Wipe
Door Handles	Weekly	Wipe
Trash	As Needed	Empty; Repl Liner
Area Rugs	Monthly	Shake/Sweep
Cobwebs	As Needed	Remove
<b>Observation Deck</b>		
Windows	As Directed	Clean

Floor, Concrete	As Directed	Hose; Press Wash
Railings	As Directed	Wipe
Cobwebs, Bees Nest	As Directed	Remove
<b>Lunchrooms</b>		
Floors, Tile	Weekly	Sweep and Mop
Tables and Chairs	Weekly	Wipe/Clean
Trash	As Needed	Empty; Repl Liner
<b>Kitchens/Kitchenettes</b>		
Countertops and other surfaces	Daily	
Microwave (inside)	Weekly	
Sink (w/o any dishes)	Daily	
Outside of refrigerator	Daily	
<b>Floor Surface Types</b>		
Carpet/Rugs	Annually	Clean/Shampoo
Tile (Vinyl)	Annually	Strip & Wax
Tile (Marble)	As directed	Marbelize
Tile (Stone)	As directed	Strip & Seal
Tile (Rubber)	As directed	Strip & Wax

**THIS FORM (or similar form) MUST BE SUBMITTED WITH YOUR BID/PROPOSAL**