



REQUEST FOR PROPOSALS

Title: Housekeeping Services
Using Agency: University of Rio Grande
Issue Date: March 16, 2022

Sealed Proposals will be received until **Tuesday, April 19, 2022** for services described herein.

Please send all proposals directly to the issuing agency at the address shown below:

University of Rio Grande
ATTN: Rebecca Long
218 N. College Ave.
Rio Grande, Ohio 45674

Please direct all inquiries pertaining to this proposal to

Rebecca Long
COO/VPSA
rlong@rio.edu

No questions will be accepted via phone calls

NOTE: Mandatory pre-bid site visit and walk-through for all prospective parties is scheduled for **Tuesday, March 29 at 1:00pm** on the University of Rio Grande campus. Attendance at this site visit is a prerequisite for consideration of an agencies proposal. After initial meeting, perspective agencies will be taken on a tour of each buildings listed in the RFP. Only bidders that attend the entire tour will be considered to bid.

Introduction

The University of Rio Grande is a private liberal arts university located on a 270 acre campus in Rio Grande (Gallia County) Ohio. The University of Rio Grande operates in a shared relationship with Rio Grande Community College, a public institution. Approximately 2,000 students attend Rio, with about 350 of those students residing in on-campus housing. Rio offers a broad range of certificates, two-year associate degrees, four-year bachelor's degree, and master's degrees. In addition, the community utilizes the campus for various events, thus making the appearance of the campus of the utmost importance.

This Request for Proposal (RFP) is for a complete and efficient weekday/evening and limited weekend janitorial services for the above listed campus. Response to this proposal does not constitute an agreement to award a contract for the described services. URG reserves the right to modify the requirements of the RFP in the event of changes in the anticipated business. In addition, URG reserves the right to terminate this RFP without notice.

Bidding agencies are cautioned that this is a request for offers, not a request to contract, and the university reserves the unqualified right to reject any and all offers when such rejection is deemed to be in the best interest of the university.

Scope

To provide URG with a complete and efficient weekday/evening and limited weekend janitorial service for the above listed campus. These services will be provided on various schedules ranging from daily to annually. The successful contractor shall invoice 1/12 of the annual costs on a monthly basis. The contract shall include all management, supervision, labor, cleaning supplies, tools, equipment, scheduling, coordinating and ensuring performance of custodial operations in order to keep the contracted areas clean and properly supplied. The Contractor shall secure all licenses and permits required to complete the scope of work as described herein. The contractor shall clean the facilities as outlined herein.

Cleaning includes twenty-one (27) buildings (including one athletic complex with swimming pool and 5 resident halls), five (5) houses operating as offices, and one (1) Presidential residence. All buildings and office houses shall be cleaned nightly five (5) nights a week. The Presidential residence shall be cleaned on-demand as needed. Resident halls shall be cleaned daily throughout the week with limited cleaning on weekends. **A draft cleaning schedule is included as Appendix A.**

More thorough cleaning may be required in preparation for students moving on campus. This would occur twice a year, in August and January.

Performance of Work

The contractor's attention is directed to the need for timely performance of services provided under this contract. The aesthetic appearance of the site and its reflection on URG as well as the safety and convenience of the students and the public is the essence of the service. When URG observes that the contractor has failed to adequately perform any of the services for which the contractor is responsible, the administration of URG may begin the process of terminating the contract.

Many of the buildings and office houses are unoccupied beginning at 5pm. Some limited activity takes place in specific classroom buildings until 9:00pm. The athletic facility is occupied until 9:00pm or sometimes later. Cleaning schedule will be developed around this schedule.

Weekend cleaning includes bathrooms, halls, and common areas in resident halls while students are in session. The included academic calendar should assist in planning the development of the proposal. Very limited classroom services would be required outside of the academic calendar. Please note that offices and some very limited classrooms will still be used when curriculum classes are not in session. Very limited to no services will be required while the campus is on Winter break and during most holidays. Additional services may be required during the beginning and end of each semester.

Contract Term

The services as described herein are effective on or about July 1, 2022. The length of such contract shall be one (1) year with the option of renewing up to four (4) additional one (1) year extensions upon mutual agreement of both parties.

Extensions will be made based upon the recommendations of the authorized representatives of URG and the contractor. Final approval for any extensions shall be made by URG. In case of extensions, the cost per month which was submitted in the contractor's proposal may be increased or decreased.

Parties to the Contract

Parties to this contract shall be University of Rio Grande and the selected vendor.

Contract Termination

In the event that contractor is non-compliant with any portion of the contract, URG will give contractor 30 days written notice to comply. If compliance is unsatisfactory after 30 days, then final written notice may be given to terminate contract 30 days thereafter. Termination may be in whole or in part. The vendor may cancel the contract upon 181 days written notice, with or without cause.

Contract Assignments

A contract or any part hereof entered into as a result of this RFP shall not be assigned, sublet, or transferred directly or indirectly without prior written consent of the University of Rio Grande.

Payments

Payment for services received will be made on a monthly basis. The successful contractor shall invoice 1/12 of the annual costs on a monthly basis.

Entire Agreement

A written contract and any modifications or addenda thereto, executed in writing by both parties constitutes the entire agreement of the parties to the contract. All previous communications between the parties whether oral or written, with reference to the subject matter of this contract are void and superseded. The resulting contract may be amended at a future date in writing by mutual agreement of the parties.

Deviations and Exceptions

Deviations from and exceptions to terms, conditions, specifications or the manner of this RFP shall be described fully on the vendor's letterhead stationery, signed and attached to the proposal submittal page(s) where relevant. In the absence of such statement the vendor shall be deemed to have accepted all such terms, conditions, specifications and the manner of the RFP. A vendor's failure to raise an issue related to the terms, conditions, specifications or manner of this RFP prior to the proposal submission deadline in the manner described shall constitute a full and final waiver of that vendor's right to raise the issue later in any action or proceeding relating to this RFP.

Duration of Offer

All proposal responses must indicate they are valid for a minimum of ninety (90) calendar days from the date of the proposal opening unless extended by mutual written agreement between PCC and the vendor. Prices and terms of the proposal as stated must be valid for the length of the resulting contract.

Authorized Signature

The proposal must be completed and signed in the firm's name or corporate name of the vendor, and must be fully and properly executed and signed in blue or black ink by an authorized representative of the vendor.

Proposal Rejection and Waiver of Informalities

This RFP does not obligate URG to award a contract or complete the proposed project. URG reserves the right to cancel this RFP if it is considered to be in the college's best interest. URG also reserves the right to waive minor informalities and, not withstanding anything to the contrary, reserves the right to:

1. Reject any and all proposals received in response to this RFP;
2. Select a proposal for contract negotiation other than the one with the highest percentage return;
3. Negotiate any aspect of the proposal with any vendor;
4. Terminate negotiations and select the next most responsive vendor for contract negotiations;
5. Terminate negotiations and prepare and release a new RFP;
6. Terminate negotiations and take such action as deemed appropriate.

Physical and Data Security and Safety

The vendor is required to recognize that on the performance of the contract the vendor will become a holder of and have access to private data on individuals and nonpublic data. In performance of the contract, the vendor agrees it will comply with all applicable state, federal and local laws and regulations relating to confidentiality of information received as a result of the contract. The vendor agrees that it, its officers, employees and agents will be bound by the above confidentiality laws and that it will establish procedures for safeguarding the information. The vendor agrees to notify its officers, employees and agents of the requirements of confidentiality and of the possible penalties imposed by violation of these laws. The vendor agrees that neither it, nor its officers (employees or agents) will disclose or make public any information received by the vendor on behalf of URG. The vendor shall recognize URG's sole and exclusive right to control the use of this information. The vendor further agrees it shall make no use of any of the described information, for either internal or external purposes, other than that which is directly related to the performance of the contract.

The vendor agrees to indemnify and hold harmless University of Rio Grande from any and all liabilities and claims resulting from the unauthorized disclosure by the vendor, its officers, employees or agents of any information required to be held confidential under the provisions of the contract. The vendor must return all source data to the "Authorized Representative" to be identified in the contract.

The vendor agrees that all employees will be trained on the Federal Title IX code and recognize the responsibilities that come with such training.

PERSONNEL

All matters pertaining to the recruitment, screening, hiring, and retention shall be the exclusive responsibility of the contractor. These matters shall be done fully in compliance with existing statutes and regulations pertaining to affirmative action, non-discrimination, wage and hour and any other stipulations germane to prudent personnel management.

Only those personnel who have been properly trained shall be assigned duties under this contract.

All personnel shall be dressed in uniforms in a manner authorized by the contractor and approved by URG. The personnel shall be neat and clean in appearance. Uniforms and picture identification badges must be worn which fully identify the worker as a member of the contractor's work force that is easily identifiable from the front and back.

All personnel shall conduct themselves in a professional manner at all times. Failure to do so may result in exclusion of that person from the facilities or termination of the contract.

The Contractor will provide a company-parking id for each employee's vehicle that is to be displayed at all times while on campus. No employee who has a police record other than minor traffic violations may be assigned duties under this contract. URG requires national criminal background checks to be done on each employee. Contractor shall be responsible for the submission of police clearance record within 24 hours upon request. The Contractor will provide a list of employees to URG every six (6) months.

Contractor will pay at least the minimum wage rate. Contractor will pay all taxes pertaining to his employees as required by law. All employees will be bonded in the amount of \$50,000 (3rd Party Fidelity Bond). Any employee whose work habits and/or conduct that is deemed objectionable shall be removed from the work force upon written request of the authorized URG representative.

The Contractor shall within twenty-four (24) hours after termination of a person inform URG in writing that the officer, employee, worker of their subcontractor's employee has been terminated. The Contractor shall collect all keys, or other items required to access the buildings upon termination of an employee.

Any employee, who is also a student at URG, will not be permitted to go in to any current instructor's office or any location where student records or class information is kept.

Employees shall not disturb any papers, boxes or other materials except that in trash receptacles or designated areas for trash unless such material is properly identified as trash. Dusting of cabinets and desks should follow these guidelines.

Employees shall not open drawers, file cabinets, or use any telephone, except public pay phones, unless given specific approval by URG.

Employees shall not remove any article or materials from the premises, regardless of its value or regardless of any employee or tenant's permission. This is to include the contents of any item found in

trash containers in or around the premises. Trash items are to be placed in dumpsters or trashcans designated for that purpose.

SECURITY

The contractor will be responsible for training employees in security requirements and shall be responsible for the enforcement of the same.

1. The Contractor will be responsible for safeguarding against loss, theft, or damage of all URG property, materials, equipment and accessories, which might be exposed to the Contractor's personnel.
2. Possession of guns, knives or other dangerous weapons on College property may be prosecuted as a felony.
3. Alcohol and drugs are prohibited on the campus.
4. Keys must be properly handled to maintain property security and safety. The Contractor's supervisor shall distribute keys appropriately. Additionally, the contractor will be financially responsible for the replacement of any keys that are lost and all costs associated with required re-keying of facilities resulting from lost keys. All lost keys are to be reported immediately to URG. URG will issue ALL original and replacement keys. Under no circumstances is the Contractor to make copies of keys.
5. Keys shall not be left in doors. All doors shall be locked and secured once employees are inside the building and checked to make sure they are locked and secured before leaving the building.
6. Employees shall not admit anyone in the building or office who is not a designated employee of the Contractor.
7. Only persons directly employed by the Contractor shall be in the building while the services are performed. Under no circumstances will anyone who is not an employee of the Contractor be allowed on the premises (i.e. children, spouse, and friend).
8. Employees shall comply with all campus regulations pertaining to COVID-19 or any other pandemic.

SUPERVISION

All supervision as required for the execution of those contractual responsibilities assumed by the contractor will be done by the contractor or his/her designated representative. The Contractor shall provide sufficient full-time on-site supervision to carry out the entire scope of any resulting contract. This supervisor shall be available at all times, while contract work is in progress, to receive notices, reports or requests from URG. The single point of contact and other supervisory employees/job managers shall read, write, understand, and speak English in order to communicate with URG staff. The Contractor shall provide an on-site supervisor while work is being performed. At a minimum, the supervisor to custodial workers ratio will be at least one (1) supervisor per twenty-six (26) custodial workers.

DAMAGE

Contractor will be responsible for the repair or replacement cost to the satisfaction of URG's representative of any damage to the facility caused by any employee of the contract. Any damage or

property loss shall be reported to the Contractor's supervisor immediately. The supervisor shall report such damage within 24 hours to URG in writing, specifying the location and extent of the damage. Failure to report such damage, as required, may be construed as default of the contract.

OFFICE SPACE / STORAGE SPACE / UTILITIES

URG will provide a securable office space, limited securable storage space and utilities (including phoneline access) for the Contractor's on-site operations. URG will provide locked storage spaces, but will not be responsible for losses, which may be incurred due to theft and / or vandalism.

URG will provide custodial closets in each building for supplies and equipment. Closets shall be kept clean and orderly at all times. Cleaning supplies shall be kept in properly labeled containers and stored correctly. Water shall not be left standing in mop buckets overnight. All dirty mops and dust mops must be stored in a central location in a sealed container.

REPORTS

All emergency conditions must be promptly reported to the College's Facilities Office. Contractor shall provide the following reports to the URG representative; monthly quality assurance reports, daily reports on any leaks, safety hazards, inoperable fixtures, lights, or equipment detected during routine work, and accident reports as needed. Contractor's on-campus administration will meet weekly with a URG leadership designee.

Draft Cleaning Schedule

Restrooms (All non-resident restrooms)

TASK	Frequency
Stock and clean all dispensers	Daily
Empty and reline all trash containers	Daily
Clean and disinfect all toilets and urinals	Daily
Clean and disinfect sinks	Daily
Clean mirrors	Daily
Spot clean walls and light switches	Daily
Sweep/damp mop all floors	Daily
Clean partitions as needed	Daily
Clean and polish bright work and mirrors (within reach)	Daily
Dust ledges and sills	Weekly
Clean partitions from top to bottom (more frequently as needed)	Weekly
Dust grilles and diffusers	Monthly
Scrub hard surface flooring	Bi-Annually

President's House (Subject to change upon request of President)

TASK	Frequency
Clean restrooms as described above	Weekly
Empty and reline all trash containers	Weekly
Sweep/damp all mop floors	Weekly
Vacuum all carpeting thoroughly and spot clean where needed	Weekly
Spot clean doors, frames, cupboards, switches and walls to remove fingerprints and soil	Weekly
Dust all hard surfaces	Monthly
Clean carpeting by FiberCare, a division of MACC	Annually

Offices

TASK	Frequency
Empty and reline all trash containers	Daily
Spot clean glass doors, sidelights and partition glass	Daily
Dust mop hard surface flooring and spot mop spillage (more frequently as needed)	Weekly
Vacuum & spot clean carpeting	Weekly
Dust sills and ledges within hand reach	Weekly
Spot clean walls, door frames, and light switches to remove finger prints and soil	Daily
Dust window blinds	Monthly
Recondition hard flooring (per program intervals)	Bi-Annually
Clean carpeting	Annually

Personal item handling will be kept to a minimum. Desktop items are not cleaned.

Classrooms

TASK	Frequency
Empty and reline all trash containers	Daily
Spot clean glass doors, sidelights and partition glass	Daily
Wash all blackboards and whiteboards unless marked "DO NOT ERASE"	Daily
Dust mop hard surface flooring and spot mop spillage	Daily
Vacuum carpeting in high traffic areas and/or spot vacuum	Daily
Clean and Disinfect desktops (spot clean more if needed)	Weekly
Dust all hard surfaces	Weekly
Vacuum carpeting wall-to-wall	Weekly
Sweep and damp mop	Weekly
Dust window blinds	Monthly
Low Dust misc. surfaces such as chair bottoms, ledges, baseboards, etc.	Monthly
Recondition hard flooring	Bi-Annually

Clean carpeting	Bi-Annually
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Lobbies and Corridors

TASK	Frequency
Clean both sides of entrance glass doors and sidelights	Daily
Wash Directory glass	Daily
Dust furnishings, sills and ledges	Daily
Vacuum carpeting & walk-off mats	Daily
Sweep & damp mop flooring	Daily
Empty and reline all trash containers	Daily
Damp wipe resilient furniture surfaces	Daily
Spot clean walls and light switches	Weekly
Dust all hard surfaces	Weekly
Clean and polish resilient flooring	Monthly
Recondition hard flooring (per program interval)	Bi-Annually
Shampoo carpets	Bi-Annually

Elevators

TASK	Frequency
Sweep/Damp mop hard flooring	Daily
Vacuum/spot clean carpeting	Daily
Clean and Polish Walls and both sides of doors	Daily
Clean and Disinfect interior/exterior buttons	Daily
Clean and polish tracks	Daily
Clean and polish resilient flooring	Monthly
Recondition hard flooring	Bi-Annually
Shampoo carpets	Bi-Annually

Stairways & Service Corridors

TASK	Frequency
Sweep all stairs and corridors	Daily
Damp mop hard flooring	Weekly
Dust/ spot clean ledges & railings	Weekly
Clean and polish resilient flooring	Monthly
Recondition hard flooring (per program interval)	Bi-Annually

Residence Halls

(Abbreviated cleaning on Saturday & Sunday)

TASK	Frequency
Empty and reline all trash containers	Daily
Vacuum carpeting in high traffic areas, walk-off mats & spot clean carpeting	Daily
Dust mop hard surface flooring in corridors and lobby areas	Daily
Clean all entrance doors, entrance door glass and all partition glass	Daily
Spot clean walls, switch plates, bulletin boards and water fountains	Daily
Clean and polish water fountains	Daily
Dust and clean hard surfaces of all furniture	Daily
Dust sills and ledges to shoulder height	Daily
Wash all door and partition glass	Daily
Damp mop all hard surface flooring	Weekly
Dust all hard surfaces	Weekly
Clean and polish resilient flooring	Monthly
Recondition hard flooring	Bi-Annually
Thoroughly clean residents rooms before & after summer camps. Cleaners are not to enter the student rooms while school is in session and the rooms are occupied.	Bi-Annually
Shampoo carpet	Bi-Annually

Residence Hall Restrooms

(Abbreviated cleaning on Saturday & Sunday)

TASK	Frequency
Wipe down all shower stalls and clean drains	Daily
Clean all soap holders	Daily
Clean and polish bright work and mirrors (within reach)	Daily
Clean mirrors	Daily
Clean and disinfect all toilets and urinals	Daily
Clean and disinfect all sinks and counters	Daily
Empty and reline all trash containers	Daily
Remove all soap, etc. from showers	Daily
Restock & damp wipe dispensers	Daily
Clean partitions/doors	Daily
Spot clean walls and light switches	Daily
Sweep/damp mop floors	Daily
Clean all soap scum from showers	Weekly
Clean partitions from top to bottom	Weekly
Dust ledges and sills	Weekly
Scrub and disinfect all shower walls and floors	Weekly
Dust grilles and diffusers	Monthly
Clean all shower heads	Quarterly
Scrub hard surface flooring	Quarterly
Recondition hard flooring - if applicable (per program interval)	Bi-Annually

Lyne Center (Abbreviated cleaning on Saturday & Sunday)

TASK	Frequency
Clean all offices according to office specifications listed above	Daily
Clean all restrooms according to restroom specifications listed above	Daily
Clean lobby and entrances according to specifications listed above	Daily
Dust mop lower gymnasium floors	Daily
Clean pool area bathrooms and empty pool trash (must be done while lifeguard is on duty)	Daily
Dry mop lower gymnasium floors	Daily
Wet mop lower gymnasium floors	Weekly
Mop entryway, lobby and corridor	Daily
Deep clean gymnasium floor with appropriate scrubbers	Monthly
Booster Room including restroom	Daily
Training Room	Daily
Exercise equipment cleaned by others.	

Mechanical & Storage Areas

TASK	Frequency
Empty and reline all trash containers	Weekly
Sweep and/or dust mop floors	Quarterly
Mop/auto scrub concrete flooring	Annually

Janitor's Closets & Misc Areas Specs

TASK	Frequency
Keep all products in orderly fashion - all chemicals must be properly marked	Daily
Sweep/mop floors	Daily
Keep utility sink free of debris and odors.	Daily

