

# Palm Beach State College

## REQUEST FOR PROPOSALS

RFP #11/12-10

RFP Title: Cleaning Services

Date: June 18, 2012

To: All Submitters

From: Purchasing Manager

You are invited to submit sealed proposals subject to the terms, conditions, and specifications contained herein and are hereby made part of this request.

- All proposals must be executed and submitted in a sealed envelope.
- Faxed proposals will not be accepted.
- The face of the envelope shall contain the "Request for Proposals #11/12-10"
  - the proposal name "Cleaning Services"
  - the company name
  - delivered to:

**Purchasing**

Palm Beach State College  
4200 Congress Avenue, MS #27  
Lake Worth, FL 33461

- All proposals must be received at the address above no later than 3:00 PM, July 31, 2012.
- Proposals will be opened publicly at that time.
- Proposals received after this date and time will be rejected.
- Proposals will not be evaluated at this time.
- The evaluation date and time is noted in the RFP document.

With the consent and agreement of the successful proposer, purchases may be made under this RFP by other community colleges, state universities, district school boards, and by other Florida public entities. Such purchases shall be governed by the same terms and conditions stated in the proposal solicitation as provided in State Board of Education Rule 6A-14.0734 (2) (d).

Proposers shall note exceptions to the above paragraph, if any.

In order to insure uniformity, all proposals must be submitted on the enclosed forms or exact photo copies and signed by an authorized representative of the company submitting the proposal. Proposals not submitted in accordance with the terms, conditions, specifications, and other instructions contained herein may be subject to rejection.

Direct all inquiries regarding this Request for Proposals (RFP) to the Purchasing department, in writing, by e-mail: [purchasing@palmbeachstate.edu](mailto:purchasing@palmbeachstate.edu)

All inquiries, with responses, will be made available to all proposers on an equal basis without prejudice.

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# Section A

## GENERAL CONDITIONS

**To insure acceptance of the bid, follow these instructions:**

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| <p><b>SEALED PROPOSALS:</b> All proposal sheets and forms must be executed and submitted in a sealed envelope. Do not include more than one proposal per envelope. Proposals not submitted on the attached form shall be rejected. All proposals are subject to the conditions specified herein. Those which do not comply with these conditions are subject to rejection. It is the sole responsibility of the proposer to deliver the proposal to the address contained herein on, or before, the closing hour and date indicated. The College is not responsible for delays with postal delivery nor the normal delay in delivery for internal mail procedures. Palm Beach State College will not be responsible for the inadvertent opening of a proposal not properly sealed, addressed or identified.</p> | <p><b>DEFINITIONS:</b> [College] refers to Palm Beach State College. [Proposer] refers to the dealer, manufacturer, contractor, or business organization submitting a proposal to the College in response to this request for proposal. [Vendor] refers to the dealer, manufacturer, contractor, or business organization that will be awarded a contract pursuant to the terms, conditions and quotations of the proposal. [Proposer] and [Vendor] will be used interchangeably. [Proposer] and [Bidder] may be used interchangeably throughout this document. [Proposal] and [Bid] may be used interchangeably throughout this document.</p> |
| <p><b>EXECUTION OF PROPOSAL:</b> Proposals must contain a manual signature of an authorized representative in the space provided on the proposal submittal form. Proposal must be typed or printed in ink. No erasures are permitted. If a correction is necessary, draw a single line through the entered figure and enter the correct figure above it. Corrections must be initialed by the person signing the proposal. Any illegible entries, pencil proposals or corrections not initialed will not be tabulated.</p>  | <p><b>PROPOSAL OPENING:</b> Shall be public, at the address indicated on the RFP document, on the date and at the time specified on the proposal form. Proposals will not be evaluated nor will questions be fielded at the time of opening. The proposal opening is to determine the vendor pool only. It is the proposer's responsibility to assure that the proposal is delivered at the proper time and place of the opening. Proposals received after the date and time will be retained, unopened, for the record. Proposals by fax, email or telephone will not be accepted.</p>  |
| <p><b>PRICES, TERMS and PAYMENT:</b> Firm prices shall be quoted, typed or printed in ink, and includes all packaging, handling, shipping charges and delivery to the destination shown herein.</p>   | <p><b>NO BID:</b> If not submitting a proposal, respond by returning the proposal submission form, marking it "<b>NO BID</b>", and explain the reason.</p>   |
| <p><b>EVALUATION OF PROPOSALS:</b> The evaluation committee intends to recommend to Palm Beach State College Board of Trustees to authorize College administration to award a contract with the proposer, or proposers, scoring the overall highest evaluation points.</p>  | <p><b>CONDITION AND PACKAGING:</b> It is understood and agreed that any item offered or shipped as a result of this proposal shall be the new, current model in production available at the time of this proposal. All containers shall be suitable for storage or shipment, and all prices shall include standard commercial packaging.</p>   |
| <p><b>AWARDS:</b> In the best interest of the College, the College reserves the right to make award(s) by individual item, group of items, all or none or a combination thereof; to reject any and all proposals or waive any minor irregularity or technicality in proposals received. The College also reserves the right to make awards to one, or more, vendors based upon the recommendations of the evaluation committee.</p>   | <p><b>TAXES:</b> The College does not pay sales taxes on direct purchases of tangible personal property. Do not include these items on invoices. See exemption number on face of purchase order. Exemption does not apply to purchases of tangible personal property made by contractors who use the tangible personal property in the performance of contracts for the improvement of state owned real property as defined in Chapter 192 F.S.</p>  |
| <p><b>DISCOUNTS:</b> Proposers are encouraged to reflect cash discounts in unit prices quoted. Proposers may offer a cash discount for prompt payment; however, discounts for less than 30 days will not be considered in determining the lowest net cost for proposal evaluation purposes. Discount time will be computed from the date of satisfactory delivery at place of acceptance or from receipt of correct invoice at the office specified, whichever is later.</p>  | <p><b>MISTAKES:</b> Proposers are expected to examine the specifications, delivery schedule, proposal prices, extensions, and all instructions pertaining to supplies and services. Failure to do so will be at the proposer's risk. In case of mistake in extension, the unit price will govern.</p>  |
| <p><b>CLARIFICATION/CORRECTION OF BID ENTRY:</b> The College reserves the right to allow for the clarification of questionable entries and for the correction of obvious mistakes.</p>  | <p><b>COSTS:</b> The College is not liable for any costs incurred by a proposer in responding to this RFP, including those for presentations, when applicable.</p>   |
| <p><b>SAFETY STANDARDS:</b> Unless otherwise stipulated in the proposal, all manufactured items and fabricated assemblies shall comply with applicable requirements of Occupational Safety and Health Act and any standards there under. Failure to comply with the condition will be considered as a breach of contract.</p>   | <p><b>UNDERWRITERS' LABORATORIES:</b> Unless otherwise stipulated in the proposal, all manufactured items and fabricated assemblies shall carry U.L. approval and reexamination listing where such has been established.</p>   |
| <p><b>PAYMENT:</b> Payment will be made by the College after the items awarded to a vendor have been received, inspected, and found to comply with award specifications, be free of damage /defect and properly invoiced. All invoices shall bear the purchase order number. Payment for partial shipments shall not be made unless specified in the proposal. An original invoice should be submitted. Failure to follow these instructions may result in a delay in processing invoices for payment. In addition, the purchase order number should appear on bills of lading, packages, cases, delivery lists and correspondence.</p>   | <p><b>FREIGHT TERMS:</b> All goods will be delivered F.O.B. Palm Beach State College<br/>Central Receiving<br/>4200 Congress Avenue<br/>Lake Worth, FL 33461<br/>Unless otherwise specified</p>  |

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|---|---|
| <p><b>DELIVERY:</b> Unless actual date of delivery is specified (or if specified delivery cannot be met), show number of days required to make delivery after receipt of purchase order. Delivery time may become a basis for making an award. Delivery shall be within the normal working hours of the user, Monday through Friday, unless otherwise specified.</p>  | <p><b>INTERPRETATIONS:</b> Any questions concerning conditions and specifications shall be directed in writing to Palm Beach State College Purchasing office for receipt no later than seven (7) business days prior to the RFP opening. Inquiries must reference the date of RFP opening and RFP number</p>  |
| <p><b>MANUFACTURERS' NAMES AND APPROVED EQUIVALENTS:</b> Any manufacturers' names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. The proposer may offer any brand for which he is an authorized representative, which meets or exceeds the specification for any items(s). If proposals are based on equivalent products, indicate on the proposal form the manufacturer's name and number. Proposer shall submit with his proposal, cuts, sketches, descriptive literature, and complete specifications. The bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Reference to literature submitted with a previous bid will not satisfy this provision. Proposals that do not comply with these requirements are subject to rejection. Proposals lacking any written indication of intent to quote an alternate brand will be considered incomplete with the specifications as listed on the proposal form.</p> | <p><b>CONFLICT OF INTEREST:</b> The award hereunder is subject to the provisions of Chapter 112, Florida Statutes. All proposers must disclose with their proposal the name of any officer, director, or agent who is also an employee or relative of the Palm Beach State College. Further, all proposers must disclose the name of any employee or family member thereof, who owns, directly or indirectly, an interest in the proposer's firm or any of its branches. The proposer shall not compensate, in any manner, directly or indirectly, any officer, agent, or employee of the College for any act or service that he/she may do, or perform for, or on behalf of any officer, agent or employee of the proposer. No officer, agent, or employee of the College shall have any interest, directly or indirectly, in any contract or purchase made, or authorized to be made by anyone for, or on behalf of the College. The proposer shall have no interest and shall not acquire any interest that shall conflict in any manner or degree with the performance of the services required under this RFP.</p> |
| <p><b>ADDITIONAL QUANTITIES:</b> The College reserves the right to acquire additional quantities at the prices quoted in this invitation. If additional quantities are not acceptable, the proposal sheets must note: <b>For Specified Quantity Only.</b></p>   | <p><b>SERVICE AND WARRANTY:</b> Unless otherwise specified, the proposer shall define any warranty service and replacements that will be provided during and subsequent to performance of this contract. Proposers must explain on an attached sheet to what extent warranty and service facilities are provided</p>  |
| <p><b>NONCONFORMANCE TO CONTRACT CONDITIONS:</b> Items may be tested for compliance with specifications by appropriate testing laboratories. The data derived from any tests for compliance with specifications are public records and open to examination thereto in accordance with Chapter 119, Florida Statutes. Items delivered not conforming to specifications may be rejected and returned at vendor's expense. These items and items not delivered as per delivery date in RFP and/or purchase order may result in proposer being found in default in which event any and all procurement costs may be charged against the defaulting contractor. Any violation of these stipulations may also result in the supplier's name being removed from the vendor pool.</p>   | <p><b>SAMPLES:</b> Samples of items, when required, must be furnished free of expense, on or before RFP opening time and date, and if not destroyed by testing may, upon request, be returned at the proposer's expense. Each individual sample must be labeled with the proposer's name, manufacturer's brand name and number, RFP number and item reference. Request for return of samples shall be accompanied by instructions which include shipping authorization and name of carrier and must be received with your proposal. If return instructions are not received with the proposal, the commodities shall be disposed of by the College.</p>   |
| <p><b>PURCHASES BY OTHER ENTITIES:</b> With the consent and agreement of the successful bidder(s), purchases may be made under this bid by other colleges, universities, school boards, political subdivisions, or state agencies. Such purchases shall be governed by the same terms and conditions stated in the bid/proposal solicitation as provided in State Board of Education Rule 6A-14.0734(2)(d).</p>   | <p><b>PUBLIC RECORD LAW:</b> Any material submitted in response to this RFP will become a public document pursuant to Section 119.07, F.S. This includes material which the responding proposer might consider to be confidential or a trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to Section 119.07, Contractor's refusal to comply with this provision shall constitute sufficient cause for termination of the contract resulting from this RFP.</p>  |
| <p><b>GOVERNMENTAL RESTRICTIONS:</b> In the event any governmental restrictions may be imposed that necessitate alteration of material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful proposer to notify the College at once, indicating in their letter the specific regulation which required an alteration. The College reserves the right to accept or reject any such alteration, including any price adjustments occasioned thereby, or to cancel the contract at no expense to the College.</p>  | <p><b>LEGAL REQUIREMENTS:</b> Applicable provision of all Federal, State, county and local laws, and of all ordinances, rules, and regulations shall govern development submittal and evaluation of all proposals received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a RFP response hereto and the College by and through its officers, employees and authorized representatives, or any other person, natural or otherwise; and lack of knowledge by any bidder shall not constitute a cognizable defense against the legal effect thereof.</p>   |
| <p><b>LIABILITY:</b> The supplier shall hold harmless the College, its officers, agents and employees from liability of any kind in the performance of this contract.</p>   | <p><b>ASSIGNMENT:</b> Any Purchase Order issued pursuant to this RFP invitation and the moneys which may become due hereunder are not assignable except with the prior written approval of the College.</p>   |
| <p><b>EMPLOYMENT OF ALIEN WORKERS:</b> The College will comply with all aspects of Section 274A of the Immigration and Nationality Act. We will not knowingly engage with a company that does not adhere to these regulations and it is the obligation of the proposer to disclose any violation of such law to the College.</p>  | <p><b>AVAILABILITY OF FUNDS:</b> The obligations of the College under this award are subject to the availability of funds lawfully appropriated annually for its purposes by the Legislature of the State of Florida.</p>   |
| <p><b>CONTRACT:</b> The Vendor will provide a contract subject to the terms and conditions of this RFP. By bidding, the proposer agrees to these terms unless otherwise stipulated in writing and agreed upon by both parties. Contract is to be presented to Purchasing Manager no later than one calendar week after posting of recommended award on website at <a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a>. Failure to successfully negotiate a contract between both parties within thirty (30) calendar days will be cause for the College to halt negotiations and move to negotiations with a different vendor as evaluated in this RFP.</p>  | <p><b>PUBLIC MEETING NOTIFICATION:</b> All meetings to judge and/or evaluate this solicitation or to make recommendations for award are held in strict compliance with Florida Statutes as they pertain to Florida in the Sunshine regulations. All meetings are fully open to all proposers as well as the public at large.</p>  |

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| <p><b>INSPECTION, ACCEPTANCE AND TITLE:</b> Inspection and acceptance will be at destination unless otherwise provided. Title and risk of loss or damage to all items shall be the responsibility of the contract supplier until accepted by the College.</p>  | <p><b>CONSORTIUM PURCHASE:</b> When an RFP is issued on behalf of a consortium, prices shall be F.O.B., Ordering Institution address. Invoices shall be delivered to the Institution placing the order unless otherwise stated.</p>  |
| <p><b>ADDENDA:</b> All addenda to this RFP will be posted to the Palm Beach State College Purchasing web page containing the original solicitation.<br/><a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a></p>   | <p><b>PRE-DECISION DISCUSSIONS:</b> Any discussion by the proposer with any employee or authorized representative of the College involving proposal information occurring after the proposals are opened and prior to the posting of the recommended award will result in the rejection of that proposal.</p>  |
| <p><b>STATE LICENSING REQUIREMENT:</b> All entities defined under Chapters 607, 617 or 620, Florida Statutes, seeking to do business with the College shall be on file and in good standing with the State Of Florida's Department of State.</p>   | <p><b>DISPUTES:</b> In case of any doubt or difference of opinion as to the specifications, equivalent products, or items to be furnished here under, the decision of the College shall be final and binding on both parties.</p>  |
| <p><b>PUBLIC ENTITY CRIME INFORMATION STATEMENT:</b> All invitations to bid as defined by Section 287.012(11), Florida Statutes, requests for proposals as defined by Section 287.012(16), Florida Statutes, and any contract document described by Section 287.058, Florida Statutes, shall contain a statement informing persons of the provisions of paragraph (2)(a) of Section 287.133, Florida Statutes, which reads as follows: "A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for Category Two for a period of 36 months from the date of being placed on the convicted vendor list."</p> | <p><b>RETENTION OF RECORDS:</b> Contractor agrees to retain all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertaining to any contract resulting from this RFP for a period of five (5) years. Copies of all records shall be made available to the College upon request. All invoices and documentation must be clear and legible for audit purposes. Documents must be retained by contractor within the State of Florida at an address to be provided, in writing, to the College within 30 days of the contract execution. Any records not available at the time of an audit will be deemed unavailable for audit purposes. The contractor will cooperate with the College to facilitate the duplication and transfer of any said records or documents during the required retention period. The contractor shall inform the College of the location of all records pertaining to the contract resulting from this RFP and shall notify the College by certified mail within ten (10) days if/when the records have been moved to a new location.</p> |
| <p><b>ANTI-DISCRIMINATION CLAUSE:</b> The non-discrimination clause contained in Section 202, Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations provided by the Secretary of Labor are incorporated herein.</p>   | <p><b>PROTEST:</b> "Failure to file a protest within the time prescribed in S. 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes." All protests must be delivered to the Purchasing Manager within the time prescribed in Chapter 120, Florida Statutes to be considered valid.</p>  |
| <p><b>DISCRIMINATORY VENDOR'S LIST:</b> Any entity or affiliate who has been placed on the Discriminatory Vendors List may not submit a proposal to provide goods or services to a public entity, may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under contract with any public entity and may not transact business with any public entity.</p>  | <p><b>AMERICANS WITH DISABILITIES ACT:</b> The contractor shall comply with the Americans with Disabilities Act. In the event of the contractor's non-compliance with the non-discrimination clauses of the Americans with Disabilities Act, or with any other such rules, regulations or orders, any contract resulting from this RFP may be cancelled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further contracts</p>   |
| <p><b>SUBCONTRACTORS:</b> The proposer is fully responsible for all work performed under the Contract resulting from this RFP. The proposer may, upon receiving prior written consent from the College's Purchasing Manager, enter into written subcontract(s) for performance of certain of its functions under the Contract. No subcontract, which the proposer enters into with respect to performance of any of its functions under the Contract, shall in any way relieve the proposer of any responsibility for the performance of its duties, including any and all liabilities that may arise out of the subcontractor's work related to the project. All payments to subcontractors shall be made by the proposer.</p>  | <p><b>REJECTION OF PROPOSALS:</b> The College may reject any and all proposals not meeting mandatory responsiveness requirements, which include terms, conditions or requirements that must be met by the proposer to be responsive to this RFP. These responsiveness requirements are mandatory. Failure to meet these responsiveness requirements will cause rejection of the proposal. In addition, the College may reject any or all proposals containing material deviations. Any bid rejected for failure to meet mandatory responsiveness requirements will not be reviewed.</p>  |

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| <p><b>INSURANCE REQUIREMENTS:</b> When performing a service, construction work or any type of installation is required on College property, the successful vendor is required to supply a Certificate of Insurance evidencing coverage during the period the vendor is providing services per the following:</p> <ol style="list-style-type: none"> <li>1. Workers compensation and employee's liability in accordance with the laws of the State of Florida.</li> <li>2. Bodily injury liability, minimum of \$1,000,000 per person and \$1,000,000 per accident.</li> <li>3. Property damage liability, minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate.</li> <li>4. Umbrella liability with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.</li> <li>5. Contingent coverage for sub-contractors for liability at the site.</li> </ol> <p>The bidder must list any sub-contractor that will perform work under this bid. The Certificate of Insurance must be provided to the College prior to the commencement of any work.</p> | <p><b>PROPOSAL INQUIRIES:</b> The proposer may examine this RFP to determine if the College's requirements are clearly stated. If there are any requirements that restrict competition, the proposer may request, in writing, to the College that the specifications be changed. The proposer that requests changes to the College's specifications must identify and describe the proposer's difficulty in meeting the specifications, must provide detailed justification for a change, and must recommend changes to the specifications. Proposer's failure to request changes shall be considered to constitute proposer's acceptance of the specifications. The College shall determine what changes to this RFP shall be acceptable to the College. If required, the College shall issue an addendum reflecting the acceptable changes to this RFP, which shall be available to all proposers in order that all proposers shall be given the opportunity of proposing to the same specifications</p> |
| <p><b>VERBAL INSTRUCTIONS:</b><br/>No negotiations, decisions, or actions shall be initiated or executed by the proposer as a result of any discussions with any College employee. Only those communications that are in writing from the College's Purchasing staff identified in this RFP shall be considered a duly authorized expression on behalf of the College. Only communications from the proposer's representative that are in writing and signed will be recognized by the College as duly authorized expressions on behalf of the proposer.</p>   | <p><b>TERMINATION AT WILL:</b> The Contract resulting from this RFP may be terminated by either party upon no less than thirty (30) calendar days' notice, without cause, unless a lesser time is mutually agreed upon by both parties. Notice shall be delivered by certified mail (return receipt requested), by other method of delivery whereby an original signature is obtained, or in-person with proof of delivery</p>   |
| <p><b>INCLUSION OF SUPPORTING DOCUMENTS:</b> All those submitting sealed replies in response to this Request for Proposals understand that the RFP document, the sealed reply, and all documents and/or materials represented in presentation to the committee shall be a complete record and shall be included in the final contract.</p>   | <p><b>PROPOSED RULES FOR WITHDRAWAL:</b> A submitted proposal may be withdrawn by submitting a written request for its withdrawal to the College, signed by the proposer/contractor, prior to the bid opening date.</p>  |
| <p><b>FORCE MAJEURE:</b> Neither party shall be liable for loss or damage suffered as a result of any delay or failure in performance under the Contract resulting from this RFP or interruption of performance resulting directly or indirectly from acts of God, accidents, fire, explosions, earthquakes, floods, water, wind, lightning, civil or military authority, acts of public enemy, war, riots, civil disturbances, insurrections, strikes, or labor disputes.</p>   | <p><b>SUBSTITUTION OF KEY PERSONNEL:</b> In the event the successful proposer desires to substitute any key personnel submitted with his/her proposal, either permanently or temporarily, the College shall have the right to approve or disapprove the desired personnel change in advance in writing.</p>  |

# Section B

## SCOPE OF SERVICES AND REQUIREMENTS

### B1. PROJECT SUMMARY

Palm Beach State College (PBSC) is requesting proposals for cleaning services. The objective of this procurement is to identify Service Providers who can provide world-class service at the most competitive prices and the highest consistent quality to PBSC.

### B2. SCHEDULE:

This request for proposals will be governed by the following schedule:

|   |                                      |
|---|--------------------------------------|
| Advertise RFP   | June 17, June 24 & July 1 (all 2012) |
| Release of RFP  | June 18, 2012                        |
| Pre-Register for the Bid Tour by emailing attendee names to: <a href="mailto:purchasing@palmbeachstate.edu">purchasing@palmbeachstate.edu</a> (limit 2 per company)         | No later than July 9, 2012           |
| RFP Meeting and Bid Tour (meet at 8:30 a.m. at the Lake Worth Campus Natural Science (NS) building)   | July 10, 2012                        |
| Deadline for Written Questions  | July 17, 2012                        |
| Answers to Questions posted on Palm Beach State College Purchasing website <a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a> | July 24, 2012                        |
| Proposals Due (3:00 p.m.)   | July 31, 2012                        |
| Evaluation/screening of proposals   | August 1, 2012 – August 20, 2012     |
| Finalist Service Providers invited to make presentations (Short list announced)   | August 21, 2012                      |
| Finalist presentations  | August 28, 2012                      |
| Contract recommendation presented to Board of Trustees  | September 11, 2012                   |
| Contract signing deadline   | September 12, 2012                   |
| Contract commencement   | November 1, 2012                     |

### B3. CONTRACT TERM:

Pricing for this RFP shall be based on a term of twenty four (24) months, with the option of three additional one-year terms at the end of the 24-month period. Therefore, the contract shall be fixed-price for two (2) years with three optional one-year terms. The Service Provider's proposed pricing shall remain fixed for two years and take into account any upcoming changes to the minimum wage and other wage/benefit increases. Therefore, the Service Provider's proposed pricing shall include blended rates that account for any increases over the two year term. The projected two year janitorial services agreement will commence on **November 1, 2012** and will end on **October 31, 2014**. The option years will be priced separately.

### B4. BACKGROUND INFORMATION:

The purpose of this bid is to establish a single multiple year agreement with a custodial service firm to provide labor, equipment, supervision, paper products, green cleaning chemicals and trash bags to accomplish a totally green environmental cleaning services program for 50 buildings located on the Lake Worth, Boca Raton, Belle Glade and Palm Beach Gardens Campuses of Palm Beach State College, Florida.

PBSC will provide, with its own workforce, night-time cleaning services for other campus buildings not included in this contract. PBSC will additionally provide for, with its own workforce, for some of the day porter cleaning services at its Lake Worth and Palm Beach

Gardens campuses (see chart on following page). The Service Provider shall provide two additional day porters at the Lake Worth Campus, one additional day porter at the Belle Glade campus and one additional day porter at the Boca Raton campus, per section B10 of this RFP. Current in-house custodians include:

**Current In-house Custodial Workers**

|                           | <b>Boca Raton</b>  | <b>Palm Beach Gardens</b> | <b>Lake Worth</b>   | <b>Belle Glade</b> |
|---------------------------|--|---------------------------|---|--------------------|
| <b>Day Porters</b>        | 0  | 2                         | 2   | 0                  |
| <b>Night Cleaners</b>     | 4  | 2                         | 7   | 0                  |
| <b>Included Buildings</b> | 102 AD (except 1st floor level – south wing), 104 BT, 105 BK | 111 BB, 117 FN            | 102 PE/GYM, 110 FN, 111 AD, 114 ITA, 117 TC (vendor cleans north tower and lobbies on all floors of this building), 118 ITB, 129 BK, 131 AU, 135 FC, 202 FT, 203 CN, 210 CRA, 235 FD, 303 SB, 335 DW, 435 PR, 535 FAC | None               |

At the sole discretion of PBSC, additional buildings (new or existing) or day porters on any of its existing or future campuses may be added to the scope of this agreement. If this decision is made, the amount of the contract will be increased according to the pricing proposed by the bidder in its Pricing Workbook. The vendor will be given at least 14 calendar days advance notice before the area requirements or day porter requirements of this agreement are increased. Volume-based discounts are also included in the Pricing Workbook.

**B5. PBSC LOCATION INFORMATION:**

PBSC has four primary campuses. Campus addresses are as follows:

**Lake Worth Campus**

4200 Congress Ave.  
 Lake Worth, FL  
 33 Buildings; Total Cleanable Square Feet: 462,969 (includes Historical Building in West Palm Beach)

**Boca Raton Campus**

3000 St. Lucie Ave.  
 Boca Raton, FL  
 4 Buildings; Total Cleanable Square Feet: 99,293

**Palm Beach Gardens Campus**

3160 PGA Blvd.  
 Palm Beach Gardens, FL  
 9 Buildings; Total Cleanable Square Feet: 244,606

**Belle Glade Campus**

1977 College Dr. (SR 715)  
 Belle Glade, FL  
 4 Buildings; Total Cleanable Square Feet: 68,624

**Exhibit A: Property Information** shows the official building list and square footage summary, along with restroom fixture and shower counts. **Exhibit G: Building Drawings** includes detailed building drawings for each floor of each building. **Appendix H: Square Footage Breakdown** includes the net cleanable square footage breakdown of the different rooms, area types and buildings found at PBSC.



## **B6. PBSC HOURS OF OPERATION**

PBSC is open at 7:00AM on Monday through Friday with daily classes continuing until approximately 10:00PM. The hours from 8:00AM until 1:00PM and from 5:00PM until 9:30PM are the busiest. During the 1:00PM to 5:00PM timeframes, the student population is reduced in many areas. There are minimum numbers of classes held on Fridays.

On Saturdays, there will be classes scheduled for some of the buildings covered by this agreement. PBSC will provide for most of the cleaning on Saturdays, with the service provider only needing to provide two Saturday porters at the Lake Worth campus. There are no classes on Sundays.

During the summer terms, the College follows a Monday through Thursday schedule and will be closed all day on Fridays except for facilities and security personnel. There are some Saturday classes scheduled in some buildings and no classes on Sundays.

No cleaning will be required for buildings covered under this contract for days that the College is closed or for Saturdays (except for the two porters that work on Saturdays at the Lake Worth Campus).

## **B7. TIME OF CLEANING**

This contract requires green environmental service for each day of college operation during the week. The primary cleaning will be accomplished between 10:00PM and 6:30AM, Monday through Friday on days of PBSC operation, plus two Saturday porters at Lake Worth.

As specified, PBSC will supply, from its workforce, a day porter(s) to deal with needed day-time cleaning. The Service Provider shall provide additional day porters, per B10 of this RFP. All day porter(s) will generally work from Monday through Friday, from 9:30 AM to 6:30PM. PBSC provides two in-house day porters during the week on both the Lake Worth and Palm Beach Gardens campuses.

The contractor can work on days when PBSC is closed to accomplish non-routine work such as floor stripping, carpet cleaning, high dusting, interior window washing, and mini-blind cleaning. Work on days PBSC is closed must be scheduled with the Campus based Contract Coordinator at least three (3) working days in advance.

PBSC has a 4-day work week during the summer months. The compressed work week schedule is as follows:

- 2012 - applicable from the week of May 7 - August 3
- 2013 - applicable from the week of May 13 - August 9

PBSC is closed for approximately nine (9) days at Christmas and five (5) days for Spring Break, as well as other holidays throughout the year (visit the College's website to see a list of college closings). In total, PBSC is closed for approximately 35 weekdays per year (includes the 13 closed Fridays during the summer terms).

## **B8. PBSC STANDARD (BASE) CLEANING SPECIFICATION**

This Standard (Base) Cleaning Specification has been designed to standardize and optimize the cleaning programs across the various PBSC buildings and campuses. Used in conjunction with the additional requirements contained in this RFP, this specification includes industry best-practices to ensure a healthy and safe environment for the people who visit or work in PBSC's buildings.

The specification is based on five full-service days (portering) and nights (full cleaning), Monday through Friday. The only weekend duties to be included in the fixed price are two Saturday porters at the Lake Worth campus.

Each task has an associated frequency listed with it. Below is an explanation of the frequencies found in the specification:

### ***Frequency Chart***

| <u>EXAMPLES OF FREQUENCY REQUIRED</u> | <u>ANNUAL FREQUENCY</u>  |
|---------------------------------------|--|
| Five day service (daily)              | 225 - represents 260 minus the 35 days per year of closings (Section B7)     |
| Four times per week                   | 176 - represents 225 (the daily frequency) minus 49 (the weekly frequency)   |
| Weekly service                        | 49 - represents 52 minus the 3 full weeks of closings (Winter/Spring Breaks) |
| Monthly service                       | 12   |
| Quarterly service                     | 4  |
| Semi-Annual service                   | 2  |
| Yearly service                        | 1  |

# Palm Beach State College

## Cleaning Specifications

### *Break Rooms / Kitchenette*

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 225              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 225              |
| Empty break room / kitchenette trash, replace liners and tie-off at corners, clean obvious soil from exterior of trash containers. Collect recycle materials.        | 225              |
| Dust and damp wipe horizontal and vertical break room surfaces including microwave. All surfaces should be free of dust, soil, fingerprints, cobwebs and streaks.    | 225              |
| Damp mop floors to remove dust, soil, and debris.  | 225              |
| Clean and polish drinking fountains providing a sanitized unit free of streaks, buildup and soil.  | 225              |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.                                   | 225              |
| Straighten furniture as directed to present a uniform, organized appearance.   | 225              |
| Refill dispensers to maintain desired product levels.  | 225              |
| Burnish finished floor using electric burnisher, removing scuffs and resulting in a uniform high gloss appearance.   | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.   | 49               |
| Wash trash containers and recycle containers to remove soil and buildup.   | 12               |
| Damp wipe air vents to remove dust, soil, cobwebs and buildup.   | 12               |
| Pile lift carpets to improve traffic pattern appearance.   | 12               |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.   | 4                |
| Vacuum fabric furniture to remove dust and debris.   | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service.   | 4                |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 2                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 2                |
| Shampoo fabric furniture to remove soil and spots.   | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                |

## CEL Entrance / CEL Corridor

| Task Description  | Annual Frequency |
|---|------------------|
| Clean door glass and other adjacent glass areas. Glass and sills should be free of soil, streaks and fingerprints. Start and end of shift.  | 225              |
| Fully vacuum all carpeted areas from wall to wall including interior walk-off mats and edges to remove dust and debris.   | 225              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance.  | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash containers.  | 225              |
| Damp mop floors to remove dust, soil, and debris.   | 225              |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil and streaks.  | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.   | 225              |
| Apply restorer and burnish tile floors to remove scuffs and to provide a uniform high gloss appearance.   | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.  | 49               |
| Pile lift carpets to improve traffic pattern appearance.  | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service. Recessed interior matting shall be project cleaned with the Host Dry Extraction Carpet Cleaning System in lieu of pressure cleaning. | 4                |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.  | 4                |
| Vacuum fabric furniture to remove dust and debris.  | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.   | 3                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.  | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.   | 2                |
| Shampoo fabric furniture to remove soil and spots.  | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.  | 1                |
| Wash trash containers and recycle containers to remove soil and buildup.  | 1                |

## CEL Restrooms

| Task Description   | Annual Frequency |
|--|------------------|
| Apply germicidal cleaner to all fixtures, refill dispensers, empty trash and replace liners, spot clean mirrors and partitions, wipe fixtures clean, sweep and mop floors with germicidal cleaner providing a sanitized area free of dust, soil, and streaks. Complete cleaning charts when restrooms are cleaned. | 225              |
| Clean and disinfect shower walls, fixtures, and other surfaces to provide a sanitized surface free of soil, dust and streaks.  | 225              |
| With a germicidal cleaner, completely damp wipe restroom partitions including high/low areas leaving a sanitized surface free or soil, dust and streaks.   | 49               |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.  | 49               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 12               |
| Wash restroom walls with germicidal cleaner resulting in a surface free of soil, dust, and streaks.  | 12               |
| Machine scrub restroom floors with germicidal cleaner to sanitize and to remove soil and buildup.  | 12               |
| Wash trash containers to remove soil and buildup.  | 12               |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.  | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.   | 1                |

## Classroom / Labs / Lecture

| Task Description  | Annual Frequency |
|---|------------------|
| Erase chalk & white boards and tray and wash resulting in a surface free of dust, soil, streaks, fingerprints and buildup. White boards need to be cleaned with cleaner, rather than water. | 225              |
| Clean erasers using approved equipment. Erasers placed back in service will be free of chalk dust.  | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers.                  | 225              |
| Straighten furniture as directed to present a uniform and organized appearance.   | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.   | 225              |
| Using a backpack, spot vacuum carpets to include matting to remove obvious soil, dust and debris.   | 176              |
| Spot mop floors to remove obvious soil, streaks and spots.  | 176              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance. Reset classroom furniture.   | 49               |
| Empty pencil sharpeners and return.   | 49               |
| Fully vacuum all carpeted areas from wall to wall to include matting to remove dust and debris.   | 49               |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.                                     | 49               |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.   | 49               |
| Damp mop floors to remove dust, soil and debris.  | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.  | 12               |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.  | 12               |
| Apply restorer and burnish tile floors with electric-powered burnisher to remove scuffs and to provide a uniform high gloss appearance.   | 12               |
| Vacuum under furniture, along edges and in corners using a canister or backpack vacuum to remove dust and debris.   | 12               |
| Wash trash and recycle containers to remove soil and buildup.   | 12               |
| Pile lift carpets to improve traffic pattern appearance.  | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 4                |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.  | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service.  | 4                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.  | 2                |
| Machine scrub hard surface floors to remove all soil and buildup.   | 2                |
| Project clean fabric and non-fabric furniture to remove soil buildup and fingerprints.  | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.                        | 1                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.   | 1                |
| Wash non-fabric furniture to remove soil buildup and fingerprints.  | 1                |

## Conference Room

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints. | 225              |
| Vacuum carpeted traffic lanes and spot vacuum personal work spaces to remove debris, dust and cobwebs.                             | 225              |
| Spot mop floors to remove obvious soil, streaks and spots.   | 225              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance.               | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to  | 225              |

|  |     |
|--|-----|
| designated area. Clean obvious soil from exterior of trash and recycle containers.   |     |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil and streaks.   | 225 |
| Straighten furniture as directed to present a uniform organized appearance.  | 225 |
| Erase / clean chalk boards and white boards resulting in a surface free of dust, soil, streaks, fingerprints and buildup. White boards need to be cleaned with cleaner, rather than water. | 225 |
| Clean erasers using approved equipment. Erasers placed back in service will be free of chalk dust.   | 225 |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 49  |
| Spot clean telephones and sanitize receivers to provide a sanitary unit free of dust and soil.   | 49  |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.   | 49  |
| Damp mop floors to remove dust, soil and debris.   | 49  |
| Burnish finished floor using electric burnisher, removing scuffs and resulting in a uniform high-gloss appearance.   | 10  |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4   |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.   | 4   |
| Clean and polish wood furniture to remove soil, buildup and to restore finish.   | 4   |
| Pile lift carpets to improve traffic pattern appearance.   | 4   |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.   | 2   |
| Shampoo fabric furniture to remove soil and spots.   | 1   |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.                       | 1   |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.  | 1   |
| Wash trash containers to remove soil and buildup.  | 1   |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 1   |

## Dining Areas

*Note: Food Service cleans during the day. Cleaning Vendor is only responsible for cleaning at night. Most Dining rooms have porcelain tile floors.*

| Task Description   | Annual Frequency |
|--|------------------|
| Empty cafeteria trash, replace liners and tie-off at corners, clean obvious food from exterior of trash/recycle containers.  | 225              |
| Disinfect all primary contact surfaces (door knobs, door handles, dispensers, etc.).   | 225              |
| Clean table tops in cafeteria using approved spray cleaner to remove spots, debris and soil.   | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 225              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 225              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 225              |
| Damp mop or auto-scrub to remove soils to remove dust, soil and debris.  | 225              |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil and streaks.                                     | 225              |
| Spot clean chairs to remove obvious spills and debris.   | 225              |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.   | 49               |
| Vacuum under furniture, along edges and in corners with canister or backpack vacuum to remove dust and debris.   | 49               |
| Burnish finished floor using electric burnisher, removing scuffs and resulting in a uniform high-gloss appearance.   | 49               |
| Dust window treatments including horizontal and vertical blinds to remove dust and cobwebs.  | 12               |
| Wash trash and recycle containers to remove soil and buildup.  | 12               |
| Pile-lift carpets to improve traffic pattern appearance.   | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 1                |
| Shampoo fabric furniture to remove soil and spots.   | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                |

## Elevator

*Note: Most elevators have porcelain or vinyl tile flooring*

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 225              |
| Clean elevator walls, doors, carpets, ceiling and stainless steel resulting in a cab free of debris, dust, soil and streaks.   | 225              |
| Clean elevator walls, doors, hard floors, ceiling and stainless steel resulting in a cab free of debris, dust, soil and streaks.                                     | 225              |
| Vacuum elevator track to remove dust and debris.   | 49               |
| Apply restorer and burnish tile floors to remove scuffs and to provide a uniform high gloss appearance.  | 49               |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 4                |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 2                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                |
| Damp wipe light fixture exteriors to remove dust, soils, cobwebs and buildup.  | 1                |

## Entrances / Lobbies / Waiting / Vestibules

| Task Description  | Annual Frequency |
|---|------------------|
| Clean door glass and other adjacent glass areas. Glass and sills should be free of soil, streaks and fingerprints. Start and end of shift.  | 225              |
| Fully vacuum all carpeted areas from wall to wall including walk-off mats and edges to remove dust and debris.  | 225              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.  | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers.  | 225              |
| Damp mop floors to remove dust, soil, and debris.   | 225              |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil and streaks.  | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.   | 225              |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.  | 52               |
| Apply restorer and burnish tile floors to remove scuffs and to provide a uniform high gloss appearance.   | 49               |
| Pile lift carpets to improve traffic pattern appearance.  | 12               |
| Wash trash and recycle containers to remove soil and buildup.   | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service. Recessed interior matting shall be project cleaned with the Host Dry Extraction Carpet Cleaning System in lieu of pressure cleaning. | 4                |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.  | 4                |
| Vacuum fabric furniture to remove dust and debris.  | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.   | 2                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.  | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.   | 2                |
| Shampoo fabric furniture to remove soil and spots.  | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.  | 1                |

## Exterior Areas

| Task Description  | Annual Frequency |
|---|------------------|
| Inspect exterior areas and remove litter, cigarettes and debris within 50 feet of buildings.<br>Remove bird soil as needed.   | 225              |
| Empty exterior trash and recycle, replace liners and tie-off at corners, clean obvious soil from exterior of containers.  | 225              |
| Sweep stairs, dust vertical and horizontal surfaces and spot clean. All included items within 50 feet of buildings should be free of dust, soil, streaks and cobwebs. | 225              |
| Pressure wash hard surface sidewalks and stairways within 50 feet of buildings to remove soil and buildup.  | 2                |

## Fitness / Aerobics

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance.   | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers. | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 225              |
| Spot clean mirrors to remove fingerprints, soil and spots.   | 225              |
| Using an approved disinfectant, damp mop floors to provide a sanitary surface free of dust, soil and debris.   | 225              |
| Apply approved disinfectant to exercise equipment contact surfaces removing soil and dust.   | 225              |
| Wipe dry providing a sanitized surface free of streaks.  |                  |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.   | 225              |
| Clean and polish drinking fountains providing a sanitized unit free of streaks, buildup and soil.  | 225              |
| Using a backpack, spot vacuum carpets to remove obvious soil, dust and debris.   | 176              |
| Spot clean telephones and sanitize receivers to provide a sanitary unit free of dust and soil.   | 49               |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 49               |
| Dust exercise equipment removing all dust and cobwebs.   | 49               |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.                    | 49               |
| Wash trash and recycle containers to remove soil and buildup.  | 12               |
| Pile lift carpets to improve traffic pattern appearance.   | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                             | 2                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                            | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.       | 1                |

## General Child Care Room

*Note: This area type receives Monday-Friday cleaning all year (hence the higher frequencies)*

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 260              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 260              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 260              |
| Spot clean telephones and sanitize receivers to provide a sanitary unit free of dust and soil.   | 260              |
| Using an approved disinfectant, damp mop floors to provide a sanitary surface free of dust, soil and debris.   | 260              |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.   | 260              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers. | 260              |
| Wash / disinfect trash collection bins to remove soil and buildup.   | 260              |
| Clean and polish drinking fountains and sinks providing a sanitized unit free of streaks, buildup and soil.  | 260              |
| Dust horizontal surfaces and wipe with disinfectant all contact points to provide a sanitary surface free of dust, soil and streaks.                                       | 52               |
| Apply restorer and burnish tile floors to remove scuffs and to provide a uniform high gloss appearance.  | 24               |
| Vacuum under furniture, along edges and in corners using a canister or backpack vacuum to remove dust and debris.  | 12               |
| Wash trash and recycle containers to remove soil and buildup.  | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 12               |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.   | 12               |
| Pile lift carpets to improve traffic pattern appearance.   | 12               |
| Damp clean baseboards to remove dust, soil, cobwebs and minor soil buildup.  | 12               |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                             | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 3                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                            | 2                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.       | 1                |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 1                |
| Shampoo fabric furniture to remove soil and spots.   | 1                |

## Infant Child Care Room

*Note: This area type receives Mon-Friday cleaning all year (hence the higher frequencies)*

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 260              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 260              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 260              |
| Spot clean telephones and sanitize receivers to provide a sanitary unit free of dust and soil.   | 260              |
| Using an approved disinfectant, damp mop floors to provide a sanitary surface free of dust, soil and debris.   | 260              |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.   | 260              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers. | 260              |
| Wash / disinfect trash collection bins to remove soil and buildup.   | 260              |
| Clean and polish drinking fountains and sinks providing a sanitized unit free of streaks, buildup and soil.  | 260              |
| Dust horizontal surfaces and wipe with disinfectant all contact points to provide a sanitary surface free of dust, soil and streaks.                                       | 52               |
| Apply restorer and burnish tile floors to remove scuffs and to provide a uniform high gloss appearance.  | 24               |



|  |    |
|--|----|
| Vacuum under furniture, along edges and in corners using a canister or backpack vacuum to remove dust and debris.  | 12 |
| Wash trash containers to remove soil and buildup.  | 12 |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 12 |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.   | 12 |
| Pile lift carpets to improve traffic pattern appearance.   | 12 |
| Damp clean baseboards to remove dust, soil, cobwebs and minor soil buildup.  | 12 |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service.   | 4  |
| Machine scrub hard surface floors to remove all soil and buildup.  | 3  |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 2  |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 2  |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1  |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 1  |
| Shampoo fabric furniture to remove soil and spots.   | 1  |

## Interior Stairwells

| Task Description  | Annual Frequency |
|---|------------------|
| Spot mop stairways to remove soil, streaks and spots.   | 225              |
| Spot vacuum stairs using a backpack vacuum to remove obvious debris.  | 225              |
| Spot clean carpeted stairs using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance.                                     | 225              |
| Sweep and damp mop stairways, dust vertical and horizontal surfaces and spot clean. All surfaces should be free of dust, soil, streaks, cobwebs and fingerprints. | 49               |
| Vacuum stairways, dust vertical and horizontal surfaces and spot clean. All included items should be free of dust, soil, streaks and cobwebs.                     | 49               |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.                                | 12               |
| Sweep and damp mop concrete interior fire stairways. All surfaces should be free of dust, soil, streaks, cobwebs and fingerprints.                                | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 4                |
| Project clean carpeted stairs removing surface soils to provide a uniform clean appearance.   | 2                |
| Scrub and recoat hard surface stairways to remove soil and buildup.   | 2                |
| Strip and refinish stairways to remove soil and buildup and to restore a uniform high-gloss appearance.   | 1                |

## Janitor Closets

| Task Description   | Annual Frequency |
|--|------------------|
| Clean janitors' room sinks and floors to remove debris and soil. Organize shelves and inspect equipment.   | 225              |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.  | 49               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Dust light fixtures to remove exterior dust and cobwebs.   | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                |
| Wash trash containers to remove soil and buildup.  | 1                |

## Laboratory / Prep / Instruments / Dental Lab

| Task Description   | Annual Frequency |
|--|------------------|
| Erase chalk & white board and wash resulting in a surface free of dust, soil, streaks, fingerprints and buildup. White boards need to be cleaned with cleaner, not water.  | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 225              |
| Clean erasers using approved equipment. Erasers placed back in service will be free of chalk dust.   | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers. | 225              |
| Spot mop floors to remove obvious soil, streaks and spots.   | 176              |
| Using a backpack, spot vacuum carpets to include matting to remove obvious soil, dust and debris.  | 176              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance.   | 49               |
| Fully vacuum all carpeted areas from wall to wall to include matting remove dust and debris.   | 49               |
| Damp mop floors to remove dust, soil and debris.   | 49               |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.                    | 49               |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.  | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.   | 12               |
| Vacuum under furniture, along edges and in corners using a canister or backpack vacuum to remove dust and debris.  | 12               |
| Wash trash containers to remove soil and buildup.  | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service.   | 4                |
| Pile lift carpets to improve traffic pattern appearance.   | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 2                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                             | 2                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                            | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.       | 1                |
| Wash fabric and non-fabric furniture to remove soil buildup and fingerprints.  | 1                |

## Library Space

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 225              |
| Auto scrub or damp mop hard floor surfaces leaving floor surfaces free of dust and soil.   | 225              |
| Clean and polish drinking fountains providing a sanitized unit free of streaks, buildup and soil.  | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers. | 225              |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.   | 225              |
| Spot clean chairs to remove obvious soil, fingerprints, spots and debris.  | 225              |
| Damp wipe table tops and horizontal surfaces in Library using approved disinfectant. Surfaces should be soil, fingerprint, dust and streak-free.                           | 225              |
| Straighten furniture as directed to present a uniform and organized appearance   | 225              |
| Vacuum carpeted traffic lanes and spot vacuum personal work spaces to remove debris, dust and cobwebs.   | 176              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 49               |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.                    | 49               |

|  |    |
|--|----|
| Burnish finished floor using electric burnisher, removing scuffs and resulting in a uniform high-gloss appearance.   | 49 |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.                                   | 49 |
| Spot clean telephones and sanitize receivers to provide a sanitary unit free of dust and soil.   | 49 |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.   | 12 |
| Wash trash and recycle containers to remove soil and buildup.  | 12 |
| Pile lift carpets to improve traffic pattern appearance.   | 12 |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4  |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.   | 4  |
| Damp wipe non-fabric furniture to remove soil.   | 4  |
| Vacuum fabric furniture to remove dust and debris.   | 4  |
| Machine scrub hard surface floors to remove all soil and buildup.  | 4  |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 4  |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 2  |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1  |
| Shampoo fabric furniture to remove soil and spots.   | 1  |

## *Locker / Shower*

| <u>Task Description</u>  | <u>Annual Frequency</u> |
|--|-------------------------|
| Dust mop or sweep hard-surface floors to remove dust and debris.   | 225                     |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 225                     |
| Spot clean mirrors to remove fingerprints, soil and spots.   | 225                     |
| Clean and disinfect shower walls, fixtures, and other surfaces to provide a sanitized surface free of soil, dust and streaks.  | 225                     |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil and streaks.                                     | 225                     |
| Empty general trash, replace liners when soiled or torn. Clean obvious soil from exterior of trash and recycle containers.   | 225                     |
| Using an approved disinfectant, damp mop floors to provide a sanitary surface free of dust, soil and debris.   | 225                     |
| Clean and polish drinking fountains providing a sanitized unit free of streaks, buildup and soil.  | 225                     |
| Using a backpack, spot vacuum carpets to remove obvious soil, dust and debris.   | 176                     |
| Dust and spot clean exterior of unlocked and empty lockers removing dust and soil. Spray interiors with disinfectant removing offending odors.                       | 49                      |
| Machine scrub shower rooms and associated areas with germicidal cleaner to remove soil and buildup.  | 49                      |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 49                      |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.  | 49                      |
| Wash trash and recycle containers to remove soil and buildup.  | 12                      |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 12                      |
| Pile lift carpets to improve traffic pattern appearance.   | 12                      |
| Burnish finished floor using electric burnisher, removing scuffs and resulting in a uniform high-gloss appearance.   | 10                      |
| Wash locker exteriors to remove soil, dust, streaks and fingerprints.  | 4                       |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 2                       |
| Wash locker interiors using germicidal cleaner removing dust, soil, and offending odors.   | 1                       |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 1                       |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                       |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 1                       |

## Offices /Mail / Workroom

| Task Description  | Annual Frequency |
|---|------------------|
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash containers.  | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.   | 225              |
| Using a backpack, spot vacuum carpets to remove obvious soil, dust and debris.  | 176              |
| Spot mop floors to remove obvious soil, streaks and spots.  | 176              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.  | 49               |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.  | 49               |
| Spot clean telephones and sanitize receivers to provide a sanitary unit free of dust and soil.  | 49               |
| Damp mop floors to remove dust, soil and debris.  | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.  | 49               |
| Dust furniture and spot clean all horizontal surfaces (which are free of personal or work related items) and all vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints. | 49               |
| Wash trash and recycle containers to remove soil and buildup.   | 12               |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.  | 12               |
| Pile lift carpets to improve traffic pattern appearance.  | 4                |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 4                |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.  | 4                |
| Vacuum fabric furniture to remove dust and debris.  | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.   | 2                |
| Project carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.  | 1                |
| Shampoo fabric furniture to remove soil and spots.  | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.  | 1                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.   | 1                |

## Porter Services

*Note: Some of these policing duties are performed by PBSC's in-house porters. See the "Day Porters" section later in this RFP for more information on the day porter requirements*

| Task Description   | Annual Frequency |
|--|------------------|
| Police restrooms; remove debris, spot clean fixtures, mirrors and floors, replenish supplies. Complete cleaning charts when restrooms are serviced and cleaned.    | 225              |
| Note: 6pm to 7pm is an essential time for restroom policing due to class schedules and students departing and arriving.  |                  |
| Police elevator for litter and debris, spot clean.   | 225              |
| Police, sweep or vacuum entrance and immediate exterior, empty and remove trash and full recycle.  | 225              |
| Police break areas to spot clean, remove trash and full recycle, and pick up debris.   | 225              |
| Respond as requested to customer needs. Activities to include but not limited to: cleaning of spills, clean-up after special events, and cleaning of locked areas. | 225              |
| Police corridors, lobbies and stairs for litter.   | 225              |

## Public Areas / Corridors

Note: Most of the corridors have porcelain tile flooring

| Task Description  | Annual Frequency |
|---|------------------|
| Vacuum corridor carpets using wide area vacuum to remove dust and debris.   | 225              |
| Clean and polish drinking fountains providing a sanitized unit free of streaks, buildup and soil.   | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers.  | 225              |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.  | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.   | 225              |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.  | 225              |
| Spot mop floors to remove obvious soil, streaks and spots.  | 176              |
| Dust corridor furniture, spot clean all horizontal and vertical surfaces including interior and door glass. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.   | 49               |
| Apply restorer and burnish tile floors to remove scuffs and to provide a uniform high gloss appearance.   | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.  | 49               |
| Auto scrub or damp mop hard floor surfaces leaving floor surfaces free of dust and soil.  | 49               |
| Wash trash and recycle containers to remove soil and buildup.   | 12               |
| Pile lift carpets to improve traffic pattern appearance.  | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 4                |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.  | 4                |
| Vacuum fabric furniture to remove dust and debris.  | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service. Recessed interior matting shall be project cleaned with the Host Dry Extraction Carpet Cleaning System in lieu of pressure cleaning. | 4                |
| Project clean carpeted areas using approved equipment and supplies removing surface and embedded soil to provide a uniform clean appearance.  | 2                |
| Shampoo fabric furniture to remove soil and spots.  | 1                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.   | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.  | 1                |

## Restrooms

| Task Description  | Annual Frequency |
|---|------------------|
| Apply germicidal cleaner to all fixtures, refill dispensers (this cannot be left for the day porters to accomplish, empty trash and replace liners, spot clean mirrors and partitions, wipe fixtures clean, sweep and mop floors with germicidal cleaner providing a sanitized area free of dust, soil, and streaks. Complete the cleaning charts when restrooms are cleaned. | 225              |
| Clean and disinfect shower walls, fixtures, and other surfaces to provide a sanitized surface free of soil, dust and streaks.   | 225              |
| With a germicidal cleaner, completely damp wipe restroom partitions including high/low areas leaving a sanitized surface free or soil, dust and streaks.  | 49               |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.   | 49               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.  | 12               |
| Wash restroom walls with germicidal cleaner resulting in a surface free of soil, dust, and streaks.   | 12               |
| Machine scrub restroom floors with germicidal cleaner to sanitize and to remove soil and buildup.   | 12               |
| Wash trash containers to remove soil and buildup.   | 12               |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.   | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.  | 1                |

## Shop

| Task Description   | Annual Frequency |
|--|------------------|
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash and recycle containers. | 225              |
| Rearrange furniture as directed.   | 225              |
| Erase / clean chalk and white boards as required resulting in a surface free of dust, soil, streaks, fingerprints and buildup.   | 225              |
| Clean erasers using approved equipment. Erasers placed back in service will be free of chalk dust.   | 225              |
| Dust mop or sweep hard-surface floors to remove dust and debris.   | 49               |
| Damp mop floors to remove dust, soil and debris.   | 49               |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.                    | 49               |
| Empty pencil sharpeners and return.  | 49               |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.  | 49               |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.   | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 4                |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 1                |

## Storage / File

| Task Description   | Annual Frequency |
|--|------------------|
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash containers.       | 225              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 12               |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris.  | 12               |
| Damp mop floors to remove dust, soil and debris.   | 12               |
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot-free uniform appearance.   | 12               |
| Wash trash containers to remove soil and buildup.  | 4                |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Pile lift carpets to improve traffic pattern appearance.   | 1                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 1                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 1                |

## Vocational Laboratory

| Task Description   | Annual Frequency |
|--|------------------|
| Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance. Reset classroom furniture.                      | 225              |
| Clean erasers using approved equipment. Erasers placed back in service will be free of chalk dust.   | 225              |
| Straighten furniture as directed to present a uniform and organized appearance   | 225              |
| Empty general and recyclable trash, replace liners when soiled or torn. Remove trash to designated area. Clean obvious soil from exterior of trash containers.       | 225              |
| Erase / clean chalk board and white board resulting in a surface free of dust, soil, streaks, fingerprints and buildup.  | 225              |
| Dust mop floors with a water-based chemically treated dust mop to remove dust and debris. Reset classroom furniture.   | 225              |
| Spot mop floors to remove obvious soil, streaks and spots.   | 176              |
| Using a backpack, spot vacuum carpets to remove obvious soil, dust and debris.   | 176              |
| Fully vacuum all carpeted areas from wall to wall to remove dust and debris.   | 49               |
| Dust furniture and spot clean all horizontal and vertical surfaces. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.              | 49               |
| Empty pencil sharpeners and return.  | 49               |
| Damp mop floors to remove dust, soil and debris.   | 49               |
| Apply restorer and burnish tile floors with electric-powered burnisher to remove scuffs and to provide a uniform high gloss appearance.                              | 49               |
| Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.  | 49               |
| Dust areas above shoulder level and below knee level to remove dust and cobwebs.   | 12               |
| Wash trash and recycle containers to remove soil and buildup.  | 12               |
| Spot clean interior partition and door glass. Finished glass, frame and sill areas will be free of soil, streaks and fingerprints.                                   | 12               |
| Dust or vacuum air vents to remove loose dust, soil and cobwebs.   | 4                |
| Dust window dressings including horizontal and vertical blinds to remove dust and cobwebs.   | 4                |
| Project clean walk-off mats to remove soil. Only a dry, soil-free mat should be returned to service.   | 4                |
| Pile lift carpets to improve traffic pattern appearance.   | 4                |
| Machine scrub hard surface floors to remove all soil and buildup.  | 2                |
| Wash non-fabric furniture to remove soil buildup and fingerprints.   | 2                |
| Project clean carpeted areas, using approved equipment and supplies, removing surface and embedded soil to provide a uniform clean appearance.                       | 2                |
| Completely strip and refinish floors, apply three coats of approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance. | 1                |
| Machine scrub floor to remove scuffs, soil and buildup. Recoat floors, using approved floor finish, to provide a uniform high gloss appearance.                      | 1                |
| Shampoo fabric furniture to remove soil and spots.   | 1                |

## Window Services

| Task Description  | Annual Frequency |
|---|------------------|
| Clean interior perimeter building glass up to 10'. Finished glass, frame and sill areas shall be free or soil, spots and streaks. | 1                |

## **B9. CAMPUS-SPECIFIC REQUIREMENTS**

### **Belle Glade:**

- The Dolly Hand building includes a theater that has approximately 180 shows per year. Most of these shows occur between Monday and Friday and the clean-up duties associated with these shows are to be included in the proposed fixed-price for this campus. The Service Provider shall be paid extra via an hourly rate for clean-up duties associated with shows that occur on weekends or holidays (see Pricing Workbook)
- Pepe James Food Services prep and serving line area in the TEC Building is cleaned by the food services vendor. The dining area is policed by the food service vendor during the open hours. Pepe James Food Service is responsible for cleaning the food prep areas within the Dolly Hand Cultural Arts Center. This includes washing the sheet vinyl flooring. However, the new custodial contract requires the Service Provider to perform floor burnishing, waxing and stripping of these areas
- This campus includes many outdoor walkways and staircases that must be pressure washed by Service Provider personnel twice per year (only applies to outdoor areas within 50 feet of buildings). Hot-water pressure cleaning or other appropriate means that will remove gum from walkways and exterior stairs is required

### **Palm Beach Gardens:**

- Building 115 (Center for Early Learning) has high standards, especially in the child care and infant care areas (see cleaning specification for childcare and infant areas in Section B8)
- The Eisey Campus Theatre has approximately 180 shows per year. This Theatre has 750 seats (550 downstairs and 200 upstairs) and the seating area is concrete. Most of these shows occur between Monday and Friday and the clean-up duties associated with these shows are to be included in the proposed fixed-price for this campus. Clean-up duties associated with shows that occur on weekends or holidays are covered by a separate contract and are not part of this bid
- The cafeteria and Dunkin Donut area have a separate contract. The cleaning of the kitchen prep, storage and serving line areas are performed by the food service vendor and are not part of this contract. The same is true of all other main kitchen areas, except in Building 201 on the Lake Worth campus.
- Some of the conference rooms, large lecture halls and classrooms are not used every day
- The floors in the fitness center areas need to be cleaned nightly. The weight machine area floor is rubber and shall only be damp mopped. The aerobics room floor is sealed wood and needs to be cleaned appropriately. The balance of the flooring is carpet or hard surface tile. PBSC will clean the actual exercise equipment
- This campus includes many outdoor walkways and staircases that must be pressure washed by Service Provider personnel twice per year (only applies to outdoor areas within 50 feet of buildings). Hot-water pressure cleaning or other appropriate means that will remove gum from walkways and exterior stairs is required
- Food prep and serving line areas are cleaned by the food services vendor and the dining areas are policed during open hours by this same vendor

### **Lake Worth:**

- The supervisor at this campus shall be a non-cleaning supervisor
- This campus includes some unique area types, including an auto shop, beauty salon and medical/dental labs
- The daycare center has high standards, especially in the child care (see cleaning specification for childcare in Section B8)
- This campus includes many outdoor walkways and staircases that must be pressure washed by Service Provider personnel twice per year (only applies to outdoor areas within 50 feet of buildings). Hot-water pressure cleaning or other appropriate means that will remove gum from walkways and exterior stairs is required
- Some of the conference rooms, large lecture halls and classrooms are not used every day
- Food prep and serving line areas are cleaned by the food services vendor and the dining areas are policed during open hours by this same vendor

### **Boca Raton:**

- This campus includes many outdoor walkways and staircases that must be pressure washed by Service Provider personnel twice per year (only applies to outdoor areas within 50 feet of buildings). Hot-water pressure cleaning or other appropriate means that will remove gum from walkways and exterior stairs is required
- Some of the conference rooms, large lecture halls and classrooms are not used every day
- Food prep and serving line areas are cleaned by the food services vendor and the dining areas are policed during open hours by this same vendor



## **B10. DAY PORTERS**

The Service Provider shall provide PBSC with a pre-determined number of full-time custodial day porters:

- Lake Worth: 2 day porters and two Saturday porters – Total of 96 hours per week
- Belle Glade: 1 day porter – Total of 40 hours per week
- Palm Beach Gardens: None
- Boca Raton: 1 day porter– Total of 40 hours per week

The day porters are required to perform the policing tasks and frequencies as specified in the Standard Cleaning Specification (Section B8), such as policing the restrooms, corridors, elevators, entrances and stairwells. The personnel within this category shall speak English and also be required to perform special services at the direction of PBSC, including the prompt response and clean-up necessitated by bio-hazard incidences. These services will be required during the regular business hours or as PBSC may wish to assign them. This requirement shall be considered part of the total proposal of cost to each of the campuses. For a General Scope of Work for the Day Porters, refer to **Exhibit I**. PBSC may elect to increase the amount of contracted day porters during this term of agreement. If this decision is made, the amount of the contract will be increased according to the additional day porter pricing proposed by the bidder in its Pricing Workbook. The Service Provider's porters will generally work from Monday through Friday, from 9:30 AM to 6:30PM (one hour lunch). The end of the porters' shift will be utilized for restroom policing. The day porters that are part of the Service Provider's staff will be required to use supplies and equipment that belong to the Service Provider. PBSC's day porter will use only supplies and equipment that belong to PBSC.

## **B11. PROBLEM RESOLUTION**

Service Provider shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by PBSC's management team to have been performed unsatisfactorily, or missed, Service Provider shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to PBSC.

## **B12. QUALITY ASSURANCE**

During the term of this agreement, Service Provider is required to conduct weekly quality inspections using an approved quality system. The Service Provider's on-site supervisor shall conduct a monthly inspection and evaluation of the facility in conjunction with the designated PBSC staff member to ensure compliance with the work required by this contract. Additional audits may be conducted by representatives of PBSC. During the term of this agreement, the Service Provider is required to maintain acceptable quality levels as determined by PBSC. Should the Service Provider fail to meet PBSC's quality expectations, a Quality Improvement Plan shall be submitted by Service Provider within one week of a reported quality failure. Repeated failure to attain an acceptable quality performance level may be cause for termination.

## **B13. ACCOUNT MANAGEMENT**

PBSC reserves the right to ask for team member changes at any time. Prior to bid award, PBSC reserves the right to ask the Service Provider for its proposed Supervisory Staff (names, résumés, references, etc). Service Provider shall put in place an Account Management Team that will have the responsibility to manage the PBSC account at all buildings within the scope of this RFP. This Account Team shall consist of the following individuals (but, may not be limited to) who will be responsible for the assignments designated below:

### **Account Manager**

- Is available 24 hours, 7 days a week (as appropriate)
- Is a full-time (40 hours per week minimum) employee that is exclusive to the PBSC contract
- Does not perform cleaning services
- Responds to emergencies within two hours
- Has ultimate overall responsibility for all activities within the PBSC account
- Functions as the primary contact with the PBSC Facilities Manager and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visit PBSC buildings as appropriate
- Coordinates PBSC's requirements within the Service Provider's organization consistent with PBSC's needs
- Updates the PBSC Facilities Manager on potential changes in products, services and enhancements to the current program

- Provides PBSC Facilities Manager information on resources, educational opportunities and industry trends
- Assists PBSC Facilities Manager on other program requirements as directed

**Project Manager and/or On-site Supervisor(s)**

- Coordinates and acknowledges all activities
- Acts as a key interface with Facilities Services designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed upon schedules and requirements
- Coordinates all corrective activity
- Performs Quality Audits
- May be called in during the day to address emergencies or incomplete work from the night shift
- Responds to calls within 10 minutes
- Each campus must have its own on-site supervisor and/or project manager. The Lake Worth Campus’ supervisor must be non-working

**Lead Worker**

- Serves as the leader of a janitorial team
- Acts as a key interface with the janitorial Project Manager, on-site Supervisors and Account Manager
- Helps Supervisor to coordinate and track all activities ensuring compliance to agreed upon schedules and requirements

**B14. REPORTING**

The Service Provider must provide various management reports to PBSC. The reports specified below represent the minimum reporting requirements. All reports shall be submitted to the PBSC Facilities Manager.

Daily

- Communicate all events and issues to designated PBSC personnel, including: attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc. Issue on-line work orders for any problems noted during cleaning (lights out, etc.)The employees of the Service Provider shall be responsible to immediately notify the campus based security office of any inappropriate or illegal activities that they witness while on Campus.

Weekly

- Project Schedule (“Cycle Report”); 12/4/3/2/1 (frequencies per year) cycle task schedule for Quality Audit purposes to be updated weekly showing completed tasks. Project schedule reports not received will indicate that work was not completed.
- Service Provider shall provide a report summarizing the status of open special projects / cleaning duties and restorative cleaning tasks.

Quarterly

- Service Provider shall supply PBSC with: 1) the status of PBSC’s major cleaning activities and projects, 2) cost saving and process enhancement opportunities, and 3) industry trends and outlook.

Green Cleaning

- Service Provider shall supply PBSC with all required reports related to green cleaning and LEED requirements

**B15. SERVICE PROVIDER PERSONNEL**

The names, addresses, date of birth and social security numbers of all contract employees shall be provided to the Contract Administrator prior to the start of work and immediately if changes in staffing occur.

Service Provider employees must wear identifiable uniforms (must be approved by PBSC) and name tags (must include the Service Provider’s name, the employee’s full name and the employee’s picture). Service Provider employees must also wear proper Personal Protective Equipment (PPE) at all times where applicable. Service Provider shall supply all uniforms and PPE. Service Provider personnel shall sign in and out every day. The sign in/out sheet shall be made available to PBSC upon request. During the

term of this agreement, PBSC may require the Service Provider's personnel to use picture ID's with mag strips (issued and paid for by PBSC) which will be used to clock in and out with PBSC's own time clock system.

Personnel will be expected to deal with PBSC employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from PBSC employees, taking food out of refrigerators, using available PBSC computers or telephones for personal calls, arguing over controversial subjects, conducting outside business at PBSC locations, using PBSC equipment or supplies for personal reasons or to satisfy other than the requirements of this contract, or taking PBSC materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. PBSC has the right to remove any personnel from our location at our judgment.

In addition, at times special circumstances may arise in which PBSC would require a custodian's responsibilities to change for a short period of time. This could result in the janitor performing a function not normally within their job description. Service Provider must ensure that employees are flexible to be able to handle special circumstances as they arise.

#### **B16. TRAINING**

Service Provider shall ensure that staff has received appropriate training for all services described herein or deemed necessary for the proper performance of their contract duties. Training programs are to be approved by PBSC. Evidence of training must be provided upon request of PBSC. The training shall include, but is not be limited to:

- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical "hazard" communication training
- Workplace safety training
- Orientation to the building(s) being serviced
- Green Cleaning training

Service Provider shall provide all training at no additional cost to PBSC. Service Provider shall provide evidence of initial training, as well as refresher training. As part of green cleaning best practices, the Service Provider shall provide at least 8 hours per year of training for each janitor. The HOST representative will provide additional training to all custodians on the proper use and application of carpet cleaning. This training does not count toward the 8 hour requirement. Training, safety and cleaning notices must be furnished in English and Spanish at a minimum.

#### **B17. PAPER PRODUCTS / CONSUMABLES / TRASH LINERS**

Currently, PBSC is purchasing all paper products, consumables and trash liners. However, this new contract states that the Service Provider shall be responsible for providing all paper products, consumables and trash liners for each location, to be included in the overall fixed price. These shall include, but not necessarily be limited to:

- C-fold towels
- Roll Towels
- Toilet tissue
- Foam Hand soap
- Sanisac liners
- Trash liners

Per USGBC requirements, disposable Janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs for the applicable product category:

- Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
- Green Seal GS-01 for tissue paper
- Green Seal GS-09 for paper towels and napkins
- Environmental Choice CCD-082 for toilet tissue
- Environmental Choice CCD-086 for hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers

Service Provider shall provide PBSC with Quarterly reports proving that the Service Provider is meeting the above requirements for the purchase of paper products and trash bags.

In the attached **Exhibit B: Pricing Workbook**, the Service Provider will find an area to bid consumables / paper products / trash liners. All paper products must be sized to fit the dispensers at each respective location. PBSC must approve paper product selection prior to the start of the contract. Consumables / paper products should be medium quality.

**Exhibit E: Current Usage of Consumables** shows the quantities and types of products that are currently purchased by PBSC. **Important Note:** In August and September of 2011 PBSC installed 150 new hand dryers in all large gang restrooms throughout the campuses. Therefore the paper towel usage from September 2011 through current is a much better representation of what PBSC is actually using.

#### **B18. CHEMICALS**

Currently, PBSC is purchasing all cleaning chemicals. However, this new contract states that the Service Provider shall be responsible for providing all cleaning chemicals, to be included in the overall fixed price.

Service Provider will comply with all OSHA requirements and maintain the appropriate Material Safety Data Sheets (MSDS) wherever it stores chemicals at each PBSC building. The Service Provider will also provide the Facilities Manager composite manual on all MSDS. The MSDS should be kept current. Upon request, the Service Provider shall submit a written list of all supplies with attached MSDS intended for use in the buildings. All chemicals and supplies brought on-site by Service Provider must be properly labeled and stored according to OSHA regulations. All general cleaning products such as general-purpose cleaners, bathroom cleaners, glass cleaners and carpet cleaners must meet the Green Seal GS-37 standard. If the GS-37 standard is not applicable (such as with floor finishes and strippers), then the products must meet California-code regulations regarding maximum VOC levels. Also, PBSC prefers that the Service Provider will adhere to the GS-42 Standard for Cleaning Services. See **Section B20** for more information on Green Cleaning.

#### **B19. EQUIPMENT**

Service Provider shall be responsible for providing and maintaining all equipment and related items that are used in cleaning PBSC's campuses. Equipment is to be well maintained and checked periodically for safety hazards. All equipment is to be stored out-of-sight in the appropriate designated area(s) when Service Provider's personnel have completed their task. At the onset of the new contract, Service Provider will provide PBSC with a list of equipment to be used at the project broken down by campus. PBSC reserves the right to require specific equipment to be utilized to preserve building finishes. Service Provider will be responsible for any and all repairs resulting from normal use, misuse or negligence. Service Provider shall begin contract with all new or like-new equipment. See **Section B20** for more details on equipment. Gas power equipment may not be stored inside any building.

#### **B20. GREEN CLEANING**

To demonstrate its commitment to sustainable greening of its facilities, PBSC has implemented a comprehensive green cleaning program. PBSC requires that the Service Provider performs green cleaning in accordance with program listed in **Exhibit C: Green Cleaning Policies and Procedures**, which is a comprehensive green cleaning program that is consistent with USGBC's LEED system.

#### **B21. SECURITY**

Service Provider shall perform its standard employment screening at no cost to PBSC (including criminal background investigation). Service Provider shall perform a criminal background investigation on any Service Provider personnel who performs services for PBSC within two weeks before beginning an assignment at PBSC, and shall certify to PBSC that no such personnel has any criminal background that would render such personnel not bondable as an employee according to customary bond underwriting criteria. Once criminal background checks are completed they must be submitted to the LW Security Office to the attention of the Security Lieutenant. PBSC reserves the right to review these records.

Service Provider will be responsible for turning off all lights and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

When notified by PBSC of an act of theft or dishonesty by Service Provider personnel, and such act is not reasonably in dispute, Service Provider shall immediately reimburse PBSC for the amount of PBSC's resulting loss without waiting for any potential reimbursement or recovery from Service Provider's fidelity carrier. Service Provider will remove any Service Provider personnel from assignment at PBSC that are deemed by PBSC to be unsatisfactory for any reason.

Service Provider represents and warrants that all Service Provider employees designated to perform services at PBSC locations are either citizens or legally eligible to work in the United States. Service Provider also represents and warrants that it has and will comply with all applicable immigration laws and regulations relative to those employees.

Any keys that are lost by the Service Provider's personnel will likely require the rekeying of associated areas. The cost for rekeying associated with keys lost by the Service Provider will be deducted from the next monthly payment to the Service Provider.

## **B22. LANGUAGE REQUIREMENTS**

All Supervisors and day porters must be able to speak fluent English. All Supervisors must also be able to read and write in English.

## **B23. WORK RULES**

Employees of Service Provider shall not disturb papers or personal effects on desks, open drawers or cabinets, use telephone, computers, radio or television sets, or tamper with other personal or college property. Additionally, the Service Provider shall require employees to adhere to the following work rules:

- Turn off lights upon completion of cleaning operations
- Do not read, move or remove any materials left on desks, file cabinets, etc.
- Do not remove anything from the building which is personal or PBSC property
- Do not smoke in the buildings or anywhere except designated smoking areas
- Do not use telephones or computers for personal use
- Do not open drawers, doors, etc. of office furniture
- Do not consume alcoholic beverages or other drugs on the job or report to work under the influence of alcohol or drugs
- Do not operate or tamper with any office machines or equipment
- Wear proper attire
- Security check doors and windows
- Do not enter any off-limit areas

## **B24. RECYCLING**

Trash and recyclables are to be collected around campus and carted to a central area. Recycled waste accounts for approximately 70% of total waste. The service provider must take part in PBSC's enhanced recycling program (see **Exhibit D: Enhanced Recycling Program**). This program includes recycled paper, corrugated cardboard, glass, aluminum, steel and plastic containers. It is very important to keep recyclable materials separate from regular trash. PBSC will physically maintain and pay monthly and assessment charges for dumpsters and recycling containers.

## **B25. HOST CARPET CLEANING SYSTEM**

PBSC uses the HOST Carpet Cleaning System exclusively for the cleaning of all areas that are carpeted. The cost of purchasing and maintaining the HOST equipment required for cleaning of carpet (including HOST power vacuums) is the responsibility of the Contractor. Adequate equipment needs to be available to perform the required work at each location. Wet extraction and steam cleaning are not to be used as a routine method of cleaning carpet and may only be used in special cleaning situations if pre-approval of the Facility Supervisor.

## **B26. CONTRACTOR PARKING**

Contract employees can park in any space not designated as reserved or disabled (unless the employee has a disabled tag). Employees' vehicles must be marked with a decal identifying the Contractor.

## **B27. KEY POLICY**

The Service Provider shall be provided all keys necessary to fulfill all duties described in this Request for Proposal. Service Provider shall be responsible for security and tracking of all keys, which the Contract Administrator may audit at any time. All keys shall be issued on a welded ring. If key(s) are lost by the contractor or its personnel, the loss must be reported at, or prior to shift end. The cost of re-keying each and every lock opened by the lost key(s) shall be borne by the Service Provider, as well as the cost of the new key(s). The Service Provider shall never lend key(s) to anyone without the consent of the Contract Administrator. There is a key audit performed monthly at each campus prior to the monthly billing date.

## **B28. INVOICES**

The Service Provider will be allowed one invoice per month. This will be forwarded to the Contract Administrator on or about the 25th of each month and will be for one-twelfth of the annual contract amount. The invoice will include any additional work authorized by the Contract Administrator and accomplished during the invoice month. The invoice will reflect adjustments for incomplete work and planned non-routine work that was not accomplished.

The Contractor can expect payment within 15 days of receipt of invoice if the invoice is correct and properly documented.

**B29. ENTRYWAY MATTING SYSTEM**

Entryway matting shall be managed and maintained in accordance with PBSC's formal guidelines as shown in **Exhibit F: Entryway Matting System**.

**B30. ADDING BUILDINGS TO THE CONTRACT**

At the sole discretion of PBSC, additional buildings (new or existing) or day porters on any of its existing or future campuses may be added to the scope of this agreement. If this decision is made, the amount of the contract will be increased according to the pricing proposed by the bidder in its Pricing Workbook. Additionally, when new or existing buildings are added to the contract, the Service Provider shall be required to submit a formal proposal that specifies the proposed staffing levels. The proposed staffing levels **MUST** be consistent with the staffing levels proposed for this original base contract (in terms of square feet per FTE). The vendor will be given at least 14 calendar days advance notice before the area requirements or day porter requirements of this agreement are increased.

**B31. EXTERIOR TRASH COLLECTION**

The Service Provider is responsible to empty the exterior trash containers that are within 50 feet of the buildings. This service is to be performed each night. The Service Provider shall also perform this service during the day if the trash containers are full.

# Section C

## INSTRUCTIONS AND INFORMATION

### C1. PROCESS FOR SUBMITTING PROPOSALS

#### a) Packaging of Proposal

The proposal must be plainly identified as:

Name of Proposing Company

Cleaning Services RFP Number 11/12-10

Due: July 31, 2012 @ 3:00 P.M.

Outer mailing boxes, envelopes, containers, etc., must display the RFP number. This includes outer carrier boxes and labels. Palm Beach State College will not be held responsible for proposals that are misdirected or mishandled because of the omission of this number.

The Service Provider's proposal package shall include one USB storage device containing the completed Pricing Workbook (Excel format) and a PDF of the entire proposal. The completed Pricing Workbook shall also be included as a hard copy print-out within the printed proposal packages.

Any additional information sent separately from the proposal package or at a later date (i.e. addendums, clarifications, proposal withdrawal requests, etc.) must be received by the proposal due date and the RFP number clearly identified on the outside of the package.

#### b) Number of Proposal Copies

Submit an original and five (5) copies of your proposal (6 total).

### C2. RFP MEETING AND BID TOUR

PBSC will conduct an RFP Meeting and bid tour on **July 10, 2012 at 8:30 a.m. Eastern (Meet in the Natural Science (NS) Building at the Lake Worth Campus)**. A tour of Lake Worth Campus will begin immediately after the RFP meeting.

The purpose of the meeting will be to provide site tours. Service Provider shall pre-register by emailing [purchasing@palmbeachstate.edu](mailto:purchasing@palmbeachstate.edu) on or before **July 9, 2012** to confirm that its company will attend these meetings. Please provide first and last names of the persons attending (limit of two per company). Pre-registration is not mandatory but is strongly encouraged.

All respondents are expected to have examined the premises and project site prior to submitting their proposal. Failure to do so will not relieve the successful Vendor from providing any product or performing any labor or services that may be required to carry out the intent of the contract.

### C3. PROPOSAL RESPONSE FORMAT

Refer to Appendix B: Proposal Response Format for detailed instructions regarding the formatting of the proposal. Failure to follow these instructions will result in a disqualification.

### C4. PRICING

#### General Assumptions

- PBSC expects to work together with its Service Providers to continually identify opportunities to achieve cost reductions.
- PBSC will not accept any additional charges other than those indicated in the Pricing Workbook of the Service Provider's proposal.

- The Service Provider’s proposed pricing shall take into account any upcoming changes to the minimum wage or benefits. Therefore, Service Provider’s proposed pricing shall include blended rates that account for any increases over time.
- Contract is being bid as a Fixed-Price contract and will remain fixed for the entire two year term of agreement.

**General Instructions for Completing the Pricing Workbook (Exhibit B)**

- Use MS EXCEL version 2003 or later.
- As part of the bid submittal, Service Provider shall include a USB storage device that contains electronic copy of its completed Pricing Workbook. This copy should be in EXCEL format, rather than PDF. The Service Provider shall also include a printed copy of the Pricing Workbook in its hard copy bid (Tab 12).
- The Service Provider shall only complete those cells highlighted in teal blue. All other cells are generated by automatic formulas. The “Miscellaneous Pricing” and “Alternative Pricing” sections must also be completed. Any cell left blank shall be assumed to be a no-bid for that particular product or service.
- The Service Provider may be liable for any costs incurred by PBSC as a result of a virus being passed through an infected file.
- It shall be assumed that the pricing submitted by each Service Provider is sufficient to cover all specifications, terms and conditions described in this request for proposal.

**C5. PROPOSAL EVALUATION**

The evaluation of proposals received on time will be conducted in the following three phases:

**a) Administrative Review Phase**

The proposals will be reviewed for the following administrative requirements:

Proposal was submitted by the due date and time

- (i) All documents (originals and copies) requiring a signature have been signed
- (ii) Correct number of proposal copies have been submitted
- (iii) Proposals are organized according to Appendix B
- (iv) The proposals that pass the administrative review will be reviewed for completeness to ensure that all mandatory requirements are addressed satisfactorily in Appendix B.

Failure to adhere to the above administrative requirements may result in the rejection of the submitted proposal.

**b) Quality Review Phase**

The proposals that pass the requirements review will be reviewed for quality and completeness and can receive a maximum of 500 points. The following listing provides you with the maximum points available for each factor in the evaluation:

- Tab 1: Executive Summary – required
- Tab 2: Background Information – required
- Tab 3: Start-up Plan – 25 points
- Tab 4: References – required
- Tab 5: Management – 50 points
- Tab 6: Staffing Plan – 150 points
- Tab 7: Equipment / Chemicals – 25 points
- Tab 8: Green Cleaning Program – 50 points
- Tab 9: Quality Control / Training – 25 points
- Tab 10: Reporting – 25 points
- Tab 11: Exceptions/Deviations – required
- Tab 12: Pricing – 150 points
- Tab 13: Required Documentation – required



c) **Final Presentation Phase**

Once the top candidates have been identified based on the review scores, the top candidates will be invited to provide a presentation detailing their proposal for College representatives. Upon completion of the presentations, each Service Provider will be awarded up to 500 points to determine the winning proposer, based on the Service Provider’s ability to prove that they are the best choice for the following criteria:

- Start-up Plan – 25 points
- Management – 50 points
- Staffing Plan – 150 points
- Equipment / Chemicals – 25 points
- Green Cleaning Program – 50 points
- Quality Control / Training – 25 points
- Reporting – 25 points
- Pricing – 150 points

**C6. STANDARD TERMS AND CONDITIONS**

|   |  |
|---|--|
| <p><b><u>Amendments:</u></b> Palm Beach State College reserves the right to amend this RFP prior to the proposal due date. All amendments and additional information will be posted to the Palm Beach State College Purchasing Web site: <a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a> Proposers should check this Web page daily for new information.</p> | <p><b><u>Contract Discussions:</u></b> Prior to award, the apparent successful firm may be required to enter into discussions with the College to negotiate the contract agreement for services. These discussions are to be finalized and all exceptions resolved within one (1) week from notification. If no resolution is reached, the proposal may be rejected and discussions initiated with the next highest scoring firm.</p>  |
| <p><b><u>Confidentiality Requirements:</u></b> Proposals are subject to the Florida public records laws. The College cannot protect proprietary data submitted in proposals.</p>  | <p><b><u>Financial Information</u></b><br/>The proposer will submit an audited financial statement for the most recent 12-month period. As a minimum, the audited financial statement shall consist of the firm’s balance sheet and statement of operations and the firm’s bonding capacity. This financial requirement may be satisfied by the firm’s surety submitting a certification regarding the firm’s bonding capacity, which must equal or exceed \$1 million dollars. In this regard, the firm’s surety must be a licensed surety qualified to conduct business in the State of Florida and rated “(A-)” or better in the most recent A.M. Best Guide and qualified to do business within the State.</p> |

# Appendix A

## VENDOR INFORMATION FORM

Purchasing Department  
Palm Beach State College  
4200 Congress Avenue MS#27  
Lake Worth, FL 33461

This is to certify that I (authorized representative) have read and understood the terms, conditions, specifications and other instructions contained in this Request, and further, that the items of materials and/or services rendered do meet minimum specifications set forth in this Invitation.

I further certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or persons submitting a proposal for the same materials, supplies, or equipment and is in all respect fair and without collusion or fraud. I agree to abide by all conditions of this request and certify that I am authorized to sign this proposal for the bidder.

|            |          |                   |
|------------|----------|-------------------|
| <b>RFP</b> | 11/12-10 | Cleaning Services |
|------------|----------|-------------------|

|                    |  |
|--------------------|--|
| <b>Vendor Name</b> |  |
|--------------------|--|

|                               |   |  |   |  |
|-------------------------------|---|--|---|--|
| <b>Bidding As (check one)</b> | <input type="checkbox"/> <b>Corporation</b> | <input type="checkbox"/> <b>Individual</b> | <input type="checkbox"/> <b>Other (explain)</b> |  |
|-------------------------------|---|--|---|--|

|                |  |
|----------------|--|
| <b>Address</b> |  |
|----------------|--|

|             |  |              |  |                 |  |
|-------------|--|--------------|--|-----------------|--|
| <b>City</b> |  | <b>State</b> |  | <b>Zip Code</b> |  |
|-------------|--|--------------|--|-----------------|--|

|                  |  |            |  |
|------------------|--|------------|--|
| <b>Telephone</b> |  | <b>Fax</b> |  |
|------------------|--|------------|--|

|               |  |
|---------------|--|
| <b>E-Mail</b> |  |
|---------------|--|

|                             |  |
|-----------------------------|--|
| <b>Representative Title</b> |  |
|-----------------------------|--|

|                  |  |
|------------------|--|
| <b>Signature</b> |  |
|------------------|--|

# Appendix B

## PROPOSAL RESPONSE FORMAT

To facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this Appendix.

Proposals shall be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE PLACED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized as shown below. Any deviation from this formatting/numbering will result in a rejection of the bid.

| <u>Tab</u> | <u>Title</u>  |
|------------|---|
| 1          | <b>Executive Summary:</b><br>This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages, describing the proposed solution. The Executive Summary should not include cost quotations.   |
| 2          | <b>Background Information:</b><br>Provide background information for your company, including a brief description (e.g., past history, present status, future plans, company size, etc.). This section should also include a brief description of the company's experience performing services similar to those described herein and the type of work in which the vendor specializes.   |
| 3          | <b>Start-up Plan:</b><br>Provide a start-up plan for this contract. The start-up plan should show milestones and should cover a range of time beginning with 1 month prior to contract start-up date and ending with 1 month after contract start-up date (totaling 2 months). PBSC shall work with the Service Provider's transition team during the time prior to the start-up date in order to help the Service Provider plan the kick-off and execution of the new contract.            |
| 4          | <b>References:</b><br>Provide a list of at least four (4) references for work of a similar nature or scope. Please include name, job title, company name, address, phone number and email address. It should also include a brief description of the services provided, approximate square footage and date range performed. Provide evidence of successful history of college or university academic building janitorial services within the last two years (minimum 250,000 square feet). |
| 5          | <b>Management:</b><br>Explain how the contract will be managed. Who will be PBSC's primary point-of-contact? How will workers be held accountable? How will work orders be tracked? Etc. Include a description of the management team and provide resumes, if available.  |
| 6          | <b>Staffing Plan:</b><br>Provide a detailed Staffing Plan. This plan should show proposed staffing levels by shift and by campus and should be consistent with the weekly hours as proposed in the Pricing Workbook. The Staffing Plan should include supervisors, janitors and day porters.  |

- 7           **Equipment / Chemicals:**  
Provide a detailed equipment and chemical list, consistent with the requirements in this RFP.
- 8           **Green Cleaning Program:**  
A fully comprehensive green cleaning program is required. Please provide details regarding the type of green cleaning program that would be implemented at PBSC. Please limit this section’s response to 8 pages.
- 9           **Quality Control / Training:**  
Provide a brief overview of how the Service Provider plans to manage quality control and hold its personnel accountable at the PBSC account. Submit information on the type of custodial training provided for employees and supervisors. Please limit this section’s response to 5 pages.
- 10          **Reporting:**  
Describe all reporting capabilities and features that will be implemented for this contract, especially project “cycle” reports. Provide samples. Please limit this section’s response to 5 pages.
- 11          **Exceptions/Deviations:**  
State any exceptions/deviations from the RFP requirements. This section will be all-inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections.
- 12          **Pricing:**  
Include a completed **Exhibit B: Pricing Workbook**. Also, list any assumptions that were made for the pricing portion of this bid.
- 13          **Required Documentation:**
- Signed copies by company authorized manager of **Appendix A: Vendor Information Form**
  - Include all **Questions and Answers** and **Addendums** posted.
  - Include a statement verifying that the vendor will meet the specified insurance and bonding requirements
  - A statement indicating that the PBSC account will not constitute more than 35% of the vendor’s book of business

**Note:** Vendor shall also submit a USB storage device containing an Excel file of the completed **Pricing Workbook** and a PDF of the entire proposal.

# Appendix C

## FORM FOR SUBMITTING WRITTEN QUESTIONS

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|                               |                   |
|-------------------------------|-------------------|
| Written Questions for RFP No. | 11/12-10          |
| RFP Title                     | Cleaning Services |

|                        |               |
|------------------------|---------------|
| Company Name           |               |
| Date                   |               |
| Deadline for Questions | July 17, 2012 |

Type your questions in the section below. Leave the answer section blank. You are not limited to 10 questions. All questions should be sent via email to: [purchasing@palmbeachstate.edu](mailto:purchasing@palmbeachstate.edu) before the deadline.

|    | Questions | Answers [leave blank] |
|----|-----------|-----------------------|
| 1  |           |                       |
| 2  |           |                       |
| 3  |           |                       |
| 4  |           |                       |
| 5  |           |                       |
| 6  |           |                       |
| 7  |           |                       |
| 8  |           |                       |
| 9  |           |                       |
| 10 |           |                       |

# Appendix D

**STATEMENT OF NO BID**

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|           |                   |
|-----------|-------------------|
| RFP No.   | 11/12-10          |
| RFP Title | Cleaning Services |

Palm Beach State College  
Purchasing Department  
4200 Congress Avenue MS#27  
Lake Worth, FL 33461

Attn: Purchasing Manager

We, the undersigned, have declined to bid on your bid number 11/12-10 for cleaning services for the following reason(s):

\_\_\_\_\_ We do not offer this product / service.

\_\_\_\_\_ Our current workload would not afford us the time to devote to your project.

\_\_\_\_\_ Unable to meet specifications.

\_\_\_\_\_ Unable to meet insurance / bond requirements.

Company Name \_\_\_\_\_

Signature \_\_\_\_\_

Company Address \_\_\_\_\_

\_\_\_\_\_

Telephone Number \_\_\_\_\_

# Appendix E

## Exhibit A: Property Information



Property  
Information.xls

## Exhibit B: Pricing Workbook



Pricing Workbook.xls

## Exhibit C: Green Cleaning Policies and Procedures



Green Cleaning  
Policies and Procedures

## Exhibit D: Enhanced Recycling Program



Enhanced Recycling  
Program.doc

## Exhibit E: Current Usage of Consumables



Current Usage of  
Consumables.xls

## Exhibit F: Entryway Matting System



Entryway Matting  
System.doc

## Exhibit G: Building Drawings



Lake Worth.zip



Palm Beach  
Gardens.zip



Boca Raton.zip



Belle Glade.zip

## Exhibit H: Square Footage Breakdown



Lake Worth SQFT.xls



Palm Beach Gardens  
SQFT.xls



Boca Raton SQFT.xls



Belle Glade SQFT.xls

## Exhibit I: Day Porter General Scope of Work



Day Porter SOW.doc