



**THE CENTER FOR HEALTH CARE
SERVICES**

**REQUEST FOR PROPOSAL
("RFP")
(RFP-2024-022)
for
Janitorial Services**

Release Date: 05/06/2024

Proposals Due: 06/10/2024 at 12:00PM Central Standard Time

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003 - BACKGROUND

The Bexar County Board of Trustees for Mental Health Mental Retardation Services d/b/a The Center for Health Care Services ("CENTER") is a multi-facility community mental health and mental retardation Center created under the authority of Section 534.001 of the Texas Health and Safety Code by its sponsoring agencies, Bexar County and the Bexar County Hospital District d/b/a University Health. The CENTER has been providing services to Bexar County residents experiencing mental health, intellectual developmental disabilities and/or substance use issues for over fifty-five years and is the Texas Health and Human Services Commission-designated Local Mental Health Authority for Bexar County, Texas. The CENTER is considered a quasi-governmental entity, a political subdivision of the state of Texas, but is not a Texas state agency. The CENTER'S administrative offices are located at 6800 Park Ten Blvd. Suite 200-S, San Antonio, Texas 78213.

004 - SCOPE OF SERVICES

The Center for Health Care Services (“CENTER”) is seeking qualified vendors (“RESPONDENT,” “CONTRACTOR”) to provide all personnel, training, labor, equipment, tools, materials, equipment, transportation/vehicles, replenishment supplies, supervision, administration and other services – except as may be expressly set forth as “CENTER-furnished” – necessary to perform Janitorial Services for the CENTER as defined in this Request for Proposals (RFP). The CONTRACTOR shall provide housekeeping services that prioritize infection control while optimizing cleaning practices in support of the CENTER’S mission of providing quality healthcare in safe, hygienic, and aesthetically-pleasing facilities. Janitorial services include, but are not limited to, general cleaning, disinfecting, trash removal, and floor cleaning. RESPONDENT shall be responsible for, but not limited to, the following:

- Adherence to schedules
- Maintenance or replacement of cleaning equipment
- Notifying CENTER of any personnel changes
- Training of new personnel

This Scope of Services is for housekeeping and related services at multiple CENTER locations, located in Bexar County, Texas. The requirements are stated in terms of desired results with associated quality standards.. Procedures shall be consistent with the Association for the Healthcare Environment (AHE) Practice Guidance for Healthcare Environmental Cleaning, commercial standards, all local, state and federal laws and the requirements of this Scope of Services. All services performed must meet the prescribed standards of the Performance Requirements Summary (PRS) to be regarded as acceptable. The CONTRACTOR is encouraged to apply innovative techniques and managerial approaches that will yield increased levels of service and greater cleaning efficiencies.

Housekeeping services shall be performed in a manner that will maintain a satisfactory facility condition and present a clean, neat, and professional appearance. The CENTER reserves the right, in its sole discretion, to delete any facility from janitorial services to be performed under any resulting Contract with thirty (30) days’ written notice to the CONTRACTOR. Payment for services will be made for services performed at the deleted location up to the effective date of the deletion. The CENTER reserves the right, in its sole discretion, to add facilities for janitorial services to be performed under this Contract at a monthly cost to be agreed upon by the parties.

I. **DEFINITIONS** The following terms used throughout this PWS shall have the following meanings:

1. **Acceptable Quality Level.** AQL is the maximum allowable percentage of deviation from perfect performance for an individual service output.
2. **Advisory Documents.** Directives the contractor may use for information and guidance and which are not binding for compliance.
3. **Bloodborne Pathogens Standard.** The OSHA standard to eliminate or minimize occupational exposure to Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and other blood borne pathogens.
4. **Cleaning.** The removal of visible soil and organic contamination from a device or surface using the physical action of scrubbing with a surfactant or detergent and water.
5. **Continuous Policing.** (See Steadfast Policing)
6. **Contract Discrepancy Report (CDR).** A report that requires the contractor’s response when performance is unsatisfactory. The CDR requires the contractor to explain, in writing, why performance was unsatisfactory, how performance will be returned to satisfactory levels, and how recurrence of problems will be prevented.
7. **Diffusers.** The outside (that part accessible to cleaning without removal) of HVAC registers, grills and covers.
8. **Direct Labor Contract Service Personnel (CSPs).** CSPs who are directly involved in the production of goods or services.
9. **Disinfection.** A process that eliminates many or all pathogenic microorganisms, except bacterial spores, on **inanimate** objects. In health-care settings, objects usually are disinfected by liquid chemicals or wet pasteurization. Unlike sterilization, disinfection is not sporicidal.

10. **Disinfection Cleaning.** Falls between the processes of physical cleaning and sterilization for the elimination of **disease-** producing microorganisms, but not spores, from inanimate objects via pasteurization or liquid chemicals. The goal is to create a clean, safe, attractive environment for consumer, staff, and visitors.
11. **Facility Defects.** Flaws in the physical building/facilities caused by age, breakdown, damage, or other causes. **These** may be cosmetic or causing further damage to personnel. Defects will be identified as routine or emergency based upon urgency of repair.
12. **Hard Surface Floors.** Floor surfaces that do not require application or removal of floor finish or polishing. Examples include grouted tile floors in latrines and utility rooms.
13. **Healthcare Acquired Infection.** Infections patients acquire during the course of receiving treatment for other **conditions** within a healthcare setting.
14. **Hospital Grade Disinfectant.** A disinfectant registered with the Environmental Protection Agency (EPA) for use in hospital, clinics, dental offices, or any other medical-related facility. They have proven effectiveness minimally against Salmonella choleraesuis, Staphylococcus aureus, and Pseudomonas aeruginosa.
15. **Housekeeping Procedures Manual.** This is a manual published by the contractor for use by its CSPs as a guide in performing housekeeping functions required by this contract. It shall define the equipment, products, time, steps, and procedures to use/follow to achieve acceptable results and shall be approved by CENTER.
16. **Housekeeping Services.** The hospital housekeeping department's primary function is to develop and maintain a **sanitary**, safe, and aesthetically pleasing environment that will facilitate the primary mission of patient care.
17. **Indirect Contract Service Personnel (CSPs).** CSPs (such as supervisors, administrative support, quality control, etc.) who do not directly produce goods or services, but who make their production possible or more efficient.
18. **Joint Commission.** A national organization dedicated to improving the care, safety, and treatment of patients in **health** care facilities, and publishers of the Joint Commission on Accreditation Manuals.
19. **Key Personnel.** Key personnel consist of the executive housekeeper and AEH.
20. **Personal Protective Equipment.** A variety of barriers used alone or in combination to protect mucous membranes, skin, and clothing from contact with infectious agents. PPE includes gloves, masks, respirators, goggles, face shields, and gowns.
21. **Quality.** Meeting or exceeding contract requirements. Quality is measured by the contractor's compliance with the **CENTER's** mandated standards or service outputs.
22. **Quality Assurance.** A planned and systematic pattern of all actions necessary to provide confidence that **adequate** technical requirements are established; products and services conform to technical requirements; and satisfactory performance is the end result.
23. **Quality Assurance Surveillance Plan.** A written document that provides the F&M Mgr. a systematic method to **monitor** contract performance.
24. **Quality Control Program.** Actions taken by the contractor to control the production of goods or services so that **they** will meet the requirements of the PWS. The processes shall be in writing.
25. **Random Sampling.** A methodology of selecting areas to be inspected which guarantees that no prejudicial **factors** pre-dispose one area to be inspected over another. The methodology used is "Sampling with Replacement" meaning that an area once selected, is returned to the pool, and could be selected again with

infinite frequency.

- 26. Regulated Medical Waste.** RMW includes liquid or semi-liquid blood or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable of releasing those materials during handling; contaminated sharps; and pathological and microbiological waste containing blood or other potentially infectious materials.
- 27. Response time.** The interval between the receipt of the initial notification of requested work and the time the contractor arrives on the scene with appropriate cleaning equipment and supplies to begin work.
- 28. Service Call Response.** The immediate pickup and removal of spillage to include liquids, vomit, paper, general debris, and includes the clean-up of spots, marks on walls, floors, carpets, and furniture.
- 29. Steadfast Policing.** The daily repetitive checking and cleaning of heavily trafficked areas to ensure they are maintained cleaned during operational hours. The clean-up of papers and any other debris, removing spills, vomit, spots and marks from walls, and areas include restrooms, corridors, stairwells, elevators, waiting rooms, interior walkways, entrances, interior planters, floors, carpets, and furniture.

II. ADMINISTRATIVE REQUIREMENTS

1. Commercial Standards/Advisory Recommendations

The following commercial standards and advisory recommendations are applicable to this effort:

- 1.1 Association for the Healthcare Environment (AHE) Practice Guidance for Healthcare Environmental Cleaning manual.
- 1.2 International Sanitary Supply Association (ISSA) and Cleaning Industry Management Standard for Green Buildings (CIMS-GB). The contractor shall maintain ISSA CIMS-GB certification throughout the contract period.
- 1.3 Advisory recommendations of the Centers for Disease Control and Prevention (CDC) and The Healthcare Infection Control Practices

2. Hours of Operations

As healthcare operations include a wide range of services from inpatient to outpatient care, the housekeeping program must accommodate differing work hours. Normal operating hours are 8:30 A.M. – 5:30 P.M. Central Standard Time (CST), Monday through Friday, except where otherwise specified in this Scope of Services. All tasks shall be completed after normal operating hours unless specified otherwise in this Scope of Services, with the exception of 24/7 facilities. In some areas, due to the volume of personnel, type of operation, or other considerations, cleaning shall be accomplished at times other than during normal operating hours. See Exhibits A & B for details of building square footage, type of services, tasking frequencies and operational hours and shifts.

- 2.1 The CONTRACTOR shall provide healthcare housekeeping services on all holidays as a regular working day at the following locations:
 - 2.1.1 601 N. Frio
 - 2.1.2 711 E. Josephine
 - 2.1.3 2927 Eisenhower
 - 2.1.4 6722 Calm Lake
 - 2.1.5 8165 Lone Shadow Trail
 - 2.1.6 7622 Linkside

3. Staffing Key Personnel

The CONTRACTOR shall provide sufficient management to ensure that all tasks are performed efficiently, accurately, on time, and in compliance with the requirements of this document. Specifically, the CONTRACTOR shall designate a single manager to oversee this task and supervise staff assigned to this task. The contractor shall provide sufficient contract service providers (CSPs) experienced in the conduct of similar operations. Key personnel consist of the

executive housekeeper (EH) and assistant executive housekeeper (AEH), as further defined below:

- 3.1 **Executive Housekeeper (EH).** The contractor shall provide an executive housekeeper to serve solely at the CENTER and its multiple facilities. The executive housekeeper shall serve as the onsite manager and represent the contractor in performing all duties to ensure compliance with the provisions of the contract.
 - 3.1.1 **Experience Requirements.** The executive housekeeper shall possess a minimum of five years housekeeping experience with a minimum of two years of specific hospital housekeeping experience. Specific experience shall indicate that the executive housekeeper has directly managed and performed in a similar environment of comparable size and services as the CENTER.
 - 3.1.2 **Absence from Duty.** The contractor shall provide verbal notification followed by written notification to the Sr. Director of Security, Infrastructure, Facilities & Fleet (SIFF) or designated SIFF staff member (SIFF designee) for any unscheduled absence of the executive housekeeper no later than two hours after commencement of the designated shift. For scheduled absences, the contractor shall notify the SIFF designee in writing at least seven (7) calendar days before any scheduled absence. Extended absences; e.g., four (4) or more consecutive weeks, or the ongoing use of substitute, may constitute nonperformance.
- 3.2 **Assistant Executive Housekeeper (AEH).** The contractor shall provide an AEH. The AEH shall serve as the acting on-site manager in the absence of the executive housekeeper and shall represent the contractor in performing all duties to ensure compliance with all provisions contained in this PWS. The AEH shall be capable of temporarily assuming executive housekeeper duties during his or her absence.
 - 3.2.1 **Experience Requirements.** The AEH shall possess at least one (1) year of experience in healthcare housekeeping services performed in a similar environment of comparable size and services as the CENTER (not general housekeeping).
- 3.3 **Replacement of Key Personnel.** All proposed replacement of key personnel shall be submitted in writing to the Sr. Director of Contracting & Procurement and the Sr. Director of SIFF at least fifteen (15) calendar days prior to the proposed replacement. All proposed replacements shall meet the minimum qualifications of the person being replaced.
- 3.4 **Availability of Key Personnel.** The EH or the AEH shall be available to meet with the SIFF designee on-site, during normal operating hours, within one (1) hour of notification. The CONTRACTOR shall provide the Sr. Director of Contracting & Procurement and Sr. Director of SIFF phone numbers for the EH and AEH during duty and non-duty hours (to include evenings, holidays, and weekends). After duty hours, the EH or AEH shall be available on-site within two (2) hours of notification.
- 3.5 **Miscellaneous Contract Service Personnel (CSP) Requirements.** The CONTRACTOR shall maintain satisfactory standards of CSP competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his CSPs as may be necessary. The contractor shall ensure that CSPs do not disturb papers on desks, open desk drawers or cabinets, or use CENTER telephones, except as authorized.
 - 3.5.1 The CONTRACTOR shall ensure its CSPs are able to speak, read, and write in English in order to effectively communicate with CENTER personnel.
 - 3.5.2 The CONTRACTOR shall utilize only female CSPs at the 7137 W. Military location.
- 3.6 **Uniforms.** The CONTRACTOR'S personnel shall wear distinctive uniform clothing for ready identification. Uniforms shall be neat, clean, and in good repair, and have a badge or monogram with the contractor's name on it. CSPs shall wear contractor-provided approved uniforms at all time while performing housekeeping duties.

4. Personnel Training.

The CONTRACTOR shall maintain a training program and documentation in compliance with the following:

- 4.1 The CONTRACTOR shall provide initial training and developmental training in healthcare housekeeping services topics to all CSPs.
- 4.2 The contractor shall provide a copy of all lesson plans to the SIFF designee at least fifteen (15) days prior to the scheduled training date.
 - 4.2.1 The CSPs not previously trained in healthcare housekeeping services, including infection prevention and control, and safe handling and management of Regulated Medical Waste (RMW), may not perform work in a CENTER facility until this training requirement is completed. CSPs with previous and documented healthcare housekeeping training, including infection prevention and control, and safe handling and management of RMW shall complete retraining and/or specified training within two weeks after starting work.
- 4.3 **HIPAA Training.** The CONTRACTOR shall ensure that all persons receive HIPAA training within thirty (30) days of their assignment to the CENTER and annually no later than the 12th month anniversary of their previous training. The CONTRACTOR shall submit course certificates to the SIFF designee within five (5) calendar days of completion for each affected CSP.

5. Personnel Health Requirements

The CONTRACTOR'S CSPs shall meet all health requirements under this contract. The following requirements are, except where otherwise indicated, considered the minimum essential for performance of this contract:

- 5.1 The CSPs shall be properly screened and medically cleared (to include required immunizations) with proper and complete documentation prior to working on-site at any of the CENTER'S multiple facilities and on an annual basis thereafter. Medical clearances or certificates issued by a source approved by the State shall be maintained by the CONTRACTOR for each CSP and available for inspection by the CENTER'S Contracting and Procurement Division and/or SIFF Designee at all times.
- 5.2 The following immunizations, to include pre-employment screenings, shall be considered the minimum requirements essential for performance under this contract.
 - 5.2.1 Tuberculosis Screening shall follow the CDC Guidelines for Preventing the Transmission of Mycobacterium tuberculosis in Health-Care Settings, 2005. The contractor shall ensure CSPs receive TB testing whenever CSPs are working in an environment in which CENTER employees are required to undergo this testing.
 - 5.2.1.1 The CSPs with positive tuberculin reactions shall have documentation of chest-x-ray results not older than 12 months. The CSPs with undocumented or expired chest x-ray results shall not be permitted to work within the CENTER's facilities. Chest x-ray retesting of positive tuberculin reactors shall be required every 12 months, or as needed if symptomatic, as determined by the CENTER.
 - 5.2.2 Rubeola (Measles), Mumps, Rubella, and Varicella Screening.
 - 5.2.2.1 Screening tests for the presence of Rubeola (Measles), Mumps, Rubella and Varicella antibodies must be performed, and individuals with non-protective titers shall be immunized.
 - 5.2.2.2 If a CSP has had screening tests for the presence of Rubeola (Measles), Mumps, Rubella, and Varicella antibodies and can obtain a statement from a physician or authorized official attesting to the fact that the CSP has protective Rubeola (Measles), Mumps, Rubella, and Varicella titers, the immunizations will not be required.

- 5.2.3 Diphtheria-Tetanus. The CSP is required to have a Diphtheria-Tetanus immunization within the past 10 years and a onetime vaccination of the Tetanus-Diphtheria-Pertussis (Tdap).
- 5.2.4 Polio. The individual is required to have a completed series of Polio vaccine, once as an adult.
- 5.2.5 The position of CSPs, operating in CENTER facilities, is considered to have potential occupational exposure to bloodborne pathogens. The CONTRACTOR shall provide hepatitis B vaccination to all CSPs, in accordance with 29 Code of Federal Regulations (CFR) Part 1910, Occupational Safety and Health Standards, Subpart Z, Toxic and Hazardous Substances, Section 1910.1030, Bloodborne Pathogens.
- 5.2.6 All CSPs are required to have an annual influenza immunization provided by the CONTRACTOR.

6. CONTRACTOR Policies and Procedures

- 6.1 **Housekeeping Procedures Manual.** The CONTRACTOR shall submit a written housekeeping procedures manual to the Contracting & Procurement Division and SIFF designee no later than ten (10) calendar days after contract award date. As necessary, the CONTRACTOR shall update/revise the Housekeeping Procedures Manual and submit the updated/revise document to the Contracting & Procurement Division and SIFF designee for review/comments before implementation.
- 6.2 **Quality Control Plan (QCP).** The QCP shall demonstrate how the CONTRACTOR intends to ensure quality performance during the contract ordering period. The CONTRACTOR shall maintain a QCP that includes performance metrics. The QCP shall describe the quality management surveillance methodology and approaches used under this contract. The final updated/revise QCP shall be incorporated into the contract by reference as a compliance document. The CONTRACTOR shall update/revise the QCP, as necessary, and submit the updated/revise QCP to the Contracting & Procurement Division and SIFF designee no later than seven (7) calendar days after completion for review/comments prior to implementation.
- 6.3 **Sexual assault.** The CONTRACTOR shall require all CSPs with knowledge of an incident of sexual assault occurring on CENTER-owned property, to include CENTER-leased property, where the CONTRACTOR is providing services under this contract, to report the incident to the CONTRACTOR who shall immediately (within twenty-four [24] hours of gaining knowledge of the incident) report the incident in writing to the SIFF designee. This reporting policy also applies to sexual assault incidents involving CENTER personnel that occur on the CONTRACTOR'S owned or leased facility under this contract. All incidents shall be reported whether they involve CONTRACTOR personnel or CENTER personnel, or other individuals, when the incidents occur on CENTER-owned property or CENTER-leased property.
- 6.4 **Sexual harassment.** The CONTRACTOR shall require all CSPs with knowledge of an incident of sexual harassment occurring on CENTER-owned property, to include CENTER-leased property, where the CONTRACTOR is providing services under this contract, to report the incident to the CONTRACTOR who shall immediately (within twenty-four [24] hours of gaining knowledge of the incident) report the incident in writing to the SIFF designee. This reporting policy also applies to sexual harassment incidents involving CENTER personnel that occur on the CONTRACTOR'S owned or leased facility under this contract. All incidents shall be reported whether they involve CONTRACTOR personnel or CENTER personnel, or other individuals, when the incidents occur on CENTER-owned property, or CENTER leased property.

7. Meeting Requirements

- 7.1 **Phase-In/Phase-Out.** *As applicable*, as a successor, the CONTRACTOR shall ensure a smooth transition with the incumbent contractor during the phase-in period.

The CONTRACTOR shall provide an orderly transition of work acceptance and accomplishment so that impact to services is minimized. As an incumbent, the CONTRACTOR shall ensure a smooth transition with the successor during the phase-out period prior to completion of contractual performance. The CONTRACTOR shall provide an orderly transition of work acceptance and accomplishment so that full control by the successor is achieved by the end of the phase-out period.

7.2 **Post Award Conference/Periodic Progress Meetings.** The CONTRACTOR agrees to attend the post award conference convened by the contracting activity or contract administration office.

7.2.1 The Sr. Director of Contracting & Procurement, Sr. Director of Security, Infrastructure, Facilities and Fleet (SIFF) and other CENTER personnel, as appropriate, may meet periodically with the CONTRACTOR to review the CONTRACTOR'S performance. At these meetings, the Sr. Director of Contracting & Procurement will apprise the CONTRACTOR of how the CENTER views the CONTRACTOR'S performance and the CONTRACTOR shall apprise the CENTER of issues/concerns, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues.

8. Reports

The CONTRACTOR shall prepare and provide to the SIFF designee those reports specified below. CONTRACTOR shall ensure all reports are submitted timely and in accordance with the requirements. Reports shall include, but not be limited to:

8.1 **Reports – Daily**

All daily reports shall be submitted at the end of each working day, to the SIFF designee, no later than 4:00 P.M. Central Standard Time (CST).

Report Name	Report Content
Facility Deficits Report	Daily written shift report identifying all needed maintenance repairs observed by housekeeping personnel. The report shall include such facility defects as broken windows, faulty light fixtures; protruding nails, broken moldings, etc. Report shall also include any emergency facility defects that were previously reported the SIFF designee verbally.

8.2 **Reports – Monthly**

All monthly reports shall be submitted no later than the 5th calendar of the month following the month being reported. Reports shall be submitted to the SIFF designee, unless otherwise noted, via email.

Report Name	Report Content	Submission POC
Person Hour Report	Written report shall include the total number of hours worked by direct labor CSPs during the previous month.	SIFF designee
Training Report	Written report of training conducted during the month being reported. Shall include: (1) dates training was conducted, (2) subjects of training, and (3) names of CSPs in attendance.	SIFF designee
Quality Control Inspection Report	Written report of CONTRACTOR inspection results and actions in process to improve quality. Shall identify the performance/cleaning level based on the inspection performed. Shall also include: (1) the type of task (machine scrub, etc.) inspected, (2) the day and shift the task was accomplished, (3) the facility location, (4) inspection date/time/result, (5) name of the inspector, and (6) action taken if applicable	SIFF designee and Sr. Director of Contracting & Procurement

8.3 **Reports – Annual**

All annual report shall be submitted in accordance with the requirements listed below:

Report Name	Report Content	Submission Date	Submission POC
Supply Usage Report	Written report shall include an itemized listing of CONTRACTOR-furnished	No later than October 31 each year	SIFF designee

	supplies consumed and the cost of the supplies for the previous twelve (12) months.		
Approved Cleaning Products List	Written list of all approved cleaning products, including Safety Data Sheets (SDS).	Upon contract award. Prior to change of any product – for CENTER approval Annually thereafter – no later than October 31 of each year.	Sr. Director of Contracting & Procurement, Sr. Director of SIFF, and SIFF Designee

8.4 Reports – As Required

CONTRACTOR shall create and maintain the following reports and have them available to the SIFF and submit them in accordance with the requirements listed below:

Report Name	Report Content	Submission Date	Submission POC
Service Call Log	Create and maintain a service/problem call log which records the date and time the call was received, the time CONTRACTOR responded to the call, location of the service/problem, description of the service/problem, and the name of the individual who called the CONTRACTOR about the service/problem.	As Requested	SIFF designee
Chemical and Chemical Dispenser Testing Log	Written log containing date of testing, results and corrective action	As Requested	SIFF designee
Contractor Staff Accident and Injury Reports.	Accident, injury and incident reports in a CENTER-designated format	Within one (1) working day of the incident	SIFF designee
Facilities Condition Report.	Updated/revised facilities condition report detailing new damage within the CENTER-furnished spaces, to include condition, components, and repair requirements, as a matter of record.	Not later than seven (7) calendar days following the discovery of new damage to CENTER property	SIFF designee

9. Deliverables

CONTRACTOR shall ensure that all deliverables are submitted to CENTER in the timeframes specified below, with all required content.

- 9.1 **Deliverables - Upon Contract Execution.** The following deliverables shall be provided the CENTER no later than ten (10) calendar days following contract award, unless otherwise indicated, for approval by CENTER'S Sr. Director of SIFF, and to the CENTER'S Sr. Director of Contracting & Procurement for incorporation by reference in the executed contract. Upon revision, as necessary, CONTRACTOR shall submit the updated deliverables to the CENTER for review.

Deliverable Name	Deliverable Content
CONTRACTOR-Furnished Supplies, Materials and Chemical Products List	List of contractor-furnished supplies, to include chemical products and applicable Safety Data Sheets (SDS). The CONTRACTOR shall not use any supplies, cleaning products, or material prior to receiving written approval of the SIFF designee.
Housekeeping	Copy of CONTRACTOR'S current written Housekeeping Procedures

Procedures Manual	Manual.
Employe Criminal History, Background Checks and E-Verify	Provide dates and disposition for criminal history, background check and E-Verify clearance for all employees proposed to render services at any CENTER location
Employee Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Training.	Training certificate completed training within thirty (30) days of assignment to CENTER location – Certificate must be provided to CENTER within five (5) calendar days of completion of the training.
Exposure Control Plan	Copy of the CONTRACTOR'S current Exposure Control Plan fully compliant with OSHA Blood borne Pathogen Standard (29 CFR 1910.1030)
Quality Control Plan	Copy of CONTRACTOR'S current Quality Control Plan

9.2 **Deliverables - Monthly**

Deliverable Name	Deliverable Content	Deliverable POC
Person Hour Report	Written report shall include the total number of hours worked by direct labor CSPs during the previous month.	SIFF designee
Training Report	Written report of training conducted during the month being reported. Shall include: (1) dates training was conducted, (2) subjects of training, and (3) names of CSPs in attendance.	SIFF designee
Quality Control Inspection Report	Written report of previous month's activities, of CONTRACTOR inspection results and actions in process to improve quality. Shall identify the performance/cleaning level based on the inspection performed. Shall also include: (1) the type of task (machine scrub, etc.) inspected, (2) the day and shift the task was accomplished, (3) the facility location, (4) inspection date/time/result, (5) name of the inspector, and (6) action taken if applicable	SIFF designee and Sr. Director of Contracting & Procurement
Work Schedules	Work schedules at <u>least thirty (30) calendar days prior to month of accomplishment</u> . Schedules shall include the date, building, time (to include completion time) and tasks. Schedules for tasks to be performed by teams (floor stripping, carpet shampooing, etc.) shall also be provided to the CENTER thirty (30) days prior to the month of accomplishment. CONTRACTOR shall submit schedule changes in writing to the CENTER at least twenty-four (24) hours in advance of beginning the work	SIFF designee
Personnel Roster	Written updated personnel/CSP roster	SIFF designee

9.3 **Deliverables - Quarterly**

Deliverable Name	Deliverable Content	Deliverable Due Date	Deliverable POC
Equipment Inventory – CHCS Badges	Perform and document inventory of CSP issued CENTER identification badges.	Quarterly – due no later than five (5) calendar days after completion; Randomly as needed or requested by CENTER	SIFF designee

9.4 Deliverables - Annual

Deliverable Name	Deliverable Content	Deliverable Due Date	Deliverable POC
Updated Cleaning Products List	Written list of chemical cleaning products and SDS for annual review and approval	No later than thirty (30) days after contract anniversary date	SIFF designee
Equipment Inventory – Contractor Equipment	Results of the inventory utilizing the CONTRACTOR'S property management control system.	Annually; No later than October 31	SIFF designee
Employee HIPAA Training	Annual retraining on HIPAA compliance Training Certificate	No later than the twelve (12) month anniversary date of the previous HIPAA training – within five (5) calendar days of completion	SIFF designee

9.5 Deliverables – As Required

Deliverable Name	Deliverable Content	Deliverable Due Date	Deliverable POC
Employee Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Training.	Completed HIPAA Training Certificate	Upon hire of any new employee assigned to provide services at any CENTER location – within five (5) calendar days of completion	SIFF designee
Employee Criminal History, Background Checks and E-Verify	Provide dates and disposition for criminal history, background check and E-Verify clearance for all employees proposed to render services at any CENTER location	Upon hire of any new employee assigned to provide services at any CENTER location.	SIFF designee
Updated Exposure Control Plan	Copy of the CONTRACTOR'S updated Exposure Control Plan fully compliant with OSHA Blood borne Pathogen Standard (29 CFR 1910.1030)	Within two (2) weeks of update completion	SIFF designee
Updated Housekeeping Procedures Manual	Copy of CONTRACTOR'S updated/revised written Housekeeping Procedures Manual.	Within two (2) weeks of update/revision completion	SIFF designee
Cleaning Product Change Requests	Written requests for changes to approved chemical cleaning products including: product literature, Safety Data Sheets (SDS), and may require samples for evaluation prior to approval.	Not later than thirty (30) days prior to implementation	SIFF designee
Updated Quality Control Plan	Copy of CONTRACTOR'S updated/revised Quality Control Plan	Not later than seven (7) calendar days after update completion	SIFF designee
Employee Health Certificate.	Copies of medical clearances and health certificates for each CSP for CENTER inspection.	As Requested	SIFF designee

III. SAFETY

1. Building Security & Key Control Management

The CONTRACTOR shall comply with CENTER'S administrative directive on physical security and key control.

- 1.1 The CONTRACTOR shall maintain the approved key control procedures for all keys issued to the CONTRACTOR by the CENTER. The CONTRACTOR shall verbally report not later than one (1) hour after discovery of any lost, stolen or duplicated keys to the SIFF designee followed by a written report within twenty-four (24) hours.
 - 1.1.1 In the event keys, other than master keys, are lost, stolen, or duplicated the CONTRACTOR shall, upon direction of the Sr. Director of Contracting & Procurement and/or the SIFF designee, reimburse the CENTER for the cost to re-key or replace the affected lock or locks. The CENTER may re-key or replace the affected lock or locks, at its option. In the event a master key is lost, stolen, or duplicated, all locks and keys for that area shall be replaced by the CENTER and the cost shall be charged to the CONTRACTOR.
 - 1.1.2 The CONTRACTOR shall prohibit the use of CENTER-issued keys by any persons other than CONTRACTOR'S CSPs. The CSPs shall unlock only the doors necessary for the cleaning function. The CONTRACTOR shall prohibit the opening of locked areas by CSPs to permit entrance of persons other than CONTRACTOR'S CSPs engaged in the performance of assigned work in those areas or personnel authorized entrance by the SIFF designee.
 - 1.1.3 All rooms or areas a CSP unlocks shall not be left unattended and unlocked during the cleaning process. The CONTRACTOR'S CSPs shall lock all doors when they finish the cleaning process. The CSPs shall report difficulty in closing and locking doors to the supervisor on duty. The supervisor on duty shall immediately report such difficulty to the SIFF designee.

2. Safety & Health Plan

The CONTRACTOR shall comply with Occupational Safety and Health Administration (OSHA) standards as a minimum level of safety and health performance and establish more stringent standards where necessary for effective CSP protection. At a minimum, the CONTRACTOR'S safety and health program shall address the following Scope of Service-specific safety and health requirements:

- 2.1 The CONTRACTOR shall maintain an Exposure Control Plan fully compliant with OSHA Blood borne Pathogen Standard (29 CFR 1910.1030) not later than thirty (30) days after contract award. A printed copy of this document shall be made available to the Contracting and Procurement Division and SIFF designee, upon request.
- 2.2 The CONTRACTOR shall comply with the OSHA Hazard Communication Standard (29 CFR 1910.1200 HCS 2012).
- 2.3 The CONTRACTOR shall comply with the National Fire Protection Association (NFPA) 101, Life Safety Code and all other applicable codes shall be considered mandatory and enforceable throughout the term of this contract. All CSPs shall participate in quarterly, or as required, fire drills when on duty.
- 2.4 The CONTRACTOR shall comply with the CENTER'S Safety Program. The CONTRACTOR shall submit accident, injury and incident reports on contractor's form. A copy of all accidents, injuries and incidents shall be submitted within one (1) working day of incident to the SIFF designee.
- 2.5 When CONTRACTOR'S CSP detects a condition that may cause injury or illness, a verbal report shall be made without delay to the immediate supervisor. The supervisor shall take immediate corrective action within thirty (30) minutes of being notified about conditions under CONTRACTOR control and immediately report all unsafe or unhealthful conditions in person to the SIFF designee within one (1) hour.

3. Emergency Management Plan

The CONTRACTOR'S key personnel shall be thoroughly familiar with the CENTER'S Emergency Management Plan. All CONTRACTOR CSPs shall be trained by the CONTRACTOR to fully understand their responsibilities relative to each emergency plan. Housekeeping services are considered "mission- essential functions" and must be performed under all circumstances. The CONTRACTOR shall be required to perform the services required by the contract and as identified by the SIFF designee to the extent allowed during all emergency situations including

but not limited to fires, accident and rescue operations, CSP strikes, other service contractors on strike, civil disturbances, natural and man-made disasters, and utility service outages.

IV. CENTER OBLIGATIONS

1. Operational Space

The CENTER will provide adequate space for the CONTRACTOR to use as supply and equipment storage. The continued use of this space by the CONTRACTOR cannot be guaranteed. The Sr. Director of Contracting & Procurement or SIFF designee may, at any time, notify the CONTRACTOR of the need to rescind the CENTER-furnished space. CENTER will provide a minimum thirty- (30-) day notice to the contractor of the rescission of CENTER-furnished space, and the CONTRACTOR is authorized to submit a request for equitable adjustment due to the change. All space designated for CONTRACTOR use shall be kept clean by the CONTRACTOR. The CENTER will not be charged for cleaning square footage provided to the CONTRACTOR for their sole use. The CONTRACTOR shall maintain CENTER-provided space to the same contract specified standards as similar areas occupied by the CENTER.

2. Facility Maintenance

The CENTER will provide maintenance and repair services for the space furnished to the contractor under this contract.

3. Refuse Service

The CENTER will furnish refuse service for the disposal of general waste and recycling waste.

4. Trash and Recycling Receptacles

The CENTER will furnish new and replacement trash and recycling receptacles when notified by the contractor for the need to replace or provide receptacles.

5. Supplies and Material

The CENTER will furnish no supplies to the CONTRACTOR above and beyond those already available at the time of award (tissue, towels, soap, and sanitizer), already in dispensers. The CONTRACTOR shall furnish all supplies and maintain an inventory of supplies in such a manner as to fulfill the requirements of this contract.

6. Access Items

The CENTER will provide the CONTRACTOR for use in connection with and under the terms of this contract the following material:

- 5.1 **CSP Identification Cards.** The CENTER will provide identification cards for CSPs.
- 5.2 **Keys.** The CENTER will furnish access keys for areas where work is to be performed. Keys will not be furnished for areas that are accessible twenty-four (24) hours a day.
- 5.3 **Key Lock Box.** The CENTER will furnish a key lock box for the purpose of maintaining the keys in a secure manner.

V. CONTRACTOR OBLIGATIONS

1. Materials

The CONTRACTOR shall furnish all supplies, materials, tools, equipment, and vehicles not furnished by the CENTER under Section V, as necessary to perform all work required under this Scope of Services. These materials shall include, but are not limited to:

- 1.1 Equipment, supplies, vehicles, and all other items shall comply with commercial industry, Federal and State occupational safety, and fire regulations/standards.
- 1.2 All consumable supplies to include but not limited to toilet tissue, paper towels, toilet seat protectors, liquid anti- bacterial hand soap, floor wax/floor stripper, cleaning/disinfecting products, urinal screens, carpet cleaners, batteries. Supplies for dispensers must be compatible with CENTER furnished dispensers and fixtures.
- 1.3 Dispensers. The CONTRACTOR will furnish all new and replacement dispensers for paper towels, toilet paper, and soap at no cost to the CENTER. The contractor shall notify the SIFF designee when dispensers require repair or replacement. The CENTER will approve dispenser prior to

purchase and/or installation by CONTRACTOR.

- 1.4 Office supply materials, such as paper products and writing materials, all other necessary office materials, and a means of making copies of documents for operational and reporting requirements.
- 1.5 Safety equipment and signs to meet all safety regulations such as, but not limited to, Wet Floors, Danger, Caution, saw horse barriers or equal, safety belts, respirators/masks, protective clothing such as safety goggles, rubber aprons, shoes, rubber gloves, cold weather gear, personal protective equipment (PPE) for standard and transmission-based precautions to include disposable gowns, gloves, mask and other items as applicable to the task/work being performed and as required by OSHA regulations.
- 1.6 An automated chemical dispenser, as applicable, appropriate to the product used and shall ensure dispensing accuracy through random testing and recording no less than monthly. The contractor shall not install automated chemical dispensers prior to receiving written approval of the SIFF designee.
- 1.7 The CSP's other than the EH and AEH, with uniforms of distinctive color and design distinguishable from CENTER employees. The uniform must display the company and employee's name. CSPs shall wear the approved uniform while performing under this contract.
- 1.8 CONTRACTOR-furnished Vehicles. The CONTRACTOR shall provide all vehicles to support the Scope of Services. All vehicles shall be registered, licensed, insured, and operated in accordance with local traffic regulations by a licensed driver. All CONTRACTOR-furnished vehicles shall be maintained in a neat, presentable, and operational condition and shall meet State safety inspection standards. Any of CONTRACTOR'S vehicles not meeting standards shall not be operated. The CONTRACTOR shall not perform vehicle maintenance or repair on CENTER property unless classified as an emergency. The CONTRACTOR shall have a sign prominently displayed on the right and left side of contractor furnished vehicles with the CONTRACOTR'S company name and telephone number.

2. CONTRACTOR-Provided Supplies and Materials Standards

The CONTRACTOR shall not use any supplies, cleaning products, or material prior to receiving written approval of the SIFF designee. The CONTRACTOR shall submit written requests for changes to approved chemical cleaning products to the SIFF designee no later than thirty (30) days prior to implementation. The written request shall include product literature, SDS, and may require samples for evaluation prior to approval.

- 2.1 The CONTRACTOR shall use only hospital grade disinfectants registered with the EPA.
- 2.2 CONTRACTOR-furnished cleaning products shall meet Green Seal Product Standard GS-37 (<http://www.greenseal.org>). The CONTRACTOR shall use these products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the CENTER.
- 2.3 CONTRACTOR-furnished floor-care products shall meet Green Seal Product Standard GS-40 (<http://www.greenseal.org>). The CONTRACTOR shall use these products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the CENTER Numerous types of resilient and non-resilient floors exist. Each requires the choice of maintenance products specifically matched to manufacturer's guidelines, the floor's characteristics, and the job at hand (stripping, sealing, finishing or cleaning).
- 2.4 Paper products that meet Green Seal Product Standard GS-1 (<http://www.greenseal.org>). The CONTRACTOR shall use these products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the CENTER.
- 2.5 Clear (see-through) waste liners for collection of all general waste. Various sized liners will be required for insertion into waste containers. Products certified by Green Seal or EcoLogo - Environmental Choice are desired. The CONTRACTOR shall use these products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality of their intended purpose.

3. CONTRACOTR'S Service Standards

The CONTRACTOR shall ensure that the following minimum standards of service are met:

- 3.1 **Service Call.** The CONTRACTOR shall establish a means to receive telephonic and/or electronic requests for services. The CONTRACTOR shall provide emergency and service call response when requested by the SIFF designee.
- 3.2 **Response Times.** The CONTRACTOR shall respond within fifteen (15) minutes of notification by the SIFF designee when an emergent condition exists within a facility. The CONTRACTOR shall respond to requirements for additional CSPs within one (1) hour of notification by the SIFF designee. Response time for a CSP to arrive at the location shall be within fifteen (15) minutes of notification by CONTRACTOR Key Personnel. The CSP shall respond with appropriate cleaning equipment and supplies and begin work; work shall be pursued continuously until completion.
- 3.3 **Handling of CENTER equipment.** The CONTRACTOR shall not unplug government equipment. The CONTRACTOR shall not move, clean, or otherwise handle any unique medical equipment. Refrigeration units used for storage of medical supplies shall not be cleaned, moved or unplugged. The CONTRACTOR shall not move modular furniture assemblies or heavy equipment over fifty (50) pounds while executing duties.
- 3.4 The CONTRACTOR shall not use steel wool, abrasive metal cleaners, or any other cleaning materials or supplies which could cause damage to CENTER property.
- 3.5 The CONTRACTOR shall not use fragranced cleaning products or fragrance-emitting devices to include urinal blocks.
- 3.6 The CONTRACTOR shall follow manufacture's recommendations for product use and application.
- 3.7 The CONTRACTOR shall ensure that each chemical container is conspicuously marked with a label in accordance with OSHA CFR Standards. The CONTRACTOR shall maintain SDS for all chemical products used. The CONTRACTOR shall keep copies of all SDS in the housekeeping office, all housekeeping closets, and on each housekeeping cart.
- 3.8 Laundering of mop heads/cleaning cloths: The CONTRACTOR shall clean mop heads, dust mops and cleaning cloths. The CONTRACTOR shall not clean mop heads, dust mops or cleaning clothes in CENTER facilities. Mop heads/cleaning cloths shall be cleaned in accordance with commercial laundry standards.

4. CONTRACTOR-Furnished Equipment Standards

The CONTRACTOR shall ensure that the following minimum equipment standards are met:

- 4.1 CONTRACTOR'S equipment shall be compatible with existing sources of CENTER-furnished electrical power and be in compliance with UL and NFPA requirements.
- 4.2 **Equipment Sanitation.** The CONTRACTOR shall ensure all original and replacement equipment introduced into CENTER facilities shall be in proper working order, as specified by the equipment manufacturer, and shall be cleaned with a disinfectant detergent and free of soil prior to introduction into CENTER facilities.
- 4.3 **Sole Use Equipment.** The CONTRACTOR shall dedicate carts, cleaning tools, vacuums and floor machines to each CENTER facility. All such items assigned shall be plainly marked with the area's designation. These markings shall be permanent, such as paint or a metal tag. All equipment removed from a designated Sole Use Equipment area shall be cleaned with a disinfectant detergent prior to its removal from and re-introduction into a new area.
- 4.4 **Electrical Equipment.** The CONTRACTOR shall ensure that energy-consuming products are energy efficient products (i.e., ENERGY STAR products or FEMP-designated products). The CONTRACTOR shall ensure that all CONTRACTOR-owned electrically operated equipment is equipped with hospital quiet-type motors, third-wired grounded, and equipped with an appropriate length of UL-approved three conductor cord. The cord shall be permanently attached to the machine. Extension cords are prohibited.

- 4.5 **Safety and Inspections.** The CONTRACTOR'S equipment shall be in good repair and shall comply with all federal safety standards for nonclinical electrical equipment. Equipment is to be visually inspected for such flaws as loose wires and switches, cracks in wiring, exposed wiring, loose prongs, missing ground prongs, etc. Any equipment that the SIFF designee considers in disrepair or unsafe shall be removed from CENTER facilities and replaced with equivalent equipment that is in good repair and meets the specifications contained herein. The CONTRACTOR shall inspect all electrical equipment at least annually and after maintenance work is performed. The CONTRACTOR shall maintain documentation of these inspections. An inspection sticker or other means of visible external identification that the inspection has been performed shall be affixed to each piece of electrical equipment used in CENTER facilities. Records and equipment are subject to CENTER inspection at any time.
- 4.6 **Storage.** The CONTRACTOR shall store equipment, material and supplies in designated areas when not in use. These areas shall be cleaned to the standards applying to highest serviced type in that area.
- 4.7 The CONTRACTOR shall not transport supplies and equipment in trash carts, mop buckets, etc. All materials not immediately used shall be properly stored and secured.
- 4.8 The CONTRACTOR shall ensure that all wheeled and movable equipment shall be equipped with protective non-marking wheels and rubber bumpers or guards around the entire perimeter. No part of the equipment (except fixed handles) shall protrude beyond the rubber bumpers.
- 4.9 The CONTRACTOR'S housekeeping carts shall be constructed of a non-porous material, have a low platform for mop buckets, mop wringer, and other gear with compartments for tools and cleaning supplies, and a trash collection device. Housekeeping carts shall be lockable and shall be kept locked to prevent entry by unauthorized personnel and patients.
- 4.10 **Vacuum Cleaners.** The CONTRACTOR-provided vacuum cleaners shall have hepa-filters and a decibel rating at or below 70dBA. Vacuum cleaners must meet, at a minimum, the Carpet and Rug Institute Green Label Plus Program requirements. Vacuum filters used shall be cleaned weekly or sooner if needed.
- 4.11 Carpet extraction equipment and or carpet cleaners must meet at a minimum, the Carpet and Rug Institute's Bronze Seal of Approval.
- 4.12 Powered floor maintenance equipment, including electric and battery-powered floor buffers and burnishes, shall be equipped with vacuums, guards and/or other devices for capturing fine particulates and shall operate with a sound level less than 70dBA.
- 4.13 Automated scrubbing machines shall be equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids.
- 4.14 The CONTRACTOR shall furnish communication devices (i.e. cell phones) in sufficient quantity to ensure contact capability for required services. Quantity of devices (cell phones/pagers) will be determined by the CONTRACTOR must be sufficient to meet the Scope of Services requirements.
- 4.15 The CONTRACTOR shall furnish refuse and recycle collection transport carts for the collection and transporting of refuse waste and recycle material.

5. Facility Defects

- 5.1 The CONTRACTOR shall report non-emergency facility defects (dripping faucet, loose window screen, graffiti, etc.) in writing to the SIFF designee by the end of the work shift.
- 5.2 Emergency facility defects (broken water pipes, gas leaks, etc.) shall be report verbally to the SIFF designee within 5 minutes after discovery to facilitate repair and shall be reported to the SIFF designee in writing by the end of the work shift.

6. Specific Tasks and Standards for Cleaning

The CONTRACTOR shall perform housekeeping services in accordance with the AHE Practice Guidance for Healthcare Environmental Cleaning. The CONTRACTOR shall respond to service calls within ten (10) minutes or

less from notification. CONTRACTOR shall ensure that all CSPs comply with the following standards and complete all tasks as outlined below. Areas shall conform with the applicable quality standards in the AHE Practice Guidance for Healthcare Environmental Cleaning and this Scope of Services. Timeliness of response shall be met during and after normal operating hours.

6.1 Restrooms, Showers, and Locker Rooms

- 6.1.1 The CONTRACTOR shall perform restroom/shower/locker room cleaning and stocking of restroom supplies to include paper towels, toilet paper, and hand soap. The CONTRACTOR shall respond to service requests within ten (10) minutes or less from notification. The CONTRACTOR shall perform steadfast policing of all public restrooms.
- 6.1.2 Restroom/locker rooms shall meet the quality standards of this Scope of Services during all operating hours.
- 6.1.3 Toilet bowls and urinals shall be free of streaks, stains, scale, scum, urine deposits, rust stains and odors.
- 6.1.4 Wash basins and utility sinks shall be free of streaks, stains, mineral deposits, scum, rust stains, soap deposits, and odors.
- 6.1.5 Stall partitions, doors, and walls shall be free of all stains, graffiti, and spots.
- 6.1.6 Bath enclosures and shower walls including shower curtains and shower floors shall be free of soil, streaks, mineral deposits, and soap deposits.
- 6.1.7 Plumbing pipes, fixtures, faucets, and metal ware shall be clean, bright and free of soap, dust, and dirt.
- 6.1.8 Steadfast policing of restroom/locker room shall be performed during all operating hours.
- 6.1.9 Restroom/locker rooms shall be adequately stocked at all times.

6.2 Interior Common Areas, Lobbies, Waiting Areas, Dining Rooms, Fitness Areas, Vestibules, Hallways, and Stairwells

- 6.2.1 The CONTRACTOR shall clean all interior common areas, lobbies, waiting areas, dining room, fitness centers, vestibule, hallways, and stairwells in accordance with the AHE Practice Guidance for Healthcare Environmental Cleaning.
- 6.2.2 The CONTRACTOR shall perform steadfast policing of all common area spaces. The CONTRACTOR shall respond to service requests within fifteen (15) minutes or less from notification.

6.3 Exterior Areas

- 6.3.1 The CONTRACTOR shall clean exterior building entrance/exit areas, canopies, lights, stairways, and sidewalks to a distance of 25FT at all facilities covered by this contract. Mats and runners shall be properly cleaned according to their composition.
- 6.3.2 All areas shall present a clean appearance, free of litter, dirt, trash, cigarette butts, debris, and discarded items. There shall be no obvious signs of liquid spillages, stains, or foreign matter on concrete, brick, or other hard surfaces. All canopies and anything affixed to or included in the surfaces of canopies shall be free of all dirt, dust, cobwebs, nests, bird excrement, trash, and debris. Handrails shall be free of dust, grit, dirt, chewing gum, and cobwebs. Mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture shall be removed from the area underneath mats and runners before they are returned to their normal location. All containers shall be emptied and cleaned leaving them free from dust, ash, foreign matter and cigarette butts.

6.4 Elevators

- 6.4.1 The CONTRACTOR shall clean all interior surfaces of passenger and service elevators.
- 6.4.2 Elevators shall be maintained at all times in a clean state. Metal surfaces shall be cleaned and polished to present a streak-free appearance. Tracks shall be free of dust, debris, and soil. Vents and grills shall be free of soil, dust, and lint. Telephones shall be free of soil, smudges and dust. Floors shall have a uniform glossy appearance and be free of scuffmarks, heel marks streaks, swirl marks, spills, or any evidence of dust, soil, stains, and debris or standing water. All grease, soil, and grime shall be removed from baseboards. All marks, dirt, smudges, scuffs, and other foreign matter shall be removed from adjoining walls. Light fixtures shall be free of dust, dead insects and dirt.

6.5 Floor Cleaning

- 6.5.1 The complete floor, including all edges, corners, baseboards, under floor mats and main floor spaces shall be free of dirt, trash, scuff marks and foreign matter and have a uniform, shiny appearance. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Floor cleaning shall be performed in a way that prevents medical staff and patients from crossing wet floors. Special precautions shall be taken to prevent any hazards to consumers or staff from a wash/vacuum machine used in corridors, lobbies and entrances. The frequency of stripping and/or refinishing shall be such as to maintain the hard-surface floors in a clean state, free of buildup, dirt or black marking and with a gloss acceptable to the CENTER.
- 6.5.2 Carpeted floor including all edges and corners shall be free of all-visible litter, paper, gum, spots, stains and soil. Spots shall be removed using carpet manufacturer's approved methods. All tears, burns, and raveling shall be reported to the SIFF designee. The frequency of bonneting and extracting of carpets shall be such as to maintain the carpets in a clean state, free of soiled areas, acceptable to the CENTER.
- 6.5.3 **Walk-Off Mats and Runners.** Mats and runners free of all visible lint, litter, soil and other foreign matter. No soil or moisture underneath the mats and runners.

6.6 Walls and Doors

- 6.6.1 All wall surfaces, including skirting, shall be visibly clean, free of dust, grit, lint, soil, cobwebs, graffiti and marks caused by furniture, equipment or staff. Light switches, outlets, data points shall be visibly clean, free of dust, dirt, tape, fingerprints and other marks.
- 6.6.2 Doors shall be free of dust, marks, smudges, and graffiti. Door glass and side glass panels shall be free of dust, smudges, tape, posters, streaks, and water spots on both sides. Metal push and kick plates, and door hardware shall present a clean appearance with a uniform luster. Door tracks and door jambs shall be free of grit and other debris.

6.7 Ceilings and Light Fixtures

- 6.7.1 Ceiling areas shall be free from dust, cobwebs/spider webs and other debris. Clean light fixtures shall be free of all soil, stains, dead insects, deposits, and cleaning marks both inside and out.

6.8 Register/Diffusers/Grill Covers

- 6.8.1 Register/Diffusers/Grill Covers shall be free of dust, film, cobwebs, and lint.

6.9 Glass and Mirrors

- 6.9.1 All interior glass surfaces, including all windows and mirrors shall be maintained clean, free of traces of film/streaks, dirt, smudges, water, or other foreign matter.
- 6.9.2 All exterior windows and screens shall be cleaned, at a minimum of twice annually. The cleaning schedule shall be coordinated thirty (30) days in advance of start date.

6.10 Curtains and Blinds.

6.10.1 Blinds, curtains, and shades, including their cords, tapes, and corniced housings shall be free of all dust, soil, lint, stains, and cobwebs. Blinds and coverings that are not operating properly shall be reported to the SIFF designee for repair.

6.11 Drinking Water Fountains

6.11.1 Drinking water fountains, including the drinking spout, shall be free of deposits stains, smudges, scale, mineral build-up and debris. All metal surfaces shall have a uniformly bright finish.

6.12 Surfaces

6.12.1 All horizontal and vertical surfaces from floor to ceiling (including corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door frames, kick plates, etc.), unless expressly exempted, shall be free of dust, lint, smudges, streaks, spots, hand marks, oil, dirt, soil substances, encrustation, and any foreign matter and present a clean appearance. Cabinets and desks with papers, computers, and keyboards are exempted. All wheel casters, bottoms of chairs, and beds frames shall be free from dust and soil.

6.13 Furniture

6.13.1 All furniture shall be free of dust, dirt, spillages, stains, and spots.

6.14 Trash Removal/Trash Receptacles

6.14.1 The inside and outside of all trash receptacles shall be visibly clean and free of soil, stains, streaks, and handprints.

6.14.2 Trash receptacles shall be lined with serviceable, properly fitting, and appropriately color plastic trash liner.

6.14.3 Trash shall not remain in trash receptacles for more than one (1) workday nor exceed the capacity of the receptacle. No debris shall be present on the ground/floor in the immediate vicinity of receptacles.

6.15 Artificial Plants

6.15.1 Artificial plants and containers shall be free of dust and any foreign material or debris.

6.16 Recyclable Materials Collection

6.16.1 Recycle waste shall be collected from all facilities on a schedule that ensures recycle waste shall not remain at the generation site for more than one (1) workday.

6.16.2 CONTRACTOR staff shall be responsible for breakdown of all cardboard and ensuring recycles are packaged properly.

Exhibit A - Summary of Buildings/Type of Service/Hours of Operation

Type I Facilities				
Address	Square Footage	Hours of Operation	Service Frequency	Notes
CHCS All Locations – Hand Sanitizer	-	-	Replenish as needed	
1007 Paulsun	1,000	Mon-Fri, 0800-1730	Daily, Tues & Fri	
104 Story Lane	5,458	Mon-Fri, 0800-1730	Daily, Mon-Fri	
227 W. Drexel - Building A	12,840	24/7	Daily, Mon-Sun	
227 W. Drexel - Building B	5,038	Mon-Fri, 0700-1600	Daily, Mon-Fri	
227 W. Drexel - Building D	13,958	Mon-Fri, 0800-1730	Daily, Mon-Fri	
315 San Saba	-	Mon-Fri, 0800-1730	Daily, Mon-Fri	Provide and stock paper products only
2039 E. Houston	2,976	Mon-Fri, 0800-1730	Daily, Mon-Fri	
2829 Babcock	-	Mon-Fri, 0800-1730	Daily, Mon-Fri	Provide and stock paper products only
2711 Palo Alto	23,320	Mon-Fri, 0800-1730	Daily, Mon-Fri	
5802 S. Presa	4,804	Mon-Fri, 0800-1730	Daily, Mon-Fri	
601 N. Frio - Building I	22,424	24/7	24/7/365	Vendor shall have adequate staffing on-site 24/7 to continuously perform the contract taskings to the standards outlined in the Scope of Services
601 N. Frio - Building II	16,354	Mon-Fri, 0800-1730	Daily Mon-Fri	
601 N. Frio - Building II (Primary Care)	5,320	Mon-Fri, 0700 - 1500	Daily, Mon-Fri	
6812 Bandera - Suite 102	15,765	Mon-Fri, 0800-1730	Daily, Mon-Fri	
6812 Bandera - Suite 113	1,847	Mon-Fri, 0800-1730	Daily, Mon-Fri	
711 E. Josephine	28,797	24/7	Daily, Mon-Sun	
7137 W. Military	4,294	24/7	Daily, Mon-Sun	Vendor shall make every effort to ensure that only female janitorial staff performs cleaning at this location.
8155 Lone Shadow Trail	5,484	Mon-Fri, 0800-1730	Daily, Mon-Fri	
928 W. Commerce	45,000	Mon-Fri, 0800-1730	Daily, Mon-Fri	First and Second Floors
Haven 4 Hope – PCY Clinic	Not Available	Mon-Fri, 0800-1730	Daily, Mon-Fri	
Haven 4 Hope – ITP Dorms	13,143	24/7	Mon, Wed, Fri	
Total Sq. Ft.	227,822			

Type II Facilities				
Address	Square Footage	Hours of Operation	Service Frequency	Notes
2927 Eisenhower	3,348	24/7	Daily, Mon-Sun	Vendor shall perform & complete contract taskings between the hours of 0900-1500.
7622 Linkside	2,790	24/7	Daily, Mon-Sun	Vendor shall perform & complete contract taskings between the hours of 0900-1500.
Total Sq. Ft.	10,477			

****Note: All contract taskings shall be performed after facility has closed for business and shall be completed prior to opening for business the following day, unless specified otherwise. No Type I facility will be cleaned on weekends or Holidays, unless specified otherwise****

Exhibit B - Tasking Frequencies

Task Frequencies - Type I Facilities			
Common / Lobbies		Restrooms & Showers	
Task	Frequency	Task	Frequency
Remove Trash / Recyclables	D	Service Restrooms	D
Sweep / Dust Mop	D	Toilet bowls, urinals, showers, mirrors	D
Damp Mop	D	Tile & Grout Cleaning	M
Spray Buff	W	Remove Trash	D
Strip, Wax, Buff	SA	Clean Walls and Partitions	D
Vacuum	D		
Shampoo	Q	Offices / Admin Areas	
Water Fountains	D	Task	Frequency
Low Dusting	D	Remove Trash / Recyclables	D
High Dusting	M	Sweep / Dust Mop	D
Glass	D	Damp Mop	D
Walk-Off Mats / Rugs	D	Spray Buff	W
Elevators	D	Strip, Wax, Buff	SA
		Vacuum	D
		Shampoo	Q
		Low Dusting	D
		High Dusting	M
		Glass	W
Consumer Rooms/Treatment Areas		Exterior	
Task	Frequency	Task	Frequency
Remove Trash / Recyclables	D	Remove Trash / Recyclables	D
Sweep / Dust Mop	D	Entrance Glass Doors	D
Damp Mop	D		
Spray Buff	W	Windows	
Strip, Wax, Buff	SA	Task	Frequency
Vacuum	D	Interior Windows	M
Shampoo	Q	Exterior Windows	Q
Low Dusting	D		
High Dusting	M		
Glass	W		
Legend			
D - Daily, W - Weekly, M - Monthly, Q - Quarterly, A - Annually, SA - Semi Annually			

Task Frequencies - Type II Facilities			
Common Areas		Restrooms & Showers	
Task	Frequency	Task	Frequency
Remove Trash / Recyclables	D	Service Restrooms	D
Sweep / Dust Mop	D	Toilet bowls, urinals, showers, mirrors	D
Damp Mop	D	Tile & Grout Cleaning	M
Spray Buff	W	Remove Trash	D
Strip, Wax, Buff	SA	Clean Walls and Partitions	D
Vacuum	D		
Shampoo Carpet	Q	Staff Office	
Low Dusting	D	Task	Frequency
High Dusting	M	Remove Trash / Recyclables	D
		Sweep / Dust Mop	D
		Damp Mop	D
Consumer Bedrooms		Spray Buff	W
Task	Frequency	Strip, Wax, Buff	SA
Remove Trash / Recyclables	D	Vacuum	D
Sweep / Dust Mop	D	Shampoo Carpet	Q
Damp Mop	D	Low Dusting	D
Spray Buff	W	High Dusting	M
Strip, Wax, Buff	SA		
Vacuum	D	Exterior	
Shampoo Carpet	Q	Task	Frequency
Low Dusting	D	Remove Trash / Recyclables	D
High Dusting	M	Entrance Glass Doors	D
Windows			
Task	Frequency		
Interior Windows	M		
Exterior Windows	Q		
Legend			
D - Daily, W - Weekly, M - Monthly, Q - Quarterly, A - Annually, SA - Semi Annually			

005 - ASSURANCES

The Proposer assures the following (signature required):

1. That all addenda and attachments to the RFP as distributed by CENTER have been received.
2. No attempt will be made by the Proposer to induce any person or firm to submit or not to submit a Proposal, unless so described in the RFP document.
3. The Proposer does not discriminate in its services or employment practices on the basis of race, color, religion, sex, sexual orientation, national origin, disability, veteran status, or age.
4. That no employee of CENTER or Health and Human Services Commission ("HHSC") and no member of CENTER'S Board of Trustees will directly or indirectly receive any pecuniary interest from an award of the proposed contract. If the Proposer is unable to make the affirmation, then the Proposal must disclose any knowledge of such interests.
5. Proposer accepts the terms, conditions, criteria, and requirements set forth in the RFP.
6. Proposer accepts CENTER'S right to cancel the RFP at any time prior to contract award.
7. Proposer accepts CENTER'S right to alter the timetables for procurement as set forth in the RFP.
8. The Proposal submitted by the Proposer has been arrived at independently without consultation, communication, or agreement with another party for the purpose of restricting competition.
9. Unless otherwise required by law, the information in the Proposal submitted by the Proposer has not been knowingly disclosed by the Proposer to any other Proposer prior to the notice of intent to award.
10. No claim will be made to CENTER for payment to cover costs incurred in the preparation of the submission of the Proposal or any other associated costs.
11. CENTER has the right to complete background checks and to verify information submitted by a Proposer.
12. The individual signing this document and the contract is authorized to legally bind the Proposer.
13. The address submitted by the Proposer to be used for all notices sent by CENTER is current and correct.
14. All cost and pricing information is reflected in the Proposal documents or attachments.
15. That the Proposer is not currently held in abeyance or barred from the award of a federal or state contract.
16. That the Proposer is not currently delinquent in its payments of any franchise tax or state tax owed to the state of Texas, pursuant to Texas Tax Code, Title 2, Subchapter F, Chapter 171, Subchapter H and Title 34 of the Texas Administrative Code, Part 1 Chapter 3, Subchapters A and F.
17. Proposer shall disclose whether any of the directors or personnel of Proposer has either been an employee or a trustee of CENTER within the past two (2) years preceding the date of submission of the Proposal. This requirement applies to all personnel, whether or not identified as key personnel. If such employment has existed, or term of office served as trustee, the Proposer shall state in an attached writing the nature and time of the affiliations as defined.
18. Proposer shall identify in an attached writing any trustee or employee of CENTER who has a financial interest in Proposer or who is related within the second degree by consanguinity or affinity to a person having such financial interest. Such disclosure shall include a complete statement of the nature of such financial interest and the relationship, if applicable. Moreover, Proposer shall state in an attached writing whether any of its directors or personnel knowingly has had a personal relationship with employees or officers of CENTER within the past two (2) years that may interfere with fair competition.
19. No current or former employee or officer of a federal, state, or local governmental agency, and/or the CENTER directly or indirectly aided or attempted to aid in the procurement of Proposer's services.
20. Proposer shall disclose in an attached writing the name of every CENTER key person with whom Proposer is doing business or has done business during the 365 day period immediately prior to the date on which the Proposal is due; failure to include such a disclosure will be a binding representation by Proposer that the natural person executing the Proposal has no knowledge of any CENTER key persons with whom Proposer is doing business or has done business during the 365 day period prior to the immediate date on which the Proposal is due.
21. Under Section 231.006 of the Texas Family Code, the vendor or Proposer certifies that the individual or business entity named in this Proposal is not ineligible to receive the specified grant, loan, or payment and acknowledges that this contract may be terminated and payment may be withheld if this certification is inaccurate.
22. Proposer has no conflict of interest and meets the standards of conduct requirements pursuant to Texas Administrative Code Section 412.54(c).
23. That all information provided in the Proposal is true and correct.

Company Name: _____

Contact Person: _____

Address: _____

Telephone: _____

Signature: _____

Printed Name of Signing Authority

Date

006 - TERM OF CONTRACT

The anticipated term for a contract awarded in response to this RFP is three (3) years. The Center shall have the option to renew under the same terms and conditions for up to two (2) additional one (1) year extensions. All renewals shall be in writing and signed by President/CEO, or their designee, after approval by the Center's Board of Trustees. The Center may terminate a contract at any time if funds are restricted, withdrawn, not approved or for unsatisfactory service.

007 - PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference will be held at the Center for Health Care Services, located at 6800 Park Ten Blvd. Suite 200-S, 2nd Floor, San Antonio, Texas 78213 at 3:00 P.M. Central Standard Time (CST), on May 14, 2024.

This meeting place is accessible to disabled persons. The Center for Health Care Services is wheelchair accessible. The accessible entrance is located at 6800 Park Ten Blvd. Suite 200-S. Accessible parking spaces are located at 6800 Park Ten Blvd. Suite 200-S. Respondents that are unable to attend in person may participate by Conference Call. Respondents may call the toll-free number listed below and enter access code to participate the day of the conference.

Dial-In Toll Telephone Number: 210-714-4201

Dial-In Toll-Free Telephone Number: 1-800-717-4201

Access Code: 18015 #

Bidders are encouraged to prepare and submit their questions in writing in advance of the Pre-Submittal Conference in order to expedite the proceedings.

Respondents may submit their Questions pertaining to this RFB to Chelsey Turner, Contract Administrator, by email to CTurner@chcsbc.org, please carbon copy Contracts@chcsbc.org, before May 20, 2024 at 12:00 p.m Central Standard Time (CST). Please refrain from contacting the Center's Board of Trustees members during the search process and direct all inquiries to the contact person listed above. Only those written questions received prior to the May 20, 2024, 12:00 p.m. CST deadline will be addressed.

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on the Center. Only written responses shall be official and all other forms of communication with any officer, employee or agent of the Center shall not be binding on the Center. Respondents are encouraged to resubmit their questions in writing, to the Center Staff person identified in the Restrictions on Communication section, after the conclusion of the Pre-Submittal Conference.

008 - PROPOSAL REQUIREMENTS

Respondent's Proposal shall include the following items in the following sequence, noted with the appropriate heading as indicated below. Submitted proposals should include information in sufficient detail to address the respondent's ability to perform the services being requested and provide the Center with enough information to properly evaluate proposals.

Respondents must submit a hard copy proposal. Submit one original, signed in ink and five (5) copies of the proposal and one USB containing a copy of the entire proposal in either Microsoft Word or PDF format.

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EXECUTIVE SUMMARY. The summary shall include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service and unique problems perceived by Respondent and their solutions.

GENERAL INFORMATION FORM. Use the Form found in this RFP as Attachment A, Part One.

EXPERIENCE, BACKGROUND & QUALIFICATIONS. Use the Form found in this RFP as Attachment A, Part Two.

PROPOSED PLAN. Use the Form found in this RFP as Attachment A, Part Three.

PRICING SCHEDULE. Use the Pricing Schedule that is found in this RFP as Attachment B.

PROOF OF INSURABILITY. Respondent shall submit a copy of their current insurance certificate.

SIGNATURE PAGE. Respondent must complete, sign and submit the Signature Page found in this RFP as Attachment C. The Signature Page must be signed by a person, or persons, authorized to bind the entity, or entities, submitting the proposal. Proposals signed by a person other than an officer of a corporate respondent or partner of partnership respondent shall be accompanied by evidence of authority.

PROPOSAL CHECKLIST. Complete and submit the Proposal Checklist found in this RFP as Attachment D.

Respondent is expected to examine this RFP carefully, understand the terms and conditions for providing the services listed herein and respond completely. FAILURE TO COMPLETE AND PROVIDE ANY OF THESE PROPOSAL REQUIREMENTS MAY RESULT IN THE RESPONDENT'S PROPOSAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

The Contractor shall, at its own expense, conduct criminal background checks on all personnel and subcontractors assigned to provide services on CENTER property. The background checks must satisfy the requirements of the CENTER's licensing and regulatory agencies. Proof that such checks have been conducted will be provided by the Contractor to the CENTER upon request.

The Proposer must indicate whether or not it will be subcontracting portion(s) of services contained in this RFP's Scope of Services. If so, indicate the name of the subcontractor and the portion of the work, which will be subcontracted. Provide the subcontractor's qualifications that meet the requirements of the Scope of Services. The CENTER reserves the right to refuse the selection of any subcontractor(s) by Contractor for reasonable cause.

Invoices shall be issued on a time and material basis for services rendered. The CENTER will pay invoices within 30 days of receipt (commercial credit) only after services have been performed. The Contractor shall invoice each facility separately with individual invoices to include credits (if any) in the same invoice. The CENTER is a tax exempt entity.

009 - SUBMISSION OF PROPOSAL

Please complete all questions in the order that they are presented in this Request for Proposal ("RFP"). Include all questions and question numbers in your responses. Any additional comments or information may be provided at the end of your answers to all proposal questions. If a question does not apply to the Proposer, simply and clearly document "N/A". Scoring and evaluation is based on completed questions. Unanswered questions will be considered omissions. The CENTER reserves the right to review only completed Proposals. The Center reserves the right to hold subsequent face to face or telephone interviews for clarification and/or negotiation purposes. Interviews will not be solicited for the purpose of completing incomplete Proposals. Multiple omissions and/or incomplete responses may result in disqualification.

Instructions for Submitting Proposals

Respondent shall submit one (1) original, signed in ink, five (5) hard copies and one (1) USB drive which contains the Proposal in either Microsoft Word or PDF format in a sealed package clearly marked with the project name, "**Janitorial Services, RFP 2024-022**" on the front of the package by no later than 12:00 P.M. Central Standard Time (CST), on June 10, 2024. Responses may be delivered by regular mail, special carrier, or hand delivery to the Center's administrative offices at 6800 Park Ten Blvd. Suite 200-S, San Antonio, Texas, 78213. **Untimely proposals will be rejected and/or returned unopened. Proposals may be withdrawn at any time prior to actual contract award.** Submission of bids by telephone, facsimile transmission or e-mail will not be accepted. The Center reserves the right to reject any and all proposals, to waive technicalities, and to accept any advantages deemed beneficial to the Center and its consumers. It is the Center's intent to evaluate proposals, and/or services in order to achieve the best value for Center employees and operations. Interviews or site visits may be conducted to further evaluate competitive proposals, and to select one or more proposals as finalists for consideration for award of a contract. Each firm which submits a complete proposal but is not awarded a contract will be notified in writing that the proposal is no longer being considered. Any information contained in the proposal that is deemed to be proprietary in nature must clearly be so designated in the proposal. Such information may be subject to disclosure under the Public Information Act on opinions from the Texas Attorney General's office.

Modified Proposals. Proposals may be modified provided such modifications are received prior to the due date for submission of proposals and submitted in the same manner as original proposal. For hard copy proposals, provide a cover letter with the proposal, indicating it is a modified proposal and that the Original proposal is being withdrawn.

Correct Legal Name. Respondents who submit proposals to this RFP shall correctly state the true and correct name of the individual, proprietorship, corporation, and /or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). No nicknames, abbreviations (unless part of the legal title), shortened or short-hand, or local "handles" will be accepted in lieu of the full, true and correct legal name of the entity. These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include the 11-digit Comptroller's Taxpayer Number on the General Information form found in this RFP as Attachment A.

If an entity is found to have incorrectly or incompletely stated its name or failed to fully reveal its identity on the General Information form, the Senior Director of Contracting & Procurement shall have the discretion, at any point in the contracting process, to suspend consideration of the proposal.

Firm Offer. All provisions in Respondent's proposal, including any estimated or projected costs, shall remain valid for one hundred and twenty (120) days following the deadline date for submissions or, if a proposal is accepted, throughout the entire term of the contract.

Confidential or Proprietary Information. The entire response to this Request for Proposal shall be subject to disclosure under the Texas Public Information Act, Chapter 552 of the Texas Government Code. If the applicant believes information contained therein is legally excepted from disclosure under the Texas Public Information Act, the applicant should conspicuously (via bolding, highlighting and/or enlarged font) mark those portions of its response as confidential or proprietary and submit such information under seal. Such information may still be subject to disclosure under the Public Information Act depending on determinations of the Texas the Attorney General's office.

Cost of Proposal. Any cost or expense incurred by the Respondent that is associated with the preparation of the Proposal, the Pre-Submittal conference, if any, or during any phase of the selection process, shall be borne solely by Respondent.

010 - RESTRICTIONS ON COMMUNICATION

Respondents are prohibited from communicating with: 1) Center Board of Trustees regarding the RFP or proposals from the time the RFP has been released until the contract is posted as an agenda item; and 2) Center employees from the time the RFP has been released until the contract is awarded. These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFP and/or proposal submitted by Respondent. Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

Exceptions to the Restrictions on Communication with Center employees include:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until 12:00 PM, Central Standard Time, May 20, 2024. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail to:

Chelsey Turner
Contract Administrator
Center for Health Care Services
CTurner@chcsbc.org (Carbon Copy Contracts@chcsbc.org)

Questions submitted and the Center's responses will be posted with this solicitation to the Center's website.

Center reserves the right to contact any Respondent to negotiate if such is deemed desirable by Center. Such negotiations, initiated by Center staff persons, shall not be considered a violation by Respondent of this section.

011 - EVALUATION OF CRITERIA

The Center will conduct a comprehensive, fair and impartial evaluation of all Proposals received in response to this RFP. The Center may appoint a selection committee to perform the evaluation. Each Proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated may include the items listed below. The Center may also request additional information from Respondents at any time prior to final approval of a selected Respondent. The Center reserves the right to select one, or more, or none of the Respondents to provide services. Final

approval of a selected Respondent is subject to the action of the Center for Health Care Services Center's Board of Trustees. It should be understood that while the total score is a significant factor, the CENTER reserves the right to consider other factors in making a final selection.

Evaluation criteria:

Experience, Background, Qualifications (30 points)

Proposed Plan (40 points)

Price Schedule (25 points)

Certified Small Business Enterprise, Minority/Women Owned Business Enterprise, Historically Underutilized Business or Veteran Owned Business Enterprise (1 point each; up to 5 points)

012 - AWARD OF CONTRACT AND RESERVATION OF RIGHTS

The Center reserves the right to award one, more than one or no contract(s) in response to this RFP.

The Contract, if awarded, will be awarded to the Respondent(s) whose Proposal(s) is deemed most advantageous to Center, as determined by the selection committee, upon approval of the Center's Board of Trustees.

The Center may accept any Proposal in whole or in part. If subsequent negotiations are conducted, they shall not constitute a rejection or alternate RFP on the part of Center. However, final selection of a Respondent is subject to Center's Board of Trustees approval.

The Center reserves the right to accept one or more proposals or reject any or all proposals received in response to this RFP, and to waive informalities and irregularities in the proposals received. Center also reserves the right to terminate this RFP, and reissue a subsequent solicitation, and/or remedy technical errors in the RFP process.

The Center reserves the right to reject, for any reason and at its sole discretion, in total or in part, any and/or all proposals, regardless of comparability of price, terms or any other matter, to waive any formalities, and to negotiate on the basis of the proposals received for the most favorable terms and best service for the Center. If a firm is selected, the firm will be required to execute a contract. If Center funding is materially decreased during the contract term, the contract may be amended and/or terminated.

No work shall commence until Center signs the contract document(s) and Respondent provides the necessary evidence of insurance as required in this RFP and the Contract. Contract documents are not binding on Center until approved by the Center's General Counsel. In the event the parties cannot negotiate and execute a contract within the time specified, Center reserves the right to terminate negotiations with the selected Respondent and commence negotiations with another Respondent.

This RFP does not commit Center to enter into a Contract, award any services related to this RFP, nor does it obligate Center to pay any costs incurred in preparation or submission of a proposal or in anticipation of a contract.

If selected, Respondent will be required to comply with the Insurance and Indemnification Requirements established herein.

The successful Respondent must be able to formally invoice the Center for services rendered.

Independent Contractor. Respondent agrees and understands that, if selected, it and all persons designated by it to provide services in connection with a contract, are and shall be deemed to be an independent contractors, responsible for their respective acts or omissions, and that Center shall in no way be responsible for Respondent's actions, and that none of the parties hereto will have authority to bind the others or to hold out to third parties, that it has such authority.

013 - SCHEDULE OF EVENTS

Following is a list of **projected dates/times** with respect to this RFP:

RFP Release Date: May 6, 2024
 Pre-Submittal Conference 3:00 P.M. CST on May 14, 2024
 Final Questions Accepted: 12:00 P.M CST on May 20, 2024
 Proposal Due: 12:00 P.M. CST on June 10, 2024

014 - INSURANCE REQUIREMENTS

If selected to provide the services described in this RFP, Respondent shall be required to comply with the insurance requirements set forth below:

INSURANCE

Prior to the commencement of any work under this Agreement, Respondent shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the Center’s Contract & Procurement Division, which shall be clearly labeled “**Janitorial Services**” in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The Center will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must have the agent’s signature and phone number, and be mailed, with copies of all applicable endorsements, directly from the insurer’s authorized representative to the Center. The Center shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by the Center’s Contract & Procurement Department. No officer or employee, other than the Center’s Senior Director of Contracting & Procurement, shall have authority to waive this requirement.

The Center reserves the right to review the insurance requirements of this Article during the effective period of this Agreement and any extension or renewal hereof and to modify insurance coverage and their limits when deemed necessary and prudent by Center’s Senior Director of Contracting & Procurement based upon changes in statutory law, court decisions, or circumstances surrounding this Agreement. In no instance will Center allow modification whereby Center may incur increased risk.

A Respondent’s financial integrity is of interest to the Center ; therefore, subject to Respondent’s right to maintain reasonable deductibles in such amounts as are approved by the Center , Respondent shall obtain and maintain in full force and effect for the duration of this Agreement, and any extension hereof, at Respondent’s sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best’s rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

<u>TYPE</u>	<u>AMOUNTS</u>
1. Workers' Compensation	Statutory Limits
2. Employers' Liability	\$500,000/\$500,000/\$500,000
3. Broad form Commercial General Liability Insurance to include coverage for the following: a. Premises operations b. Independent Contractors c. Products/completed operations d. Personal Injury e. Contractual Liability f. Damage to property rented by you	For <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage f. \$100,000
4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of \$1,000,000 per occurrence

RESPONDENT agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same insurance coverage required of Respondent herein and provide a certificate of insurance and endorsement that names the Respondent and the Center of Health Care Services as additional insured. RESPONDENT shall provide the CENTER with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by CENTER'S Senior Director of Contracting & Procurement, when deemed necessary and prudent, based upon changes in statutory law, court decisions, or circumstances surrounding this agreement. Such modification may be enacted by letter signed by CENTER'S Senior Director of Contracting & Procurement, which shall become a part of the contract for all purposes.

As they apply to the limits required by the CENTER, the CENTER shall be entitled, upon request and without expense, to receive copies of the policies, declaration page, and all endorsements thereto and may require the deletion, revision, or modification of particular policy terms, conditions, limitations, or exclusions (except where policy provisions are established by law or regulation binding upon either of the parties hereto or the underwriter of any such policies). Respondent shall be required to comply with any such requests and shall submit a copy of the replacement certificate of insurance to CENTER at the address provided below within 10 days of the requested change. RESPONDENT shall pay any costs incurred resulting from said changes.

Center for Health Care Services
Attn: Contracting & Procurement Division
6800 Park Ten Blvd.
Suite 200-S
San Antonio, Texas 78213

Respondent agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

- Name the CENTER, its Board of Trustees, employees, and volunteers as additional insured by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the CENTER, with the exception of the workers' compensation and professional liability policies;
- Provide for an endorsement that the "other insurance" clause shall not apply to the Center for Health Care Services where the CENTER is an additional insured shown on the policy;
- Workers' compensation, employers' liability, general liability, and automobile liability policies will provide a waiver of subrogation in favor of the CENTER.
- Provide advance written notice directly to CENTER of any suspension, cancellation, non-renewal, or material change in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, Respondent shall provide a replacement Certificate of Insurance and applicable endorsements to CENTER. CENTER shall have the option to suspend RESPONDENT'S performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this Agreement.

In addition to any other remedies the CENTER may have upon RESPONDENT'S failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the CENTER shall have the right to order RESPONDENT to stop work hereunder, and/or withhold any payment(s) which become due to RESPONDENT hereunder until RESPONDENT demonstrates compliance with the requirements hereof.

Nothing herein contained shall be construed as limiting in any way the extent to which RESPONDENT may be held responsible for payments of damages to persons or property resulting from RESPONDENT'S or its subcontractors' performance of the work covered under this Agreement.

It is agreed that RESPONDENT'S insurance shall be deemed primary and non-contributory with respect to any insurance or self-insurance carried by the Center for Health Care Services for liability arising out of operations under this Agreement.

It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Agreement and that no claim or action by or on behalf of the CENTER shall be limited to insurance coverage provided.

Respondent and any Subcontractors are responsible for all damage to their own equipment and/or property.

INDEMNIFICATION REQUIREMENTS

If selected to provide the services described in this RFP, RESPONDENT shall be required to comply with the indemnification requirements set forth below.

INDEMNIFICATION

RESPONDENT covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, the CENTER and the employees, officers, trustees, volunteers and representatives of the CENTER , individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon the CENTER directly or indirectly arising out of, resulting from or related to RESPONDENT' activities under this Agreement, including any acts or omissions of RESPONDENT, any agent, officer, trustees, representative, employee, respondent or subcontractor of RESPONDENT, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CENTER, its officers or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT RESPONDENT AND CENTER ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CENTER UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. RESPONDENT shall advise the CENTER in writing within 24 hours of any claim or demand against the CENTER or RESPONDENT known to RESPONDENT related to or arising out of RESPONDENT' activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at RESPONDENT's cost. The CENTER shall have the right, at its option and at its own expense, to participate in such defense without relieving RESPONDENT of any of its obligations under this paragraph.

015 - RFP ATTACHMENTS

RFP ATTACHMENT A, PART ONE

GENERAL INFORMATION FORM

1. **RESPONDENT Information:** Provide the following information regarding the RESPONDENT. Please tell us about your Business. If your Business is affiliated with a large firm that includes multiple teams around the country, please tell us about your local team/operation.

RESPONDENT Name: _____
(NOTE: Give exact legal name as it will appear on the contract, if awarded.)

Doing Business As: (other business name, if applicable): _____

Business Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No.: _____ Fax No.: _____

Website address: _____

Year established: _____

Provide the number of years in business under present name: _____

Social Security Number or Federal Employer Identification Number: _____

Texas Comptroller's Taxpayer Number, if applicable: _____
(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

UEI NUMBER: _____

Is Business a certified HUB, SBE, M/WBE, or VBE? Yes No (If yes, attach all applicable current certifications.)

Business Structure: Check the box that indicates the business structure of the Respondent.

- Individual or Sole Proprietorship If checked, list Assumed Name, if any: _____
- Partnership
- Corporation If checked, check one: For-Profit Nonprofit
Also, check one: Domestic Foreign
- Other If checked, list business structure: _____

List the name and business address of each person or legal entity, which has a 10% or more ownership or control interest in the Business (attach additional pages as necessary).

Printed Name of Contract Signatory: _____

Job Title: _____

(NOTE: This RFP solicits Proposals to provide services under a contract which has been identified as "High Profile". Therefore, Respondent must provide the name of person that will sign the contract for the Respondent, if awarded.)

Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:

Provide address of office from which this project would be managed:

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Annual Gross Revenue: \$100K or less \$101K–\$500K \$501K–900K \$901K–\$2.5M \$2.5M or more

Total Number of Employees: _____

Total Number of Current Clients/Customers: _____

2. Contact Information: List the one person who the CENTER may contact concerning your Proposal or setting dates for meetings.

Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Email: _____

3. Does RESPONDENT anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

Yes No

List the name and business address of each person or legal entity, which has a 10% or more ownership or control interest in the Business (attach additional pages as necessary).

4. Is RESPONDENT authorized and/or licensed to do business in Texas?

Yes No If "Yes", list authorizations/licenses.

5. Where is the RESPONDENT'S corporate headquarters located? _____

6. Local/County Operation: Does the RESPONDENT have an office located in San Antonio, Texas?

Yes No If "Yes", respond to a and b below:

a. How long has the RESPONDENT conducted business from its San Antonio office?

Years _____ Months _____

b. State the number of full-time employees at the San Antonio office. _____

If "No", indicate if RESPONDENT has an office located within Bexar County, Texas:

Yes No If "Yes", respond to c and d below:

c. How long has the RESPONDENT conducted business from its Bexar County office?

Years _____ Months _____

d. State the number of full-time employees at the Bexar County office. _____

7. Debarment/Suspension Information: Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

Yes No If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

Are there any proceedings relating to the Business' responsibility, debarment, suspension, voluntary exclusion or qualification to receive a public contract? Yes No

If "Yes", state the name of the individual, organization contracted with and reason for proceedings.

8. Surety Information: Has the RESPONDENT ever had a bond or surety canceled or forfeited?

Yes No If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

9. Bankruptcy Information: Has the RESPONDENT ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?

Yes No If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

10. Disciplinary Action: Has the RESPONDENT ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations?

Yes No If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

11. Previous Contracts:

a. Has the RESPONDENT ever failed to complete any contract awarded?

Yes No If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

Yes No If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

Yes No If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

Have liquidated damages or penalty provisions been assessed against the Business for failure to complete the work on time or for any other reason? Yes No

12. Background Checks: Has the RESPONDENT completed criminal history background checks on all current employees?

Yes No

REFERENCES

Provide three (3) references that RESPONDENT has provided services related to the RFB Scope of Services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Date and Type of Service(s) Provided: _____

Reference No. 2:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Date and Type of Service(s) Provided: _____

Reference No. 3:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Date and Type of Service(s) Provided: _____

RFP ATTACHMENT A, PART TWO

EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. Responses to questions below are mandatory. If RESPONDENT is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Describe RESPONDENT'S company history, evidencing its strengths and stability, including number of years in business, licensing information (if applicable), number of years providing the type of proposed service, existing customer satisfaction data, number of customers in Texas and areas covered in Texas.
2. Describe RESPONDENT'S experience relevant to the Scope of Services requested by this RFP. List and describe relevant projects or services and scope over the past four (4) years. Identify associated results or impacts of the project/work performed.
3. Describe RESPONDENT'S specific experience with public entity clients, especially entities similar to the CENTER.
4. List other resources, including total number of employees, number and location of offices, number and types of equipment available to support this project.
5. Provide a list of clients, if applicable, that RESPONDENT will be providing similar services to during the proposed contract term.
6. If RESPONDENT is proposing a team, partnership or coalition, including sub-contractors, describe the rationale for selecting the team, how the members will collaborate, and the extent to which each entity has worked together in the past.
7. Identify the number of staff to be assigned to provide the services and relevant experience on projects or services similar in nature. Include the staff expertise or specialty area.
8. Describe RESPONDENT'S company size and organizational structure. Include an organizational chart.
9. Describe RESPONDENT'S ability to comply with CENTER'S contracting requirements, to include administrative functions such as reporting on a regular basis on project status, outcomes, invoicing, and other contract administration items.
10. Additional Information. Identify any additional skills, experiences, qualifications, and/or other relevant information about the RESPONDENT'S qualifications.

RFP ATTACHMENT A, PART THREE

PROPOSED PLAN

Prepare and submit narrative responses to address the following items. Responses to questions below are mandatory. If RESPONDENT is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Provide a description of your company's understanding of the project and detailed scope of services. Discuss your company's methodologies used and/or approaches taken to provide services. Indicate features, skills, and/or services which distinguish your company and make it the better choice for the CENTER. Indicate how the resources of your company will be allocated for this project (e.g., number and type of personnel allocated by hours).
2. Janitorial Services Plan - Provide a description of your company's capacity to plan and implement requested services as specified by this RFP.
3. Staffing Plan – Describe RESPONDENT'S Staffing Plan for providing Janitorial Services at the Various CENTER locations.
4. Ramp Up Plan – Describe how RESPONDENT will ramp up to meet the CENTER'S janitorial service requirements. Provide information such as badging and staffing. Indicate what the timeframes are for RESPONDENT to be able to mobilize upon contract award.
5. Indicate what communications solutions RESPONDENT will employ to meet the requirements and Reporting.
6. Quality Assurance/Quality Control (QA/QC) Plan – Describe RESPONDENT'S QA/QC Plan to include procedures and personnel utilized for quality control, problem resolution, self-assessment, interaction with CENTER, and control of subcontractors' performance, if any.
7. Customer Service Plan - Discuss lines of communications and interaction with CENTER Staff.
8. Training Plan – Describe training and instruction programs that RESPONDENT will provide to its employees working at the CENTER.

Additional Information - Provide any additional plans and/or relevant information about RESPONDENT'S approach to providing the required services.

**RFP ATTACHMENT B
PRICE SCHEDULE**

The Cost per Square Foot proposal should include all fees to provide services listed in this RFP.

Contractor understands and agrees that this is a firm fixed price contract for the duration of the contract and that there shall be no allowances or reimbursement for any cost whatsoever except as otherwise explicitly provided in this RFP.

NOTE: The CENTER does not pay sales or use tax and such taxes cannot be passed on to the CENTER in any form.

TYPE I FACILITIES			
Address	Square Footage	Cost per Square Foot	Monthly Cost
CHCS All Locations – Hand Sanitizer	-		\$
1007 Paulsun	1,000	\$	\$
104 Story Lane	5,458	\$	\$
227 W. Drexel - Building A	12,840	\$	\$
227 W. Drexel - Building B	5,038	\$	\$
227 W. Drexel - Building D	13,958	\$	\$
2039 E. Houston	2,976	\$	\$
2829 Babcock – Provide and stock paper products	-		\$
2711 Palo Alto	23,320	\$	\$
315 San Saba – Provide and stock paper products	-		\$
5802 S. Presa	4,804	\$	\$
601 N. Frio - Building I	22,424	\$	\$
601 N. Frio - Building II	16,354	\$	\$
601 N. Frio - Building II (Primary Care)	5,320	\$	\$
6812 Bandera - Suite 102	15,765	\$	\$
6812 Bandera - Suite 113	1,847	\$	\$
711 E. Josephine	28,797	\$	\$
7137 W. Military	4,294	\$	\$
8155 Lone Shadow Trail	5,484	\$	\$
928 W. Commerce	30,000	\$	\$
Haven 4 Hope – PCY Clinic	Not Available	\$	\$
Haven 4 Hope – ITP Dorms	13,143	\$	\$
MONTHLY COST SUBTOTAL – TYPE I FACILITIES			\$

TYPE II FACILITIES			
Address	Square Footage	Cost per Square Foot	Monthly Cost
2927 Eisenhower	3,348	\$	\$
7622 Linkside	2,790	\$	\$
2927 Eisenhower	3,348	\$	\$
MONTHLY COST SUBTOTAL – TYPE II FACILITIES			\$
TOTAL MONTHLY COST			\$

**RFP ATTACHMENT C
SIGNATURE PAGE**

I, individually and on behalf of the business named above, do by my signature below certify that the information provided in this questionnaire is true and correct and I am authorized to bind the Proposer contractually. I understand that if the information provided herein contains any false statements or any misrepresentations: 1) The CENTER will have the grounds to terminate any or all contracts which the CENTER has or may have with the business; 2) The CENTER may disqualify the business named above from consideration for contracts and may remove the business from the CENTER'S bidders list; or/and 3) The CENTER may have grounds for initiating legal action under federal, state, or local law. The signatory below is

Print Name

Title

Signature of Owner
(Owner, CEO, President, Majority Stockholder or
Designated Representative)

Date

RFP ATTACHMENT D

PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

Document	Initial to Indicate Document is Attached to Proposal
Table of Contents	
Executive Summary	
*Assurances Page	
General Information and References RFP Attachment A, Part One	
Experience, Background & Qualifications RFP Attachment A, Part Two	
Proposed Plan RFP Attachment A, Part Three	
Pricing Schedule RFP Attachment B	
Proof of Insurability - Submit Copy of Current Certificate of Insurance	
*Signature Page RFP Attachment C	
Proposal Checklist RFP Attachment D	
One (1) Original, five (5) copies and one (1) USB with entire proposal in either Microsoft Word or PDF format	

***Documents marked with an asterisk on this checklist require a signature. Be sure they are signed prior to submittal of proposal.**