

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

August 10, 2009

CHANGE NOTICE NO. 4
TO
CONTRACT NO. 071B3001366

between
THE STATE OF MICHIGAN
and

| | |
|---|--|
| NAME & ADDRESS OF VENDOR Hi-Tech Building Services, Inc. 6578 Roger Drive, Suite A Jenison, MI 49428 bhogan@hitec-services.com | TELEPHONE (616) 662-1623 Brian Hogan |
| | VENDOR NUMBER/MAIL CODE |
| | BUYER/CA (517) 241-1218 Brandon Samuel |
| Contract Compliance Inspector: Catherine L. Rykse, 734-243-7208, Ryskec@michigan.gov Janitorial Services – MRO Region #21 – Monroe County DHS Office | |
| CONTRACT PERIOD: From: July 14, 2003 To: August 1, 2010 | |
| TERMS Net 30 Days | SHIPMENT N/A |
| F.O.B. N/A | SHIPPED FROM N/A |
| MINIMUM DELIVERY REQUIREMENTS N/A | |

NATURE OF CHANGE(S):

Effective August 1, 2009, this Contract is hereby EXTENDED through August 1, 2010, due to the initiation of the second of two (2) one-year options. Also effective August 1, 2009, this Contract is hereby INCREASED by \$25,000.00.

NOTE: The DMB Buyer for this Contract is changed to Brandon Samuel (517) 241-1218.

All other terms, conditions, specifications, and pricing remain unchanged.

AUTHORITY/REASON:

Per agency request, vendor agreement, Ad Board approval on 7/21/09, and DMB/Purchasing Operations' approval.

REVISED CURRENT AUTHORIZED SPEND LIMIT: \$210,552.50

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

January 11, 2008

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B3001366

between
THE STATE OF MICHIGAN
and

| | |
|---|--|
| NAME & ADDRESS OF VENDOR Hi-Tech Building Services, Inc. 6578 Roger Drive, Suite A Jenison, MI 49428 bhogan@hitec-services.com | TELEPHONE (616) 662-1623 Brian Hogan |
| | VENDOR NUMBER/MAIL CODE |
| | BUYER/CA (517) 241-0684 Erica Busick |
| Contract Compliance Inspector: Catherine L. Rykse, 734-243-7208, Ryskec@michigan.gov Janitorial Services – MRO Region #21 – Monroe County DHS Office | |
| CONTRACT PERIOD: From: July 14, 2003 To: July 31, 2009 | |
| TERMS Net 30 Days | SHIPMENT N/A |
| F.O.B. N/A | SHIPPED FROM N/A |
| MINIMUM DELIVERY REQUIREMENTS N/A | |

NATURE OF CHANGE (S):

Effective January 22, 2008, the Monroe County DHS has moved to a new location:

903 S. Telegraph Road
Monroe, MI 48161

Please see attached Location Specification Sheet for revised specifications and pricing.

AUTHORITY/REASON:

Request from Agency (email dated 1/2/08) and revised quote received from vendor on 01/10/08.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$185,552.50

**MAINTENANCE, REPAIR & OPERATIONS (MRO)
JANITORIAL SERVICES**

**PART I: LOCATION SPECIFICATIONS
PART III: VENDOR'S LOCATION PRICE QUOTE**

LOCATION SPECIFICATIONS

A. CONTRACT AND CCI INFORMATION

| <i>CONTRACT INFORMATION</i> | | | |
|--|---|----------------------------------|---------------------|
| PREVIOUS BPO #: | #071B3001366 (Current) | | |
| NEW CONTRACT START DATE: | 1-22-2008 | CONTRACT END DATE: | 7-31-09 |
| NUMBER OF YEARS / EXTENSION OPTIONS: | This is a revision to the current BPO | | |
| CONTRACTING AGENCY NAME: | MICHIGAN DEPARTMENT OF HUMAN SERVICES | | |
| COUNTY NAME: | MONROE | | |
| BUILDING ADDRESS: | 903 S. Telegraph Road, Monroe, MI 48161 | | |
| IS THIS LOCATION CURRENTLY ON CRO "SET ASIDE" STATUS? | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | | |
| REGION and COUNTY: | Region: 3 County: Monroe | | |
| <i>PROCUREMENT CONTACT INFORMATION</i> | | | |
| PROCUREMENT OFFICE NAME: | MICHIGAN DEPARTMENT OF HUMAN SERVICES, PURCHASING | | |
| PROCUREMENT OFFICE CONTACT NAME: | Marie Dimitrijevic | CONTACT TELEPHONE #: | 517-335-4004 |
| PROCUREMENT OFFICE CONTACT E-MAIL: | dimitrijevicm@Michigan. gov | CONTACT FACISIMILE #: | 517-335-6251 |
| CONTRACT COMPLIANCE INSPECTOR (CCI) / FACILITY MANAGER (FM) NAME: | Catherine L. Rykse | CONTACT TELEPHONE #: | 734-243-7208 |
| CCI / FM CONTACT E-MAIL: | ryksec@Michigan. gov | CONTACT FACISIMILE #: | 734-243-1660 |

B. BUILDING SPECIFICATION INFORMATION

| BUILDING LOCATION INFORMATION | | | |
|---|---|---|--|
| OFFICIAL WORKING DAYS OF BUILDING OCCUPANTS: | M/T/W/TH/F | OFFICIAL WORKING HOURS OF BUILDING OCCUPANTS: | 8 am to 5 pm |
| NUMBER OF EMPLOYEES: | 73 | APPROXIMATE DAILY VISITORS: | 100 + |
| IDENTIFY DAYS OF CLEANING SERVICE: | M/T/W/TH/F | IDENTIFY HOURS OF CLEANING SERVICE: | As determined by CCI between 5:30 pm and 8:30 pm |
| TOTAL BUILDING SQ. FT. TO BE CLEANED: | 23321 | NUMBER OF STORIES IN BUILDING: | One |
| TOTAL SQ. FT. OF "FULL CONTRACT" CARPET TO BE CLEANED (INCLUDES HIGH TRAFFIC): | 21,526 | AREA(S): general work areas, lobby, conference rooms | |
| TOTAL SQ. FT. OF "HIGH TRAFFIC" CARPET AREA(S) TO BE CLEANED : | 7,680 | AREA(S): The entire lobby and all hallways and aisle ways | |
| TOTAL SQ. FT. OF VINYL TO BE CLEANED: | 398 | AREA(S): Kitchen, First Aid Room | |
| TOTAL SQ. FT. OF CERAMIC TO BE CLEANED: | 422 | 4 Restrooms | |
| TOTAL SQ. FT. OF CEMENT TO BE CLEANED: | 750 | Stockroom | |
| TOTAL SQ. FT. OF TERRAZO TO BE CLEANED: | 0 | N/A | |
| TOTAL SQ. FT. OF RUBBER TO BE CLEANED: | 225 | Front Entry | |
| NUMBER OF RESTROOMS IN BUILDING: | 4 | TOTAL UNITS FOR BUILDING RESTROOM(S): 14 <i>NOTE, INCLUDES: URINALS, TOILETS, SINKS</i> | |
| Is window cleaning to be included on this contract? <i>Note: Specify if Interior (inside building) and / or Exterior (perimeter of building) and Number of Floors – typically 1st Floor for Exterior.</i> | EXTERIOR WINDOW CLEANING – INSIDE AND OUTSIDE As stated in Specs | | |
| Does location have child play area(s), gymnasium, locker room, etc? If so, please identify along with cleaning standard. | CHILD PLAY AREA – SOME FURNITURE AND IT IS CARPETED As stated in Specs | | |
| What is the RECOMMENDED Level of Insurance Risk for this Contract? [EXAMPLE: LOW, MODERATE OR HIGH] NOTE: DMB-OAS & AGENCY to determine | | | |

ADDITIONAL INFORMATION: (Note additional building information, including, but not limited to, particular security requirements {keys, etc.} or known building environmental issues that Bidder should be aware of in performing janitorial services for this location):

- Some staff within facility has chemical sensitivities. Vendors should note that if the cleaning products used have odors, the products may need to be changed as directed by the Contract Compliance Inspector.
- The contractor must notify the CCI in writing at least two weeks in advance of the date that any periodic services will be performed. Contractor must receive approval of the date from the CCI before performing any periodic services. Failure to adhere to this requirement could delay payment for these services.
- The contractor and contractor's employees will be expected to perform with professional and courteous behavior.
- Square footage of full contract carpet area includes the high traffic carpet area.

**C. DESCRIPTION OF SERVICE NEEDS
TASK AND FREQUENCIES**

| SERVICES | FREQUENCY | | | | | |
|--|---|--|--|--|--|------------------------------|
| | Daily (Each time scheduled to clean; 248 times per year) | Weekly (Once per week; 52 times per year) | Monthly (Once per month; 12 times per year) | Quarterly (Once per Quarter; 4 times per year) | Semi -Annual (2 times per year) | Annual (Once Per Year) |
| BASIC SERVICES | | | | N/A | N/A | N/A |
| 1. General Office Cleaning (includes all areas listed under Building Location Information except restrooms) | | | | | | |
| a. Vacuum all carpeted floors including corners, and underneath partitions. Remove spots/stains from carpet. | 1x day (248 / yr) | | | | | |
| b. Empty waste receptacles. Replace liners when torn or soiled. | 1x day (248 / yr) | | | | | |
| c. Wash or damp wipe, inside and outside, all waste receptacles presenting a soiled or odorous condition. | 1x day (248 / yr) | | | | | |
| d. Dust mop all vinyl floors. Damp mop all spills. | 1x day (248 / yr) | | | | | |
| e. Remove all mats and runners and clean floor area underneath. Clean all mats and runners by best means. Replace all mats and runners | 1x day (248 / yr) | | | | | |
| f. Clean and disinfect drinking fountains | 1x day (248 / yr) | | | | | |
| g. Clean and polish all entrance glass. | 1x day (248 / yr) | | | | | |
| h. Move all lobby chairs and clean floor area underneath and replace chairs in proper place. | 1x day (248 / yr) | | | | | |
| i. Dust high and low, including clocks, all surfaces on which dust gathers. | | 1x wkly (52 / yr) | | | | |
| j. Clean all <u>cleared</u> desk and counter top areas with approved desk/counter cleaner. | | 1x wkly (52 / yr) | | | | |
| k. Remove all cobwebs, clean baseboards | | 1x wkly (52 / yr) | | | | |
| l. Clean, spray wax and buff all vinyl tile floors | | 1x wkly (52 / yr) | | | | |
| m. Clean all lobby furniture. Thoroughly wash all children's furniture. | | 1x wkly (52 / yr) | | | | |
| n. Clean & Polish all partition glass | | | 1x mo (12 / yr) | | | |
| o. Spot clean walls, doors, etc, removing all cobwebs, finger prints, smears and stains. | | | 1x mo (12 / yr) | | | |
| p. Vacuum clean stockroom floor | | | 1x mo (12 / yr) | | | |
| | | | | | | |

| | | | | | | |
|--|-----------------------------|-----------------------------|---------------------------|--|--|--|
| 2. Restrooms | | | | | | |
| a. Clean and sanitize all units. Clean pipes beneath all sinks. | 1x day (248 / yr) | | | | | |
| b. Clean mirrors and counters and polish chrome. | 1x day (248 / yr) | | | | | |
| c. Refill dispensers. ** See Replenishable Supplies. | 1x day (248 / yr) | | | | | |
| d. Empty and disinfect all sanitary napkin receptacles. | 1x day (248 / yr) | | | | | |
| e. Sweep and damp mop floors with a germicidal solution paying special attention around wash bowls, toilets and urinals. Damp mops used in restroom are not to be used for non-restroom areas. | 1x day (248 / yr) | | | | | |
| e. Empty waste receptacles. | 1x day (248 / yr) | | | | | |
| f. Clean switch, door and kick plates. | 1x day (248 / yr) | | | | | |
| h. Clean and sanitize wall hand dryers. | 1x day (248 / yr) | | | | | |
| i. Maintain floor drain(s)/traps free of odors | 1x day (248 / yr) | | | | | |
| j. Thoroughly clean, scrub by agitation (with hand brush or mechanical machine) and disinfect ceramic tile floors, with special attention to grouting, corners of floor, baseboards and stalls | | 1x wkly (52 / yr) | | | | |
| k. Dust radiators, grills, ledges, etc | | 1x wkly (52 / yr) | | | | |
| l. Clean and disinfect wall around toilets and urinals, stall and entry doors, and partitions between toilets, urinals and sinks. Also perform any obvious spot cleaning. | | 1x wkly (52 / yr) | | | | |
| m. Wash with germicidal solution entrance doorways, ledges, etc. | | | 1x mo (12 / yr) | | | |

| PERIODIC SERVICES | | | | | | |
|--|-----|-----|-----|-------|--------|-------|
| | N/A | N/A | N/A | | | |
| 1. General | | | | | | |
| a. Vacuum clean air diffusers | | | | | | 1X/yr |
| b. Clean light fixture lenses | | | | | | 1x/yr |
| 2. Intensive Floor Care | | | | | | |
| a. Scrub and recoat all vinyl tile floors: Full contract area | | | | 4X/yr | | |
| b. Clean carpets by hot water extraction at a temperature that will kill and eliminate bacteria: Full contract area | | | | | 2X/yr | |
| c. Clean carpet by hot water extraction at a temperature that will kill and eliminate bacteria in high traffic areas | | | | | | 1X/yr |
| 3. Windows | | | | | | |
| a. Clean Windows on Exterior of building (inside and outside) | | | | | 2X /yr | |

NOTES AND ADDITIONAL INFORMATION

- All cleaning schedules are to be established with and approved by the Contract Compliance Inspector (CCI) at the beginning of the contract period. Any deviation from the established schedule must be pre-approved by the CCI.
- All periodic services must be priced and invoiced separately from the basic services. Delivery and performance of all periodic services must be pre-approved by the CCI or their designee pursuant to the schedule as approved by the CCI.

****RESPONSIBILITY FOR REPLENISHABLE SUPPLIES****

| Replenishable Item | Provided by |
|--|--------------------|
| Paper towels | Agency |
| Hand soap | Agency |
| Feminine Sanitary vending supplies & Disposal bags | Contractor |
| Toilet tissue | Agency |
| Plastic Trash Can Liners | Agency |
| Air Fresheners | n/a |

***** ALL CLEANING SUPPLIES ARE TO BE PROVIDED BY THE CONTRACTOR *****

**Part III of Technical Proposal
PRICE QUOTATION**

MICHIGAN DEPARTMENT OF HUMAN SERVICES

Monroe County DHS

903 S. Telegraph Road
Monroe, MI 48161

Square Foot of Area to be cleaned: 23,321
TOTAL AVERAGE cost per square foot per month: \$0.095
TOTAL AVERAGE cost per square foot per year: \$1.144

A. TOTAL COSTS

| | |
|---------------------------------------|--------------|
| TOTAL QUOTE FOR ONE YEAR: | \$ 26,700.00 |
| TOTAL QUOTE FOR EIGHTEEN (18) MONTHS: | \$ 40,050.00 |

B. SERVICES COSTS

One year equals up to a maximum of 248 state working days (if scheduled daily, Monday - Friday).

BASIC JANITORIAL SERVICES

| DESCRIPTION | ANNUAL ESTIMATED VOLUME OF SERVICES | MONTHLY PRICE for SERVICE | MONTHLY PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|---|---------------------------------|---|-----------------------|
| Janitorial Services (Includes daily, weekly, and monthly services) | 12 (bill monthly for all BASIC Janitorial Services) | \$1,795.00 | \$200.00 | \$23,940.00 |
| SUBTOTALS: | | \$1,795.00 | \$200.00 | \$23,940.00 |

PERIODIC JANITORIAL SERVICES**QUARTERLY SERVICES** (four times per year)

| DESCRIPTION | ANNUAL ESTIMATED VOLUME | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|-------------------------------|----------------------|--------------------------------------|-----------------------|
| 1. Scrub and recoat all vinyl tile floors: Full contract are | 04 | \$38.00 | \$12.00 | \$200.00 |
| SUBTOTALS: | | \$38.00 | \$12.00 | \$200.00 |

SEMI-ANNUAL SERVICES (two times per year)

| DESCRIPTION | ANNUAL ESTIMATED VOLUME | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|-------------------------------|----------------------|--------------------------------------|-----------------------|
| 1. Carpet Cleaning: Full contract area | 02 | \$480.00 | \$125.00 | \$1,210.00 |
| 2. Exterior window cleaning (inside and outside) | 02 | \$200.00 | \$50.00 | \$500.00 |
| SUBTOTALS: | | \$680.00 | \$175.00 | \$1,710.00 |

ANNUAL SERVICES (once per year)

| DESCRIPTION | ANNUAL ESTIMATED VOLUME OF SERVICES | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|---------------------------------------|--|----------------------|--------------------------------------|-----------------------|
| 1. Carpet Cleaning: High traffic area | 01 | \$200.00 | \$50.00 | \$250.00 |
| 2. Clean light fixture lenses. | 01 | \$30.00 | Already on-site | 30.00 |
| 3. Clean air diffusers. | 01 | \$125.00 | \$25.00 | \$150.00 |
| SUBTOTALS: | | \$355.00 | \$75.00 | \$430.00 |

ADDITIONAL SERVICES – FOR QUOTATION PURPOSES ONLY – not included in total price quotation

| DESCRIPTION | ANNUAL ESTIMATED VOLUME OF SERVICES | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|---|--|----------------------|--------------------------------------|-----------------------|
| Emergency Services (Includes cleaning services for emergency situations such as restrooms overflow, etc.) | 0 | \$ | \$ | \$21.95 P/Hour |
| Miscellaneous facility maintenance services (Includes light maintenance such as hanging paper towel dispensers or hanging storage shelves) – price quoted should be hourly | NOT APPLICABLE TO DHS LOCATIONS | | | |
| SUBTOTALS: | | \$ | \$ | \$ |

C. WORK PLAN DATA

*One year equals up to 248 State workdays (if scheduled Monday-Friday)

| MAN HOURS TO MANAGE THIS CONTRACT (Add additional lines if Needed) | | | | | | | | | | | |
|--|-----|---|----------------------|---|-----------------------|------------------|-----------------|---|--------------------|----------|------------------------|
| Description | # | | Hrs each work/day | | Total Hrs. per day | | Hourly Rates | | # DAYS per Year | | Labor Cost per Year |
| Supervisory | 1 | X | 2 | = | 2 | X | 13.50 | X | 248 | = | 6,696.00 |
| Workers | 1 | X | 5 | = | 5 | X | 10.50 | X | 248 | = | 13,020.00 |
| | | | | | | | | | | | |
| Periodic cleaning | 184 | | Hrs. Per Year | X | Hourly Rate | \$15.00 Per Hour | | | = | 2,760.00 | |
| MANHOURS TOTAL COST | | | | | | | | | | | \$22,476.00 |

| SUBCONTRACTORS | |
|----------------------------|-------|
| Sub-contractor Total Costs | \$N/A |

| DESCRIPTION OF BUSINESS COSTS | TOTAL ANNUAL COST |
|--|-------------------|
| 1. Cost of Cleaning Supplies | \$900.00 |
| 2. Cost of Equipment & Rentals | \$350.00 |
| 3. Cost of Replenishment Supplies (not applicable for DHS locations) | |
| 4. Cost of Insurance (refer to Terms and Conditions) | \$200.00 |
| 5. Cost of Fringe Benefits (if not included as part of labor rate) | \$ |
| 6. Other Costs – Other costs include: <ul style="list-style-type: none"> • Employment taxes <ul style="list-style-type: none"> ○ SUTA Tax ○ FUTA Tax ○ FICA Tax ○ Medicare Tax ○ Workers Comp • Uniforms • Criminal background checks • Cell phone • Human Resource Costs <ul style="list-style-type: none"> ○ Employment advertising ○ Hiring ○ Benefit administration ○ Employee training • Regional Manager Costs • Supervisor back-up • Purchasing • OSHA Compliance (Provide detailed list or add rows to this table as needed) | \$1,174.00 |
| TOTAL BUSINESS COST | \$2,624.00 |

| | |
|---|--------------------|
| TOTAL COST TO DO BUSINESS PER YEAR (Man-hours Total plus Subcontractors Total plus Total Business Cost) | \$25,100.00 |
|---|--------------------|

| | |
|--|-------------------|
| ANALYSIS OF BUSINESS COSTS (DMB – Purchasing Operations to complete) | |
| Total 1 Year Price from Pricing Sheet = | \$26,280.00 |
| MINUS | |
| Total Cost to Do Business Per Year = | \$25,100.00 |
| TOTAL PROFIT | \$1,180.00 |

Additional Analysis (by DMB-Purchasing Operations):

**MAINTENANCE, REPAIR & OPERATIONS (MRO)
JANITORIAL SERVICES**

**PART I: LOCATION SPECIFICATIONS
PART III: VENDOR'S LOCATION PRICE QUOTE**

I. LOCATION SPECIFICATIONS

A. CONTRACT AND CCI INFORMATION

| <u>CONTRACT INFORMATION</u> | | | |
|--|--|--------------------------|--------------|
| APPROXIMATE START DATE: | 12/1/07 | CONTRACT END DATE: | 12/1/09 |
| PREVIOUS CONTRACT #: | 071B5200143 | | |
| NUMBER OF YEARS / OPTIONS EFFECTIVE: | 2 | | |
| CONTRACTING AGENCY NAME: | STATE OF MICHIGAN – DEPARTMENT OF CORRECTIONS | | |
| BUILDING NAME AND NUMBER: | LAWTON PLACE | | |
| BUILDING ADDRESS: | 5300 Lawton, Detroit, Michigan 48208 | | |
| IS THIS LOCATION CURRENTLY ON CRO "SET ASIDE" STATUS? | Yes <input type="checkbox"/> No x <input type="checkbox"/> | | |
| REGION and COUNTY: | Region: One County: Wayne | | |
| <u>PROCUREMENT CONTACT INFORMATION</u> | | | |
| PROCUREMENT OFFICE NAME: | <u>DEPARTMENT OF CORRECTIONS</u> | | |
| PROCUREMENT OFFICE CONTACT NAME: | Lisa A. Lehnert | CONTACT TELEPHONE #: | 517-355-4904 |
| PROCUREMENT OFFICE CONTACT E-MAIL: | <u>LehnertL@michigan.gov</u> | CONTACT FACISIMILE #: | 517-335-0045 |
| CONTRACT COMPLIANCE INSPECTOR (CCI) / FACILITY MANAGER (FM) NAME: | Michele Jackson- Hornes | CONTACT TELEPHONE #: | 313-972-4440 |
| CCI / FM CONTACT E-MAIL: | <u>hornesmd @Michigan.gov</u> | CONTACT FACISIMILE #: | 313-894-7641 |

B. BUILDING SPECIFICATION INFORMATION

| BUILDING LOCATION INFORMATION | | | |
|---|---|---|----------------------|
| OFFICIAL WORKING DAYS OF BUILDING OCCUPANTS: | M-F | OFFICIAL WORKING HOURS OF BUILDING OCCUPANTS: | 7 a. m. – 5: 30 p.m. |
| NUMBER OF EMPLOYEES: | 160 | APPROXIMATE DAILY VISITORS: | 350 |
| IDENTIFY DAYS OF CLEANING SERVICE: | M-F | IDENTIFY HOURS OF CLEANING SERVICE: | 5 p.m. – 9 – p.m. |
| TOTAL BUILDING SQ. FT. TO BE CLEANED: | 31,231 | NUMBER OF STORIES IN BUILDING: | 1 |
| TOTAL SQ. FT. OF CARPET TO BE CLEANED: | | General office area, lunch room, offices, cubicle areas, hallways | |
| TOTAL SQ. FT. OF "HIGH TRAFFIC" CARPET AREA(S) TO BE CLEANED: | | Hallway aisles | |
| TOTAL SQ. FT. OF VINYL TO BE CLEANED: | | Hallways, Lobby, Storage, Closets | |
| TOTAL SQ. FT. OF CERAMIC TO BE CLEANED: | | Bathroom | |
| TOTAL SQ. FT. OF CEMENT TO BE CLEANED: | | | |
| TOTAL SQ. FT. OF TERRAZO TO BE CLEANED: | | | |
| TOTAL SQ. FT. OF RUBBER TO BE CLEANED: | | | |
| NUMBER OF RESTROOMS IN BUILDING: | | NUMBER OF TOTAL UNITS FOR BUILDING RESTROOM(S): NOTE, INCLUDES: | |
| Is window cleaning to be included on this contract? Note: Specify if Interior and / or Exterior and Number of Floors – typically 1 st Floor for Exterior. | ONLY DOOR WINDOWS/INSIDE OUT FIRST FLOOR ONLY | | |
| Does location have child play area(s), gymnasium, locker room, etc? If so, please identify along with cleaning standard. | | | |
| What is the RECOMMENDED Level of Insurance Risk for this Contract? [EXAMPLE: LOW, MODERATE OR HIGH] NOTE: DMB-OAS & AGENCY to determine | | | |
| ADDITIONAL INFORMATION: (Note additional building information, including, but not limited to, particular security requirements {keys, etc.} or known building environmental issues that a Contractor should be aware of if performing janitorial services for this location): Alarm system, building keys to specific areas | | | |

**C. DESCRIPTION OF SERVICE NEEDS
TASK AND FREQUENCIES**

| SERVICES | FREQUENCY | | | | | |
|---|--|--|--|--|--|------------------------------|
| | Daily (Each time scheduled to clean; XX per year) | Weekly (Once per week; 52 times per year) | Monthly (Once per month; 12 times per year) | Quarterly (Once per Quarter; 4 times per year) | Semi -Annual (2 times per year) | Annual (Once Per Year) |
| BASIC SERVICES | | | | N/A | N/A | N/A |
| 1. Office Cleaning (Note: The days office cleaning is to occur will be determined by the Facility Manager.) | | | | | | |
| a. Vacuum carpet, sweep & damp mop hard surface floor if applicable. Remove spots/stains from carpet. | 1x day (248/yr) | | | | | |
| b. Empty waste receptacles | 1x day (248/yr) | | | | | |
| | | | | | | |
| 2. Restrooms | | | | | | |
| b. Close restroom | 1x day (248 / yr) | | | | | |
| c. Empty waste receptacles | 1x day (248 / yr) | | | | | |
| d. Fill dispensers | 1x day (248 / yr) | | | | | |
| d. Dust | 1x day (248 / yr) | | | | | |
| g. Clean and disinfect waste receptacles | 1x day (248 / yr) | | | | | |
| f. Dust mop | 1x day (248 / yr) | | | | | |
| g. Clean and disinfect sinks | 1x day (248 / yr) | | | | | |
| h. Clean glass and mirrors | 1x day (248 / yr) | | | | | |
| i. Clean and disinfect toilets and urinals | 1x day (248 / yr) | | | | | |
| j. Clean and disinfect wall around toilets and urinals, stall and entry doors, and partitions between toilets, urinals and sinks. Also perform any obvious spot cleaning. | 1x day (248 / yr) | | | | | |
| k. Damp mop (Note: Damp mops used in restrooms are not to be used for non-restroom areas.) | 1x day (248 / yr) | | | | | |
| l. Maintain floor drain(s)/traps free of odors | 1x day (248 / yr) | | | | | |
| m. Service restrooms as requested by Facility Manager | 1x day (248 / yr) | | | | | |
| 3. Drinking Fountains | | | | | | |
| a. Clean, disinfect and wipe dry | | 2x wkly (104 / yr) | | | | |

| | | | | | | |
|---|-----------------------------|------------------------------|---------------------------|--|--|--|
| 4. Lobbies and Corridors | | | | | | |
| a. Empty trash/recyclable paper pick up | 1xday (248/yr) | | | | | |
| b. Remove carpet runners, clean floor and replace runners | | 2x wkly (104 / yr) | | | | |
| c. Vacuum carpet and runners | 1x day (248 / yr) | | | | | |
| d. Dust mop | | 2x wkly (104 / yr) | | | | |
| e. Damp mop or machine scrub | | 3x wkly (156 / yr) | | | | |
| f. Maintain clean glass - includes entrance doors | | 2x wkly (104 / yr) | | | | |
| g. Completely dust all fixtures - includes ledges, edges, shelves, exposed pipe, furniture, partitions, door-frames, etc. | | 2x wkly (104 / yr) | | | | |
| h. Damp wipe all non-upholstered furniture, tables & counter areas | | 2x wkly (104 / yr) | | | | |
| 5. Wall /Partition Cleaning / Washing | | | | | | |
| a. Spot cleaning - including light switches | | | 1x mo (12 / yr) | | | |
| b. Thorough wall / partition vacuuming and washing, as renovations require | | | 1x mo (12 / yr) | | | |
| c. Clean partition / glass windows | | | 1x mo (12 / yr) | | | |
| | | | | | | |
| 6. Stairway Cleaning, including those in parking ramps | | | | | | |
| a. Dust | | 1x wkly (52 / yr) | | | | |
| b. Clean w/ disinfectant & wipe dry handrails & doorknobs | | 1x wkly (52 / yr) | | | | |
| c. Damp mop | | 1x wkly (52 / yr) | | | | |
| d. Damp mop - Winter (November 1-April 1) for designated areas | | 2x wkly (104 / yr) | | | | |
| 9. Thoroughly Clean Store Rooms/Janitor Closets | | | 1x mo (12 / yr) | | | |
| 10. High Use Areas Special attention must be given to the areas listed below. Both schedules & duties will be conducted as indicated. The Facility Manager reserves the right to schedule the activities listed in this section. Cleaning to include: vacuum carpet, sweep & damp mop hard surface floors, remove spots/stains from carpet and empty waste receptacles as applicable. | | | | | | |
| a. Conference rooms | | 2x wkly (104 / yr) | | | | |
| b. Lunch/break rooms, coffee areas, vending machine areas, concession stands, lounges, recreation areas, computer rooms & adjacent office areas | 1x day (248 / yr) | | | | | |
| c. Includes cleaning of table and counter tops | 1x day | | | | | |

| | | | | | | |
|--|-----------|--|--|--|--|--|
| | (248 /yr) | | | | | |
|--|-----------|--|--|--|--|--|

| | | | | | | |
|---|--|---|---|--|--|--|
| 11. Variable Procedures | | | | | | |
| a. Empty exterior ashtrays/trash receptacles & clean all general areas including entrances, during Winter months of November 1 - April 1. | | 1x wk (52 / yr) | | | | |
| b. Empty exterior ashtrays / trash receptacles & clean all general areas including entrances, during Summer months of April 1 - October 31. | | 3x wk (156 / yr) | | | | |
| c. Entry leaf removal/sweeping fall season | | 1x wk (or more if needed) [52 / yr] | | | | |
| d. Wash all waste receptacles (inside & out) which present a soiled or odorous condition & disinfect | | | 1x mo (or more if needed) [12 / yr] | | | |
| e. Replace waste receptacle liner when soiled or worn | | | 2x mo (or more if needed) [12 / yr] | | | |

| SERVICES | FREQUENCY | | | | | |
|--|--|--|--|--|--|--------------------------------------|
| | Daily (Each time scheduled to clean; XX per year) | Weekly (Once per week; 52 times per year) | Monthly (Once per month; 12 times per year) | Quarterly (Once per Quarter; 4 times per year) | Semi -Annual (2 times per year) | Annual (Once Per Year) |
| PERIODIC SERVICES | N/A | N/A | N/A | | | |
| 1. General | | | | | | |
| a. Clean air bars and vents | | | | | | 1X/yr |
| b. Dust/clean baseboards | | | | | | 1X/yr |
| c. Clean Air Diffusers | | | | | | 1X/yr |
| d. Vacuum fabric upholstered furniture | | | | | | 1X/yr |
| e. Additional/Emergency services | | | | | | As needed or as re- quested |
| 2. Intensive Floor Care | | | | | | |
| d. Emergency stain / gum removal from carpet | | | | | | As needed or as re- quested |
| e. Spray buff finished hard floors - removing scuff marks included | | | | | | 12X/yr |
| f. Scrub restroom floors | | | | 4X/yr | | |
| g. Clean carpet in high traffic areas | | | | | 3X/yr | |
| h. Clean carpet runners / mats | | | | | 3X/yr | |
| i. Scrub stairwell floors | | | | | 2X/yr | |
| j. Strip, seal, wax vinyl floors: Full contract area | | | | | 2x/yr | |
| k. Clean carpet: Full contract area | | | | | 2x/yr | |
| 3. Windows | | | | | | |
| b. Clean Windows on Exterior of building (inside and outside) | | | | | | 1X/yr |
| c. Clean Windows on Interior of building (inside and outside) [i.e., receptionist area, etc.] | | | | | 3X / yr | |

NOTE:

Services requested by the Facility Manager and performed by the contractor, which are beyond the scope of this service contract, shall be billed separately at the hourly rate quoted by the contractor for additional / emergency services.

SUPPLEMENTARY TASKS*

- To be determined by Contract Compliance Inspector.

NOTES AND ADDITIONAL INFORMATION

- All cleaning schedules are to be established with and approved by the Contract Compliance Inspector (CCI) at the beginning of the contract period. Service delivery begin date will be determined by CCI. Any deviation from the established schedule must be pre-approved by the CCI.
- All periodic services must be priced and invoiced separately from the basic services. Delivery and performance of all periodic services must be pre-approved by the CCI or their designee pursuant to the schedule as approved by the CCI.

****RESPONSIBILITY FOR REPLENISHABLE SUPPLIES****

| Replenishable Item | Provided by |
|--|--------------------|
| Paper towels | Agency |
| Hand soap | Agency |
| Feminine Sanitary vending supplies & Disposal bags | N/A |
| Toilet tissue | Agency |
| Plastic Trash Can Liners | Agency |
| Air Fresheners | Agency |

***** ALL CLEANING SUPPLIES ARE TO BE PROVIDED BY THE CONTRACTOR *****

Part III of Technical Proposal
PRICE QUOTATION

DEPARTMENT OF XXXX

XXXX OFFICE, Address , City, MI Zip

Square Foot of Area to be cleaned: XXXXX . ft.

TOTAL AVERAGE cost per square foot per month: \$

TOTAL AVERAGE cost per square foot per year: \$

A. TOTAL COSTS

| | |
|--------------------------------|--------------|
| TOTAL QUOTE FOR ONE YEAR: | \$ 51,664.81 |
| TOTAL QUOTE FOR TWO (2) YEARS: | \$103,329.62 |

B. SERVICES COSTS

One year equals up to a maximum of 248 state working days (if scheduled daily, Monday - Friday).

BASIC JANITORIAL SERVICES

| DESCRIPTION | ANNUAL ESTIMATED VOLUME OF SERVICES | MONTHLY PRICE for SERVICE | MONTHLY PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE) |
|---|---|---------------------------------|---|----------------------------|
| Janitorial Services (Includes daily, weekly, and monthly services) | 12 (bill monthly for all BASIC Janitorial Services) | \$2,822.89 | \$161.64 | \$33,874.75 |
| Daily Services (includes ...) | XX | 1,974.26 | 112.96 | 23,691.14 |
| Weekly Services (includes ...) | 52 | 761.030 | 43.99 | 9,135.64 |
| Monthly Services (includes ...) | 12 | 87.33 | 4.69 | 1,047.97 |
| SUBTOTALS: | | \$2,822.89 | \$161.64 | \$ 33,874.75 |

PERIODIC JANITORIAL SERVICES**QUARTERLY SERVICES** (four times per year)

| DESCRIPTION | ANNUAL ESTIMATED VOLUME | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|-------------------------------|----------------------|--------------------------------------|-----------------------|
| 1. Carpet Cleaning: High Traffic Area | 03 | \$240.00 | \$ 19.20 | \$ 720.00 |
| 2. Clean Windows on Interior of building | 03 | \$ 25.00 | \$ 5.00 | \$ 75.00 |
| 3. Clean carpet runners/mats | 03 | 40.00 | 3.20 | 120.00 |
| 4. Scrub restroom floors | 04 | 421.00 | 33.68 | |
| SUBTOTALS: | | \$726.00 | \$60.88 | \$2,599.00 |

SEMI-ANNUAL SERVICES (two times per year)

| DESCRIPTION | ANNUAL ESTIMATED VOLUME | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|-------------------------------|----------------------|--------------------------------------|-----------------------|
| 1. Carpet Cleaning: Full contract area | 02 | \$2,873.00 | \$395.84 | \$5,746.00 |
| 2. Strip, seal, wax vinyl floors: Full contract area | 02 | \$3,100.00 | \$525.00 | \$6,200.00 |
| 3. Scrub stairwell floors | 02 | \$45.00 | \$ 3.60 | \$ 70.00 |
| SUBTOTALS: | | \$6,018.00 | \$924.00 | \$2,599.00 |
| | | | | |

ANNUAL SERVICES (once per year)

| DESCRIPTION | ANNUAL ESTIMATED VOLUME OF SERVICES | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|--|----------------------|--------------------------------------|-----------------------|
| 1. Exterior window cleaning (inside and out) | 01 | \$ | \$ | \$ |
| 2. Vacuum clean air diffusers | 01 | \$625.00 | \$50.00 | \$625.00 |
| 3. Clean air bars and vents | 01 | \$675.00 | \$54.00 | \$675.00 |
| 4. Dust/clean baseboards | 01 | \$429.00 | \$43.32 | \$429.00 |
| 5. Vacuum fabric upholstered furniture | 01 | \$609.00 | \$48.72 | \$609.00 |
| SUBTOTALS: | | \$ | \$ | \$ |

ADDITIONAL SERVICES – FOR QUOTATION PURPOSES ONLY – not included in total price quotation

| DESCRIPTION | ANNUAL ESTIMATED VOLUME OF SERVICES | PRICE PER SERVICE | PRICE for EQUIPMENT & SUPPLIES | TOTAL ANNUAL PRICE |
|--|--|----------------------|--------------------------------------|-----------------------|
| Emergency Services (Includes cleaning services for emergency situations such as restrooms overflow, etc.) | N/A | \$25.00 | \$ | \$25.00 |
| Miscellaneous facility maintenance services (Includes light maintenance such as hanging paper towel dispensers or hanging storage shelves) – <i>price quoted should be hourly</i> | N/A | 25.00 | | 25.00 |
| SUBTOTALS: | | \$ | \$ | \$ |

C. WORK PLAN DATA

***One year equals up to 248 State workdays (if scheduled Monday-Friday)**

| MAN HOURS TO MANAGE THIS CONTRACT <i>(Add additional lines if Needed)</i> | | | | | | | | | | | |
|---|-----|---|-------------------|---|--------------------|---|--------------|---|-----------------|---|---------------------|
| Description | # | | Hrs each work/day | | Total Hrs. per day | | Hourly Rates | | # DAYS per Year | | Labor Cost per Year |
| Supervisory | 1 | X | 2.5 | = | 2,5 | X | 9.76 | X | 248 | = | 6,051.00 |
| Workers | | X | | = | | X | | X | 248 | = | 18,153.60 |
| | | | | | | | | | | | |
| Periodic cleaning | 141 | | Hrs. Per Year | X | Hourly Rate | | 120.38 | | | = | 16,973.00 |
| MANHOURS TOTAL COST | | | | | | | | | | | \$41,177.80 |

SUBCONTRACTORS

| | |
|-----------------------------------|--------------|
| Sub-contractor Total Costs | \$-0- |
|-----------------------------------|--------------|

DESCRIPTION OF BUSINESS COSTS

| DESCRIPTION OF BUSINESS COSTS | TOTAL ANNUAL COST |
|---|--------------------|
| 1. Cost of Cleaning Supplies | \$1,587.20 |
| 2. Cost of Equipment & Rentals | \$-0- |
| 3. Cost of Replenishment Supplies (may not be applicable for all locations) | |
| 4. Cost of Insurance (refer to Terms and Conditions) | \$1,556.00 |
| 5. Cost of Fringe Benefits (if not included as part of labor rate) | \$1,698.00 |
| 6. Other Costs – (Provide detailed list or add rows to this table as needed) Profit | \$5,645.79 |
| TOTAL BUSINESS COST | \$10,487.01 |

TOTAL COST TO DO BUSINESS PER YEAR

| | |
|--|--------------------|
| (Man-hours Total plus Subcontractors Total plus Total Business Cost) | \$51,664.81 |
|--|--------------------|

ANALYSIS OF BUSINESS COSTS

| | |
|---|----|
| (DMB – Purchasing Operations to complete) | |
| Total 1 Year Price from Pricing Sheet = | \$ |
| MINUS | |
| Total Cost to Do Business Per Year = | \$ |
| TOTAL PROFIT | \$ |

AUTHORITY/REASON:

Per request from Agency (email dated 12/05/07 and revised quote received from vendor on 12/13/07.

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$59,254.42

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

November 14, 2007

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B3001366
between
THE STATE OF MICHIGAN
and

| | | |
|---|--------------------------------|---|
| NAME & ADDRESS OF VENDOR Hi-Tech Building Services, Inc. 6578 Roger Drive, Suite A Jenison, MI 49428 <u>bhogan@hitec-services.com</u> | | TELEPHONE: (616) 662-1623 Brian Hogan |
| | | VENDOR NUMBER/MAIL CODE |
| | | BUYER: (517) 241-0684 Erica Busick |
| Contract Administrator: Catherine L. Rykse Janitorial Services – MRO Region #21 – Monroe County DHS Office | | |
| CONTRACT PERIOD: From: July 14, 2003 To: July 31, 2009 | | |
| TERMS Net 30 | SHIPMENT N/A | |
| F.O.B. N/A | SHIPPED FROM N/A | |
| MINIMUM DELIVERY REQUIREMENTS | | |
| N/A | | |

NATURE OF CHANGE (S):

Effective November 13, 2007, this Contract is hereby EXTENDED to July 31, 2009, and INCREASED by \$32,000.00. Also Effective November 13, 2007, the Buyer for this Contract is hereby changed to Erica Busick (517) 241-0684.

All other terms, conditions, specifications, and pricing remain unchanged.

AUTHORITY/REASON:

Per agency email submitted 9/19/07, vendor agreement letter received on 9/24/07, and Ad Board approval on 11/13/07.

INCREASE: \$32,000.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$185,552.50

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
ACQUISITION SERVICES
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

September 18, 2003

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B3001366
between
THE STATE OF MICHIGAN
and

| | | |
|---|--------------------------------|---|
| NAME & ADDRESS OF VENDOR HI-TECH BUILDING SERVICES, INC. 6578 Roger Drive, Suite A Jenison, MI 49428 <u>bhogan@hitec-services.com</u> | | TELEPHONE: (616) 662-1623 BRIAN HOGAN |
| | | VENDOR NUMBER/MAIL CODE |
| | | BUYER: (517) 241-1218 Andre' K. Morrow , C.P.M., CPPB |
| Contract Administrator: Catherine L. Rykse Janitorial Services – Family Independence Agency - Monroe | | |
| CONTRACT PERIOD: From: July 14, 2003 To: July 14, 2008 | | |
| TERMS Net 30 | SHIPMENT N/A | |
| F.O.B. N/A | SHIPPED FROM N/A | |
| MINIMUM DELIVERY REQUIREMENTS | | |
| N/A | | |

NATURE OF CHANGE (S):

Effective October 1, 2003, the following changes will be implemented:

Area to be cleaned:

21,805 sq. ft. carpeted includes:

3,416 sq. ft. high traffic areas (hallways)

3,952 sq. ft. non-carpeted includes:

3,087 sq. ft. vinyl tile (lobby, kitchen, closed file room, staff
break room, front and back entry)

865 sq. ft. ceramic tile (restrooms)

124 Work Stations (85 employees)

Hours of Work:

Work hours of contractor servicing this contract must be between the hours of 5:30 a.m. and 8:30 p.m. The Contract Administrator will establish the appropriate schedules for work to be preformed as required by the above cleaning frequencies. The Contractor must adhere to these schedules.

| Description | Estimated price per month | (Multiply estimated monthly price times 57 months) |
|---------------------|---------------------------|--|
| Janitorial Services | \$2,182.50 | \$124,402.50 |

| Description: Periodic Services | Estimated Services | Price per Service | (Multiply price per service times estimated services) |
|---|--------------------|-------------------|---|
| Quarterly Services | | | |
| Strip, seal, wax and buff vinyl floors: Full Contact area | 20 | \$170.00 | \$3,400.00 |
| Semi - Annual Services | | | |
| 1. Clean Carpets (Shampoo): Full contact area | 10 | \$1,350.00 | \$13,500.00 |
| 2. Clean light fixture(s) lens(es) | 10 | \$30.00 | \$300.00 |

All other terms, conditions, specifications and pricing remain the same.

AUTHORITY/REASON (S):

Per agency request dated 9/15/03.

DECREASE: \$15,647.50

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$143,552.50

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
ACQUISITION SERVICES
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

August 7, 2003

NOTICE
TO
CONTRACT NO. 071B3001366
between
THE STATE OF MICHIGAN
and

| | |
|---|---|
| NAME & ADDRESS OF VENDOR HI-TECH BUILDING SERVICES, INC. 6578 Roger Drive, Suite A Jenison, MI 49428 <u>bhogan@hitec-services.com</u> | TELEPHONE: BRIAN HOGAN (616) 662-1623 |
| | VENDOR NUMBER/MAIL CODE |
| | <u>BUYER:</u> Andre' K. Morrow, C.P.M., CPPB (517) 241-1218 |
| Contract Administrator: Catherine L. Rykse Janitorial Services – Family Independence Agency - Monroe | |
| CONTRACT PERIOD: From: July 14, 2003 To: July 14, 2008 | |
| TERMS Net 30 | SHIPMENT N/A |
| F.O.B. N/A | SHIPPED FROM N/A |
| MINIMUM DELIVERY REQUIREMENTS | |
| N/A | |

The terms and conditions of this Contract are those of ITB #071I3000063, this Contract Agreement and the vendor's quote dated February 12, 2003. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.

Estimated Contract Value: \$ 159,200.00

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
ACQUISITION SERVICES
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

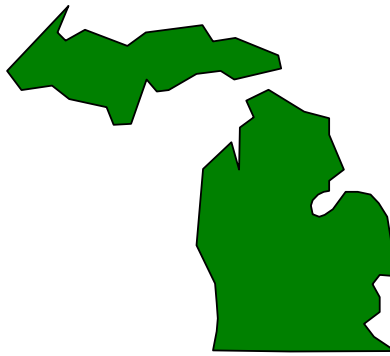
CONTRACT NO. 071B3001366
between
THE STATE OF MICHIGAN
and

| | |
|---|--|
| NAME & ADDRESS OF VENDOR HI-TECH BUILDING SERVICES, INC. 6578 Roger Drive, Suite A Jenison, MI 49428 <u>bhogan@hitec-services.com</u> | TELEPHONE: BRIAN HOGAN (616) 662-1623 VENDOR NUMBER/MAIL CODE BUYER: Andre' K. Morrow, C.P.M., CPPB (517) 241-1218 |
| Contract Administrator: Catherine L. Rykse Janitorial Services – Family Independence Agency - Monroe | |
| CONTRACT PERIOD: From: July 14, 2003 To: July 14, 2008 | |
| TERMS Net 30 | SHIPMENT N/A |
| F.O.B. N/A | SHIPPED FROM N/A |
| MINIMUM DELIVERY REQUIREMENTS N/A | |
| MISCELLANEOUS INFORMATION: The terms and conditions of this Contract are those of ITB #071I3000063, this Contract Agreement and the vendor's quote dated February 12, 2003. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence. Estimated Contract Value: \$ 159,200.00 | |

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the ITB No. 071I3000063. Orders for delivery of equipment will be issued directly by the Department of Family Independence Agency through the issuance of a Purchase Order Form.

All terms and conditions of the invitation to bid are made a part hereof.

| | |
|--|---|
| FOR THE VENDOR: <div style="border-bottom: 1px solid black; text-align: center; margin-bottom: 10px;">HI-TECH BUILDING SERVICES, INC.</div> <div style="text-align: center; margin-bottom: 10px;">Firm Name</div> <div style="border-bottom: 1px solid black; text-align: center; margin-bottom: 10px;">Authorized Agent Signature</div> <div style="border-bottom: 1px solid black; text-align: center; margin-bottom: 10px;">Authorized Agent (Print or Type)</div> <div style="border-bottom: 1px solid black; text-align: center;">Date</div> | FOR THE STATE: <div style="border-bottom: 1px solid black; text-align: center; margin-bottom: 10px;">Signature</div> <div style="text-align: center; margin-bottom: 10px;">ANDRE' K. MORROW, C.P.M., CPPB</div> <div style="border-bottom: 1px solid black; text-align: center; margin-bottom: 10px;">Name</div> <div style="text-align: center; margin-bottom: 10px;">TACTICAL PURCHASING DIVISION</div> <div style="border-bottom: 1px solid black; text-align: center; margin-bottom: 10px;">Title</div> <div style="border-bottom: 1px solid black; text-align: center;">Date</div> |
|--|---|



CONTRACT NO. 071B30001366
FOR
JANITORIAL SERVICES
FOR
THE MICHIGAN FAMILY INDEPENDENCE AGENCY,
MONROE COUNTY,
1051 S. TELEGRAPH ROAD, MONROE, MI 48161
BETWEEN
THE
STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
ACQUISITION SERVICES
AND
HI-TEC BUILDING SERVICES, INC.
6578 ROGER DRIVE, SUITE A
JENISON, MI 49428

EFFECTIVE:
7/14/03 THROUGH 7/14/08



Contract no. 071B30001366

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SECTION I - GENERAL CONTRACT PROVISIONS

I-A GENERAL

This Contract is for ***Janitorial Services for the State of Michigan, Family Independence Agency, Monroe County Office, located in Monroe, MI.*** Exact quantities to be purchased are unknown, however the Contractor will be required to furnish all such materials and services as may be ordered during the CONTRACT period. Quantities specified if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities. Orders for delivery will be issued directly to the Contractor by various State Agencies on the Purchase Order Contract Release Form. Bids are due and will be publicly identified at the time noted on the Invitation To Bid (ITB) Form.

The Contract(s) awarded from this solicitation will be a Unit Price Contract.

I-B ISSUING OFFICE

The Contract is issued by Acquisition Services, State of Michigan, Department of Management and Budget, hereinafter known as Acquisition Services, for the *Michigan Family Independence Agency* hereinafter known as *Michigan Family Independence Agency (FIA)*. Where actions are a combination of those of Acquisition Services and the State agencies, the authority will be known as the State.

Acquisition Services is the sole point of contact in the State with regard to all procurement and contractual matters relating to the commodities and/or services described herein. Acquisition Services is the only office authorized to change, modify, amend, alter, clarify, etc., the specifications, terms, and conditions of the Contract. Acquisition Services will remain the **SOLE POINT OF CONTACT** throughout the procurement process. All communications covering this procurement must be addressed to:

Department of Management and Budget
Acquisition Services
Attn: *Andre' K. Morrow, C.P.M.*
2nd Floor, Mason Building
P.O. Box 30026
Lansing, Michigan 48909
(517) 241-1218
morrowa@michigan.gov

I-C CONTRACT ADMINISTRATOR

Upon receipt at Acquisition Services of the properly executed Contract Agreement(s), the person named below will be allowed to administer the Contract on a day-to-day basis during the term of the Contract. However, administration of the Contract implies no authority to change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such Contract(s). That authority is retained by Acquisition Services. The Contract Administrator for this project is:

Michigan Family Independence Agency: Catherine L. Rykse 734-243-7208



I-D CONTRACT TERM

The term of this Contract will be for a five (5) year period and will commence with the issuance of a Contract. This will be approximately July 14, 2003 through July 14, 2008. At the sole option of the State, the Contract may be extended for up to 2 (two) additional years. Contractor performance, quality of products, price, and the Contractor's ability to deliver on time are some of the criteria that will be used as a basis for any decision by Acquisition Services to extend the Contract.

I-E ENTIRE AGREEMENT AND ORDER OF PRECEDENCE

The following documents constitute the complete and exclusive agreement between the parties. The following order of precedence shall apply (in descending order):

- A. Any contract resulting from the State's ITB No. **071I2000063**
- B. Any addenda to that ITB.
- C. The Contractor's response to that ITB.

The State of Michigan shall not be bound by any part(s) of the bidder's response to the ITB which contains information, options, conditions, terms, or prices neither requested nor required in the ITB. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the Contractor, those of the State take precedence. The contract supercedes all proposals or other prior agreements, oral or written, and all other communications between the parties relating to this subject.

I-F NO WAIVER OF DEFAULT

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term or any other term of the Contract.

I-G REVISIONS, CONSENTS, AND APPROVALS

The Contract may not be modified, amended, extended, or augmented except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

I-H SEVERABILITY

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

I-I SURVIVOR

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of the Contract for any reason.



I-J GOVERNING LAW

The Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan. Any dispute arising herein shall be resolved in the State of Michigan.

I-K RELATIONSHIP OF THE PARTIES (INDEPENDENT CONTRACTOR)

The relationship between the State and the Contractor is that of client and independent Contractor. No agent, employee, or servant of the Contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this Contract.

I-L HEADINGS

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of this Contract.

I-M INCURRING COSTS

The State of Michigan is not liable for any cost incurred by the Contractor prior to signing of the Contract. The State fiscal year is October 1st through September 30th. The Contractor(s) should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations. Total liability of the State is limited to terms and conditions of the Contract.

I-N NEWS RELEASES

News releases (including promotional literature and commercial advertisements) pertaining to the ITB and Contract or project to which it relates shall not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the ITB and Contract are to be released without prior written approval of the State and then only to persons designated.

I-O CONTRACTOR RESPONSIBILITIES

The Contractor will be required to assume responsibility for all contractual activities, whether or not that Contractor performs them. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the anticipated Contract. If any part of the work is to be subcontracted, the Contract must include a list of subcontractors, including firm name and address, contact person and a complete description of work to be subcontracted. The State reserves the right to approve subcontractors and to require the Contractor to replace subcontractors found to be unacceptable. The Contractor is totally responsible for adherence by the subcontractor to all provisions of the Contract. Any change in subcontractors must be approved by the State, in writing, prior to such change.



I-P PERFORMANCE REVIEWS

Acquisition Services in conjunction with the *Michigan Family Independence Agency* may review with the Contractor their performance under the Contract. Performance reviews shall be conducted quarterly, semi-annually or annually depending on Contractor's past performance with the State. Performance reviews shall include, but not limited to, quality of products/services being delivered and provided, timeliness of delivery, percentage of completion of orders, the amount of back orders, status of such orders, accuracy of billings, customer service, completion and submission of required paperwork, the number of substitutions and the reasons for substitutions, and other requirements of the Contract.

Upon a finding of poor performance, which has been documented by Acquisition Services, the Contractor shall be given an opportunity to respond and take corrective action. If corrective action is not taken in a reasonable amount of time as determined by Acquisition Services, the Contract may be canceled for default. Delivery by the Contractor of unsafe and/or adulterated or off-condition products to any State agency is considered a material breach of Contract subject to the cancellation provisions contained herein.

I-Q AUDIT OF CONTRACT COMPLIANCE

The Contractor agrees that the State may, upon 24-hour notice, perform an audit at Contractor's location(s) to determine if the Contractor is complying with the requirements of the Contract. The Contractor agrees to cooperate with the State during the audit and produce all records and documentation that verifies compliance with the Contract requirements.

I-R SAFETY AND ACCIDENT PREVENTION

In performing work under this Contract on State premises, the Contractor shall conform to any specific safety requirements contained in the Contract or as required by law or regulation. The Contractor shall take any additional precautions as the State may reasonably require for safety and accident prevention purposes. Any violation by the Contractor of such safety requirements, rules, laws or regulations shall be a material breach of the Contract subject to the cancellation provisions contained herein.

I-S WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing services for the State pursuant to this Contract, the Contractor shall comply with Department of Civil Service Rules 2-20 regarding Workplace Safety and 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service Regulations governing workplace safety and discriminatory harassment and any applicable state agency rules on these matters that the agency provides to the Contractor. Department of Civil Service Rules and Regulations can be found on the Department of Civil Service website at www.state.mi.us/mdcs/Regindx.

I-T ASSIGNMENT

The Contractor shall not have the right to assign the Contract or to assign or delegate any of its duties or obligations under the Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this Section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the Director of Acquisition Services.



I-U DELEGATION

The Contractor shall not delegate any duties or obligations under the Contract to a subcontractor other than a subcontractor named and approved in the bid unless the Director of Acquisition Services has given written consent to the delegation.

I-V DISCLOSURE

All information in a bidder's proposal and the Contract is subject to the provisions of the Freedom of Information Act. 1976 Public Act No. 442, as amended, MCL 15.231, et seq.

I-W TAXES

- A. Sales Tax: For purchases made directly by the State of Michigan, the State is exempt from State and Local Sales Tax. Prices shall not include such taxes. Exemption Certificates for State Sales Tax will be furnished upon request.
- B. Federal Excise Tax: The State of Michigan may be exempt for Federal Excise Tax, or such taxes may be reimbursable, if articles purchased under this Contract are used for the State's exclusive use. Certificates exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent to the Contractor upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, prices shall not include the Federal Excise Tax.
- C. Contractors are expected to collect and pay all applicable federal, state, and local employment taxes for all persons involved in the resulting Contract. Also, bidders shall maintain appropriate payroll information on a system that can produce any reports that may be needed by Acquisition Services.

I-X PRICE ADJUSTMENTS

Prices quoted are the maximum for a period of 365 days from the date the Contract becomes effective.

Prices are subject to change at the end of each 365-day period. Such changes shall be based on changes in actual costs incurred. Documentation of such changes must be provided with the request for price change in order to substantiate any requested change. Acquisition Services reserves the right to consider various pertinent information sources to evaluate price increase requests (such as the CPI and PPI, US City Average, as published by the US Department of Labor, Bureau of Labor Statistics). Acquisition Services also reserves the right to consider other information related to special economic and/or industry circumstances, when evaluating a price change request. Changes may be either increases or decreases, and may be requested by either party. Approved changes shall be firm for the remainder of the contract period unless further revised at the end of the next 365-day period.

Requests for price changes shall be RECEIVED IN WRITING AT LEAST TEN DAYS PRIOR TO THEIR EFFECTIVE DATE, and are subject to written acceptance before becoming effective. In the event new prices are not acceptable, the CONTRACT may be cancelled. The continued payment of any charges due after September 30th of any fiscal year will be subject to the availability of an appropriation for this purpose.



I-Y ADDITIONAL PRODUCTS/SERVICES

The State reserves the right to add an item(s) that is not described on the item listing and is available from the Contract vendor. The item(s) may be included on the Contract, only if prior written approval has been granted by Acquisition Services.

I-Z CONTRACTOR'S LIABILITY INSURANCE

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain pursuant to this Contract. The Contractor also agrees to provide evidence that all applicable insurance policies contain a waiver of subrogation by the insurance company.

All insurance coverages provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The Insurance shall be written for not less than any minimum coverage herein specified or required by law, whichever is greater. All deductible amounts for any of the required policies are subject to approval by the State.

The State reserves the right to reject insurance written by an insurer the State deems unacceptable.

BEFORE THE CONTRACT IS SIGNED BY BOTH PARTIES OR BEFORE THE PURCHASE ORDER IS ISSUED BY THE STATE, THE CONTRACTOR MUST FURNISH TO THE DIRECTOR OF ACQUISITION SERVICES, CERTIFICATE(S) OF INSURANCE VERIFYING INSURANCE COVERAGE. THE CERTIFICATE MUST BE ON THE STANDARD "ACCORD" FORM. THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING. All such Certificate(s) are to be prepared and submitted by the Insurance Provider and not by the Contractor. All such Certificate(s) shall contain a provision indicating that coverages afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without THIRTY (30) days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Acquisition Services, Department of Management and Budget. Such NOTICE must include the CONTRACT NUMBER affected and be mailed to: Director, Acquisition Services, Department of Management and Budget, P.O. Box 30026, Lansing, Michigan 48909.



The Contractor is required to provide the type and amount of insurance checked (☑) below:

- ☑ 1. Commercial General Liability with the following minimum coverages:

\$2,000,000 General Aggregate Limit other than Products/Completed Operations
 \$2,000,000 Products/Completed Operations Aggregate Limit
 \$1,000,000 Personal & Advertising Injury Limit
 \$1,000,000 Each Occurrence Limit
 \$500,000 Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability policy.

- ☑ 2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability policy.

- ☑ 3. Worker's disability compensation, disability benefit or other similar employee benefit act with minimum statutory limits. NOTE: (1) If coverage is provided by a State fund or if Contractor has qualified as a self-insurer, separate certification must be furnished that coverage is in the state fund or that Contractor has approval to be a self-insurer; (2) Any citing of a policy of insurance must include a listing of the States where that policy's coverage is applicable; and (3) Any policy of insurance must contain a provision or endorsement providing that the insurers' rights of subrogation are waived. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

- ☐ 4. For contracts providing temporary staff personnel to the State, the Contractor shall provide an Alternate Employer Endorsement with minimum coverage of \$1,000,000.

- ☑ 5. Employers liability insurance with the following minimum limits:

\$100,000 each accident
 \$100,000 each employee by disease
 \$500,000 aggregate disease



I-AA INDEMNIFICATION

A. General Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents, from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:

1. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from (1) the product provided or (2) performance of the work, duties, responsibilities, actions or omissions of the Contractor or any of its subcontractors under this Contract.
2. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from a breach by the Contractor of any representation or warranty made by the Contractor in the Contract;
3. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or related to occurrences that the Contractor is required to insure against as provided for in this Contract;
4. any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the State;
5. any claim, demand, action, citation or legal proceeding against the State, its employees and agents which results from an act or omission of the Contractor or any of its subcontractors in its or their capacity as an employer of a person.

B. Patent/Copyright Infringement Indemnification

To the fullest extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State, its employees and agents from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent,



copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States. In addition, should the equipment, software, commodity, or service, or the operation thereof, become or in the Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

C. Indemnification Obligation Not Limited

In any and all claims against the State of Michigan, or any of its agents or employees, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefits acts, or other employee benefits acts. This indemnification clause is intended to be comprehensive. Any overlap in subclauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other subclause.

D. Continuation of Indemnification Obligation

The duty to indemnify will continue in full force and affect notwithstanding the expiration or early termination of the Contract with respect to any claims based on facts or conditions, which occurred prior to termination.

I-BB CONTRACT DISTRIBUTION

Acquisition Services shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Acquisition Services.

I-CC ACCOUNTING RECORDS

The Contractor and all subcontractors shall maintain all pertinent financial and accounting records and evidence pertaining to the Contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Michigan. Financial and accounting records shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Auditor General at any time during the Contract period and any extension thereof, and for three years from expiration date and final payment on the Contract or extension thereof.



I-DD NON-DISCRIMINATION CLAUSE

In the performance of a Contract or purchase order, the Contractor agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability. The Contractor further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting herefrom will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2201, et seq, and the Michigan Handicapper's Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, et seq, and any breach thereof may be regarded as a material breach of the Contract or purchase order.

I-EE CANCELLATION

The State may cancel this Contract without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents, and employees for any of the following reasons:

1. Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract, which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach provided by the State, or pose a serious and imminent threat to the health and safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for all costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any additional costs the State may incur to procure the services required by this Contract from other sources. All excess re-procurement costs and damages shall not be considered by the parties to be consequential, indirect or incidental, and shall not be excluded by any other terms otherwise included in the Contract.

In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled.

In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.



2. Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled.

3. Non-Appropriation. In the event that funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this project. If funds are not appropriated or otherwise made available, the State shall have the right to cancel this Contract at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of cancellation to the Contractor. The State shall give the Contractor written notice of such non-appropriation or unavailability within 30 days after it receives notice of such non-appropriation or unavailability.

4. Criminal Conviction. In the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.

5. Approvals Rescinded. In the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Article 11, Section 5 of the Michigan Constitution of 1963, and Chapter 7 of the Civil Service Rules. Notwithstanding any other provision of this Contract to the contrary, the State Personnel Director is authorized to disapprove contractual disbursements for personal services if the Director determines that the Contract of the disbursements under the Contract violate Article 11, Section 5 of the Constitution or violate applicable Civil Service rules or regulations. Cancellation may be in whole or in part and may be immediate as of the date of the written notice to the Contractor or may be effective as of the date stated in such written notice.



I-FF NOTICE AND RIGHT TO CURE

In the event of a curable breach by the Contractor, the State shall provide the Contractor written notice of the breach and a time period to cure said breach described in the notice. This section requiring notice and an opportunity to cure shall not be applicable in the event of successive or repeated breaches of the same nature or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage or destruction of any real or tangible personal property.

I-GG ELECTRONIC FUNDS TRANSFER

Electronic transfer of funds is available to State contractors. Vendors are encouraged to register with the State of Michigan Office of Financial Management so the State can make payments related to this Contract electronically (www.state.mi.us/dmb/ofm/).

I-HH MODIFICATION OF CONTRACT

Acquisition Services reserves the right to modify this contract at any time during the contract term. Such modification may include changing the locations to be serviced, additional locations to be serviced, method or manner of performance of the work, number of days service is to be performed, addition or deletion of tasks to be performed, addition or deletion of items, and/or any other modifications deemed necessary. Any changes in pricing proposed by the Contractor resulting from the proposed changes are subject to acceptance by the State. Changes may be increases or decreases. **IN THE EVENT PRICES ARE NOT ACCEPTABLE TO THE STATE, THE CONTRACT SHALL BE SUBJECT TO COMPETITIVE BIDDING BASED UPON THE NEW SPECIFICATION.**

I-II UNFAIR LABOR PRACTICES

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, et seq, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to Section 2 of the Act. A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to Section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

I-JJ FORM, FUNCTION, AND UTILITY

If the Contract is for use of more than one State agency and if the good or service provided under this Contract do not the meet the form, function, and utility required by a State agency, that agency may, subject to State purchasing policies, procure the good or service from another source.



I-KK CONTRACT PAYMENT SCHEDULE

The specific payment schedule for the Contract(s) will be mutually agreed upon by the State and the Contractor(s). The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

I-LL PROHIBITED PRODUCTS

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Acquisition Services has approved a change.

I-MM RECYCLED CONTAINERS

Bidders are encouraged to offer products packaged in containers using recovered materials suitable for the intended use. 'Recovered material' is defined as post-consumer waste (any products generated by a business or consumer which have served their intended end use, and which have been separated or diverted from solid waste for the purpose of collection, recycling, and disposition) and 'secondary waste' (industrial by-products and wastes generated after completion of a manufacturing process that would normally not be reused).

I-NN RIGHT TO KNOW ACT (Act 80 of 1986)

The "Right to Know Act" is intended to provide protection and information to employees who encounter hazardous substances in the workplace. To comply with this act, it is necessary that you fulfill the following:

Labels on all incoming containers of hazardous chemicals must (1) clearly State the identity of the contents, (2) display appropriate hazard warning(s), (3) include first aid information, and (4) list the name and address of the chemical manufacturer, importer, or other responsible party.

Material Safety Data Sheets must be included with shipment of chemical or hazardous material to the receiving State agency. It is necessary to send this document only on the first shipment for each chemical formulation or hazardous material ordered by a specific agency except when there has been a change in the formulation of the specified chemical or hazardous material, in which case, a revised material safety data sheet shall accompany the first shipment of the changed formulation. It is the responsibility of the shipping vendor to maintain this record. The receiving agency will not accept first shipment unless the above is complied with. It is recommended that OSHA Material Safety Data Sheet No. 174 be used.



I-00 ASSIGNMENT OF ANTITRUST CAUSE OF ACTION

For and in consideration of the opportunity to submit a quotation and other good and valuable consideration, the bidder hereby assigns, sells and transfers to the State of Michigan all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of payment and which relate solely to the particular goods, commodities, or services purchased or procured by this State pursuant to this transaction.



SECTION II – SCOPE OF WORK & SPECIFICATIONS

SCOPE OF WORK

The contractor shall provide all personnel, equipment, tools, materials, supervision, and other items and services necessary to perform the janitorial (housekeeping) services as described in the specifications detailed herein. The required result is to maintain the facility(s) in such a manner as to provide a clean, healthy and safe work environment for occupants of state owned or lease office building(s).

The specifications contained in this document have been developed to establish the minimum level of janitorial (housekeeping) services required operated by the Michigan Family Independence Agency.

1. TRAINING AND DEVELOPMENT

- a) Provide a complete description of your firm's Training and Development Plan. Include the training provided to your employees and supervisors prior to placing them on the job site. Also indicate, any on-going training provided to your employees and supervisors.
- b) Provide a list of training materials, classes or sources. Be specific.

Contractor shall employ personnel capable of fulfilling the requirements of this contract and shall provide a training and development plan for contractor personnel. The plan shall include the following:

1. Qualifications of instructors, supervisors and/or job coaches responsible for training and development.
2. Task analysis identifying knowledge and skills required for each custodial/janitorial activity.
3. Training objectives and methods of verifying competency of all contractor personnel.

The contractor shall submit a Training and Development Plan with the proposal (needs to be included with bid document). The plan must be acceptable to the State. The contractor shall not begin work under this contract until the Training and Development Plan, incorporating any changes required, has been approved by the State. The contractor shall maintain and update the plan annually and within 30 days of the start of any extension.

For clarification purposes, the Contractor's Training and Development Plan shall be considered as work or service and shall be subject to acceptance throughout the term of the contract, to include any extensions of contract term. The contractor shall notify the Contract Administrator in writing of any proposed change to the Contractor's Training and Development Plan. No change will be implemented prior to review and approval by the State Contract Administrator.

The Contractor must allow janitorial staff to participate in special training programs which may be offered by the agency during normal working hours. The Contractor will be responsible for any wages due the contractor's employee during such time.



2. HEALTH, SAFETY, AND ENVIRONMENTAL PROTECTION

Contractor is to provide a complete description of your health, safety and environmental protection program. If you do not have a health, safety and environmental protection program, provide a summary of how you inform your employees about safety, etc.

The Contractor shall conform to all applicable Federal, State and local laws, and to the requirements of this contract. In performing work under this contract at State of Michigan facilities, the contractor shall:

Take all reasonable steps and precautions to prevent accidents and to preserve the health and safety of visitors, contractor personnel, and State personnel performing or in any way coming into contact with the performance of this contract;

Take all reasonable precautions to prevent the release of hazardous chemicals into the environment; and

Take such additional precautions as the Contract Administrator may reasonably require for health, safety, and environmental protection.

Any violation of these health, safety, and environmental rules and regulations, unless promptly corrected as directed by the Contract Administrator, shall be grounds for termination of this contract in accordance with the Default Clause of this contract.

- a. Damage Reports. In all instances where State property or equipment is damaged, the Contractor shall submit to the Contract Administrator a full report of the facts and extent of such damage--verbally within one hour, and in writing within 24 hours of the occurrence.
- b. Accident Reports. The Contractor shall comply with State of Michigan, OSHA and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The Contractor shall provide a verbal report to the Contract Administrator within one hour of occurrence and a written follow-up report to the Contract Administrator within 24 hours of occurrence.
- c. Chemical Spills. The Contractor shall provide a plan addressing incidental and emergency spills of any chemicals brought on-site.
- d. Hazard Communications. Contractor must maintain two, update Material Safety Data Sheet (MSDS) files on-site; one placed in Contract Administrator's office and the second in the contractor's office or Janitors Closet. Refer to Section I-JJ - Right to Know (Act 80 of 1986) of this contract.

3. QUALITY ASSURANCE PLAN

The Contractor shall submit a Quality Assurance Plan with the proposal. The plan must be acceptable to the State. The Contractor shall not begin work under this contract until the Quality Assurance Plan, incorporating any changes required has been approved by Acquisition Services. The Contractor shall maintain and update the plan annually and within 30 days of the start of any extension. The Contractor's Quality Assurance Plan shall include: (1) the names and qualifications of individuals performing inspections and the extent of their authority; (2) methods of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable, with descriptions of sampling techniques; (3) methods of documenting and enforcing quality assurance operation, including inspections and testing; (4) the format for the Contractor's Quality Assurance Report; and (5) method of control site keys and locks.



- a. Quality Assurance Files. A file of all quality assurance inspections, inspection results, and any corrective action required and/or performed, shall be maintained by the Contractor throughout the term of the contract. This file shall be the property of the State and be made available upon request to the Contract Administrator within ten days after completion or prior to termination of the contract. Final payment may be withheld pending receipt of quality assurance files.
- b. Quality Assurance Reports. The Contractor shall submit to the Contract Administrator by close of business the fifth working day of each month, a Quality Assurance Report listing the results of the previous month's Quality Assurance Inspections.
- c. Acceptability. For purposes of acceptance, the Contractor's Quality Assurance Plan will be considered as work of service and shall be subject to acceptance throughout the term of the contract, to include any extensions of contract term. The Contractor shall notify the Facility Manager in writing of any proposed change to the Contractor's Quality Assurance Plan. No change will be implemented prior to review and approval by the Facility Manager.

Also, describe your firm's customer service program. Give examples of how complaints would be handled and resolved.

4. EQUIPMENT AND SUPPLIES

a) Contractor is to provide a list of the types of equipment, manufacturer, ,model number and age of the equipment you plan to utilize for this project. Also, explain your equipment maintenance plan. Do you own or rent your janitorial equipment?

b) Contractor is to provide a list of the proposed janitorial cleaning supplies that will be utilized for this project. Also include manufacturer's name and proposed annual estimated quantities.

The Contractor must furnish all equipment and supplies, other than toilet paper, paper hand towels and ice melting products.

The Contractor must utilize cleaning equipment that meets with the approval of the State Agency Contract Administrator. The use of any powdered scouring cleansers is expressly prohibited. A complete listing of equipment and products to be used shall be submitted to the Contract Administrator within 60 days after award of CONTRACT.

The Contractor must furnish all power equipment such as floor machines, vacuum systems, carpet cleaning systems, etc. and all other equipment.

All equipment used in office areas must not exceed the noise level of 68 decibels at 5 feet, which will be less disruptive to office workers.

The Contractor must supply all cleaners, finishes, etc. for the treatment of various types of flooring and/or carpeting. Use only such materials as are recommended and approved by the Contract Administrator or his designee and the flooring manufacturer.

The Contractor's prime responsibility is to protect owner's property at all times and to use only such materials and treatments as will enhance the appearance of buildings and protect surfaces such as flooring.

The State will furnish an area, when necessary, for storage of the Contractor's equipment and supplies. The Contractor will be held solely responsible for all items stored on State premises.

The contractor will be required to submit a complete list by brand names and product number of all supplies to be used in fulfilling this contract and a Materials Safety Data Sheet (MSDS) prior to starting any work. Right is reserved by State to accept or reject these items. An acceptable substitute must be immediately furnished for any rejected item.



JANITORIAL SPECIFICATIONS

Location: **MICHIGAN FAMILY INDEPENDENCE AGENCY**
Monroe County
1051 S. Telegraph Road
Monroe, MI 48161

CONTRACT ADMINISTRATOR: Catherine L. Rykse 734-243-7208

Area to be cleaned:

23,522 sq.ft. carpeted
2,235 sq.ft. non-carpeted (including restrooms, lobbies, storage, etc.)

124 Work Stations (employees)

Services to be Performed 5 days/week (Monday thru Friday) or as prior approved by Contract Administrator

A. TASK DEFINITIONS

The following definitions outline minimum acceptable standards for the activity to be performed.

1. Vacuum Carpet and Spot Cleaning

Thoroughly vacuum all carpeted areas. Move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. ***The agency requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meet these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem.*** Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a Dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.

2. Dust Mop

Thoroughly dust mops all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. Dust mops must be treated with water based dust control chemical. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.

3. Damp Mop

Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free.

4. Sweeping and Damp Mopping



Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up. Leave no dirt, trash, or foreign matter under desks, tables or chairs.

5. Wet Mopping and Scrubbing

The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

6. Wet Mopping

At the stated frequencies, floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machine buffed to a polished appearance with a high speed buffer.

7. Damp Wiping

This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance.

- a. The wetting solution must contain an appropriate cleaning agent.
- b. When damp wiping in toilet areas, use a multi-purpose disinfectant/deodorizer.

8. Stripping and Sealing

- a. Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface.
- b. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a minimum of 25% solids.



9. Waxing and Buffing

Apply wax in a thin, even coat and machine buff with a high speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window -sills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

10. Wet Mopping and Buffing

At the stated frequencies, floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machine buffed to a polished appearance with a high speed buffer.

11. Empty Waste Receptacles

Empty all containers that are provided for the disposal of waste i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc. into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only, unless clearly marked for disposal. When in doubt do not remove. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms, break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.

12. Restroom Cleaning

a. Close Restroom

When the Contract Administrator requests restroom cleaning during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the Facility Manager in advance. The Facility Manager prior to any changes made must approve any changes in this schedule.

b. Fill Dispensers

Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, paper towels, sanitary napkin, etc.). All public restrooms have electric hand dryers. The Facility Manager will identify the few private restrooms where paper towels are used.

c. Dusting

Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water based dust control chemical, must be used. Areas not cleared by office occupant are not to be dusted.



d. Disinfect

Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved *disinfectant solution and allow to air dry.

e. Clean and Disinfect Sinks

Thoroughly clean all sinks, including bottom, faucets, and spigots, with approved creme cleanser. Rinse thoroughly as all creme cleanser residues must be removed. Then wipe each item with approved *disinfectant solution and allow to air dry.

f. Clean Glass and Mirrors

Thoroughly clean all glass and mirrors using an approved alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.

g. Clean and Disinfect Toilets and Urinals

Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff dry to a streak, smear and smudge free "shine". Leave seats in a raised position.

h. Clean and Disinfect Walls, Doors, Partitions and Handrails

Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.

i. Damp Mop - *Disinfectant

Thoroughly damp mop all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free. Thoroughly damp mop floor with approved *disinfectant solution. Allow to air dry.

* All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains.



- j. Clean and disinfect Showers, shower walls and stalls (as applicable)

Thoroughly clean all showers, including bottom, faucets, and spigots, with approved creme cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.

- k. Service Restroom

Visually check - dispensers must be filled, trash removed and restrooms spot cleaned as needed and as requested by the Facility Manager.

- 13. Remove Carpet Runners (as applicable)

Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with approved wet pick up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.

- 14. Replace Carpet Runners (as applicable)

After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.

- 15. Clean and Disinfect Drinking Fountains

Thoroughly clean entire exterior surface with approved cream cleanser. The grain of the stainless steel must be followed at all times. Rinse thoroughly as all cream cleanser must be removed. Wipe entire surface with approved disinfectant solution.

- a. Wipe Dry

Use a clean, soft cloth and wipe item dry. The grain of the stainless steel must be followed.

- 16. Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.)

Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.

- 17. Cleaning, High Traffic Areas

High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include: corridors, lobbies, waiting areas, conference rooms, or any area so designated by the Contract Administrator.



18. Carpet Extracting

Perform vacuuming, and shampooing with commercial grade equipment only.

All carpeting, including carpet runners, must be thoroughly cleaned as follows:

- a. All movable items must be removed from area(s) to be cleaned (i.e., chairs, waster receptacles, all free standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
- b. Thoroughly spray next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibers remain damp until cleaned. Chemical should be left to work for 10-15 minutes
- c. Thoroughly extract all properly pretreated carpeted areas. Agitation is necessary, using an approved motor driven brush. A minimum of three cleaning passes and two vacuuming only must be used. Approved equipment and chemicals, at approved dilutions, must be used.
- d. All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fiber.
- e. Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer. Carpet track off mats and runners such as those found in building lobby areas, are exempt for this process.
- f. Replace all items removed for cleaning. All items moved back into place that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one day.

19. Spray Buff Hard Floors

Hard floor must be properly prepared before spray buffing:

- a. Remove carpet runners
- b. Dust mop
- c. Damp mop

Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. Buffing pad must be approved and will depend on type of finish used. Rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed.

Great care must be taken to avoid using "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often.

Great care must also be taken not to allow floor machine (buffer) to run in one spot for too long to avoid burning the floor.

Floor shall be dust mopped after scheduled spray buffing is completed.

Replace carpet runners.

20. Strip and Refinish



Close and properly mark area "closed". Remove all movable objects from area.

- a. Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
- b. Thoroughly agitate all floor area to remove all old finish with approved strip pad.
- c. Use wet vacuum to pick up old finish and stripper.
- d. Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
- e. Thoroughly mop rinses areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
- f. Allow floor to air dry.
- g. If any old finish remains, repeat "a" through "f".
- h. Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
- i. Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow sealer to thoroughly dry.
- j. Apply second coat of sealer as described in "i" above. Allow sealer to thoroughly dry.
- k. Apply top coating and second coat of approved floor finish.

21. Scrub - Restroom Floors/Hard Surface Stairwell Floors

Close restrooms. Remove all movable objects from area

- a. Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow solution to dry.
- b. Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
- c. Use wet vacuum to pick up dirty solution.
- d. Thoroughly mop rinses area with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed.
- e. Thoroughly mop rinse a second time with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed a second time.
- f. After floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
- g. Scrub all walls including partitions



22. Wall Spot Cleaning

Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean soft cloth. Also thoroughly clean all interior glass with approved alcohol based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.

23. Dusting

Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc.

Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.

- a. Leave no dust streaks.
- b. Leave corners, crevices, molding and ledges free of dust and cobwebs.
- c. Leave no oil spots or smudges on dusted surfaces caused by dusting tools.

Horizontal surfaces include, but are not limited to, counter tops, file cabinets, tables, coat-racks, etc. Telephones, ashtrays, etc., must be lifted and dusted under. Do not disturb work papers.

Dusting high & low includes, but is not be limited to partition tops, pictures, chair rungs, etc.

Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.

24. Remove Recyclable Paper (as applicable)

Pick up all recyclable paper from marked containers centrally located throughout the building and remove to designated containers in the loading dock area. This does not include individual boxes on desks.

25. Clean Air Bars and Vents

Vacuum excess dust and dirt from air bars. Damp wipes clean with approved disinfectant solution and wipe dry.

26. Lobby Glass Cleaning

Glass Cleaning is a part of the overall task of lobby cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including doors, revolving doors and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door, revolving door or window to accomplish clean glass.



27. Ashtrays and Surrounding Areas

Ashtrays placed on the exterior of the building shall be emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. Sweeping and removal of cigarette butts and emptying of ashtrays as specified.

28. Emergency clean up (as applicable)

The Contract Administrator shall assign, when needed, cleanup duties to the contractor when an emergency occurs. Cleaning tasks could include: dusting, vacuuming, mopping, carpets extraction, window washing, etc.

29. Miscellaneous

- a. Ash receptacles are either ashtrays, sand or dry receptacles. Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.
 - b. Rubbish removal from a central location is the responsibility of the State. Contractor must bag all waste material and place inside containers provided for that purpose.
 - c. IF SO MARKED ON PAGE 4, the contractor is responsible for the purchase and supply of sanitary napkins and dispensers. All profits from the sale of such items would belong to the contractor.
30. All hazardous conditions, such as burned out lights, loose railings, etc., must be reported by janitorial staff to contract supervisor, who must then notify building manager in writing.



B. CLEANING TASKS FREQUENCIES

I. DAILY SERVICES: MONDAY THRU FRIDAY

A. ROOM CLEANING

Office Areas, File Rooms, Conference Rooms, etc.

1. Empty waste receptacles and remove waste to designated area.
2. Wash or damp wipe, inside and outside, all waste receptacles presenting a soiled or odorous condition.
Replace liners when torn or soiled.
3. Dust mop all non-carpeted floors. Damp mop all spills. Buff floors, applying spray wax if needed.
4. Thoroughly vacuum all carpeted floors including corners, and underneath partitions each and every day. (Refer to General Definitions for quality of care expected.)
5. Spot clean all carpeted areas.
6. Remove all mats and runners and clean floor area underneath. Clean all mats and runners by best means. Replace all mats and runners.
7. Clean and disinfect drinking fountains.
8. Clean and polish all entrance glass.
9. Move all lobby chairs and clean floor area underneath and replace chairs in proper place.

B. RESTROOMS

5 Restrooms 33 Units 865 sq. ft. Floor Space

(included in non-carpeted floor space page 1)

1. Clean and sanitize all units. Clean pipes beneath all sinks.
2. Clean mirrors and counters and polish chrome.
- **3. Refill dispensers. (See section: Replenishable Supplies).
4. Empty and disinfect all sanitary napkin receptacles.
5. Sweep and damp mop floors with a germicidal solution paying special attention around washbowls, toilets and urinals.
6. Empty waste receptacles.
7. Clean switch, door and kick plates.
8. Maintain floor traps free of odor.
9. Clean and sanitize wall hand-dryers.



II. WEEKLY SERVICE

A. ROOM CLEANING

Office Areas, File Rooms, Conference Rooms, etc.

1. Dust high and low, including clocks, all surfaces on which dust gathers.
2. Clean all cleared desk and counter top areas with approved desk/counter cleaner.
3. Remove all cobwebs, clean baseboards.
4. Clean, spray wax and buff all hard surfaced floors.
5. Clean by most appropriate means all lobby furniture. Wash thoroughly all children's furniture and fiberglass/vinyl furniture.

B. RESTROOMS

1. Clean partition walls and doors with germicidal solution, making sure to thoroughly rinse.
2. Clean & buff floors, with special attention to grouting, floor corners, baseboards, and stalls.
3. Spot clean walls around sinks, waste receptacles, behind urinals and toilets.
4. Dust radiators, grills, ledges, etc.

III. MONTHLY SERVICE

A. ROOM CLEANING

Office Areas, File Rooms, Conference Rooms, etc.

1. Dust/vacuum window hangings.
2. Clean all carpeted areas of heavy traffic showing noticeably greater soil than general area.
3. Spot clean walls, doors, etc., removing all cobwebs, finger prints, smears and stains.
4. Clean partition glass.
5. Vacuum exposed air bars and heating outlets.

B. RESTROOMS

1. Wash with germicidal solution entrance doorways, ledges, etc.

C. WINDOWS - MONTHLY

Wash all exterior windows inside and outside (weather permitting).

Note: Window cleaning which requires the erection of scaffolding must be contracted separately and is not made part of this specification; however, windows reachable by stepladder are included.



IV. QUARTERLY SERVICE

Schedule to be set up with Contract Administrator at beginning of contract period. Any deviation from established schedule must be pre-approved by Contract Administrator. This service is to be priced separately from estimated monthly cost.

Strip, seal, wax and buff all hard surfaced floors: Heavy traffic areas (including restrooms).

V. SEMI-ANNUAL SERVICE

Schedule to be set up with Contract Administrator at beginning of contract period. Any deviation from established schedule must be pre-approved by Contract Administrator. This service is to be priced separately from estimated monthly cost.

A. ROOM CLEANING

Office Areas, File Rooms, Conference Rooms, etc.

1. Shampoo or steam clean carpets by commercial methods: Full contract area.
2. Strip, seal, wax and buff all hard surface floors: Full contract area.
3. Clean light fixtures lens.

VI. SUPPLEMENTARY TASKS

Empty outside receptacles and remove waste to designated area twice a week on Tuesday and Friday.

**** RESPONSIBILITY FOR REPLENISHABLE SUPPLIES ****

- | | |
|---------------------|----------------------------|
| a. Paper towels | <u> X </u> by agency |
| b. Toilet tissue | <u> X </u> by agency |
| c. Hand soap | <u> X </u> by agency |
| d. Plastic liners | <u> X </u> by agency |
| e. Sanitary napkins | <u> X </u> by contractor |

***ALL CLEANING SUPPLIES ARE TO BE PROVIDED BY THE CONTRACTOR.



C. SUPERVISION

Competent supervision is to be furnished by the contractor, and these services must be satisfactory to the State.

Keys to the building will be furnished by the State. Any such keys must not be duplicated.

The contractor must maintain a secure environment while cleaning the facility. No one is allowed into the facility other than those individuals responsible for performing janitorial services. The contractor must lock the building when leaving and secure gates (if applicable). In locations that include a security alarm system, the contractor must also properly set the security alarm when leaving the building. Failure to maintain a secure environment, properly lock the building and the gates or set the security alarm (where applicable) will result in a complaint to vendor and possible cancellation of the contract. Any cost incurred from a security service or local police for false alarms caused by failure of the contractor to properly set the security alarm will be the responsibility of the contractor.

In addition, should the contract be cancelled for failure to lock the building, or properly set the security alarm, the cost of changing the building locks and re-coding the security alarm, if applicable, will be charged to the contractor. These costs may be deducted from the monthly payment due the contractor.

The Contractor shall exercise all supervisory control and general control over all day-to-day operations of his/her employees including control over all workers duties. The contractor shall also be responsible for payment of all wages to employees, taxes and fringe benefits, sick leave, pension benefits, vacations, medical benefits, life insurance, or unemployment compensation or the like. The contractor shall discipline his/her employees, as needed including firing and hiring.

D. CONTRACTOR CLEAN UP

The Contractor is responsible for repair, replacement or clean up as necessary due to carelessness or negligence on the part of the Contractor or his/her employees.

E. WORKING CONDITIONS

All work shall be done in accordance with all regulations governing the state agency wherein the work is to be performed and with minimum possible interference with the proper functioning of the activities of that state agency. Materials, tools, etc. shall be confined so as not to unduly encumber the premises. The Contractor shall be held to have visited the site prior to submitting a proposal for this contract and checked with the authorities the working conditions and the methods of carrying out the work and to have included in the contract amount, all costs for meeting such working conditions. The vendor shall schedule the walk through inspection through Acquisition Services and the Contract Administrator.

The Contract Administrator will provide necessary registered and returnable keys for the Contractor's entrance to areas of the buildings necessary for the completion of described work after award of contract. The Contractor shall comply with all security regulations and special working conditions as required by the agency. Access to and egress from the buildings and agency grounds shall be via routes specifically designated by the state agency.



F. EMPLOYEE CONDUCT

The Contractor must insure that each employee wears a badge in plain view indicating the employee's name and company name in letters not less than 1/4 inch in height.

All contractual employees may be required to carry an agency provided pad of "Notice of Work Required" forms and to use them daily to report potentially hazardous conditions and items in need of repair including office lighting, emergency and exit lights, plumbing and water cooler problems, etc. to the Contract Administrator.

All lost and found articles recovered by contractual employees must be immediately turned in to the Contract Administrator.

Contractual employees will be required to wear clean and neat clothing or uniforms supplied by the Contractor at all times while on the job.

Contractual employees:

1. Must not have relatives or other personal visitors at the work site.
2. Must not consume food or beverages in public view while on duty. During normal breaks and lunch periods, the cafeteria or lunchroom may be used for this purpose.
3. Must not consume alcoholic beverages nor use narcotics while on duty nor be under the influence when reporting for duty.
4. Must not receive or initiate personal telephone calls from state owned telephones.
5. Must not play radios or other sound equipment without the Contract Administrator's approval.
6. Must not fraternize with agency staff, clients, tenants, or visitors to the building nor unnecessarily disrupt tenants from their work while performing their contractual duties.
7. Must turn off lights, if applicable, after cleaning is completed in an assigned area.

The agency may require the Contractor to immediately remove any contractual employee(s) from the agency's premises for just cause. The Contractor will assume any and all responsibilities. Any employee so removed may not be placed in another state agency.

The agency reserves the right for final determination of a contractual employee's suitability for assignment to a specific location. Problems of this nature will be addressed with the Contractor's management.

G. INSPECTION AND CORRECTION OF DEFICIENCIES

Inspections by the Contract Administrator will be conducted on a daily basis for all specifications outlined in this contract.

Performance evaluations noting deficiencies in the contract specifications will be provided the Contractor on a regular basis. The deficiency for a daily, weekly, or monthly task must be corrected within 24 hours. A quarterly, semi-annual, or annual task deficiency must be corrected within 48 hours.

The Contract Administrator may maintain a "hot sheet" comprised of complaints from agency staff. The hot sheet will be provided to the Contractor at the beginning of each day and will



outline the areas requiring special attention on that day, to be completed within 8 hours of its receipt.

The Contract Administrator or his/her appointed representative shall make the final decision as to whether or not any cleaning task has been satisfactorily performed.

If it is determined that the task has not been properly performed as intended, the Contractor must make the necessary changes.

Should the Contractor fail to correct specification deficiencies, a Complaint to Vendor (Vendor Performance form) will be filed by the Contract Administrator. Repeated failure to correct specification deficiencies resulting in issuance of subsequent Complaint to Vendor (Vendor Performance form) may result in cancellation of the contract by Acquisition Services.

NOTE: FAILURE TO NOTIFY ACQUISITION SERVICES AND AGENCY OF CURRENT ADDRESS AND TELEPHONE NUMBER COULD RESULT IN CANCELLATION OF CONTRACT.

H. COMPLIANCE WITH FEDERAL BLOOD BORNE PATHOGEN REQUIRMENTS

The contractor must provide basic blood borne pathogen training including required Hepatitis B immunization for personnel exposed or working on-site with blood or other potentially infectious materials. Specified waiver and compliance must be in accordance with the current Federal Blood borne Pathogen regulations. Any cost for vaccinations required will be the responsibility of the contractor. The contractor must also provide the State agency a copy of proof of such vaccination.

I. RECORD KEEPING

The Contractor must provide a monthly time sheet to the Contract Administrator showing the names, dates, areas and hours actually worked including starting and quitting times, for all employees used at this facility. This is to be submitted to the Contract Administrator's office with the Contractor's invoice by the 15th day of each month.

Upon award of the contract, the Contractor's must schedule a meeting with the Contract Administrator between the hours of 8:00 a.m. and 5:00 p.m. Supervisor must also be available to meet for consultation with the Contract Administrator on an emergency basis during the same hours.

The Contractor must supply the Contract Administrator with a list of all employees and supervisors to be used at each facility. Such list must include each employee's name, address, social security number and date of birth. Alternate employees may not be used until such list has been updated to include them and the above such data for alternates has been provided to the Contract Administrator.



J. BUILDING LOCK UP

The Contractor must lock and secure the building each night when leaving. Lock up procedures consist of before leaving building:

1. Turn off bathroom exhaust fan
2. Turn off all interior lights
3. Check and lock all entrance doors, gates or any other excess to the building.
4. Properly set security alarm system (where applicable)

In locations that include a security alarm system, the contractor must also properly set the security alarm when leaving the building. Failure to maintain a secure environment, properly lock the building or set the security alarm and/or lock the gate(s)(where applicable) will result in a complaint to vendor and possible cancellation of the contract. Any cost incurred from a security service or local police for false alarms caused by failure of the contractor to properly set the security alarm will be the responsibility of the contractor.

In addition, should the contract be canceled by default of contractor, the cost of changing the building locks, providing new keys and re-coding the security alarm, where applicable, will be charged to the contractor. These costs may be deducted from the final payment due the contractor.

K. CONTRACT PAYMENT SCHEDULE/BILLING

Contractor is to submit billing at the close of each calendar month to:

**MICHIGAN FAMILY INDEPENDENCE AGENCY
Monroe County
1051 S. Telegraph Road
Monroe, MI 48161
ATTN: Catherine L. Rykse**

In the event services cannot be performed as outlined in the specifications due to construction projects, closed areas or other temporary occurrences, the State shall be credited per square footage per day for areas not serviced during this period. As a general policy, invoices shall be forwarded monthly to the address noted above, by the 15th day of the following month. All billings shall include the contract number and the purchase order number.

L. HOURS OF WORK/STATE HOLIDAYS

Work hours of contractor servicing this contract must be between the hours of:
5:30A.M. and 8:30 P.M.

This facility will be cleaned each state working day. One year equals 248 state work days.

The Contract Administrator will establish the appropriate schedules for work to be performed in designated offices and priorities for periodic work to be performed. The Contractor must adhere to these schedules.

Disruptive activities such as carpet extraction, floor stripping and waxing, etc. shall be done as scheduled by the Contract Administrator.



The State of Michigan will not pay for services not performed. The contractor will not be paid for State Holidays unless requested to perform such services. State Holidays include but not limited to: New Year's Day, Martin Luther King Jr. Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day (2 days) Christmas Eve, Christmas Day and New Year's Eve. For specific dates, contact the Contract Administrator.

M. CONFIDENTIALITY

Contractor shall be bound to confidentiality of any information its employees may become aware of during the course of performance of contracted tasks. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of the contract.

N. LEIN AND OTHER SECURITY CLEARANCES

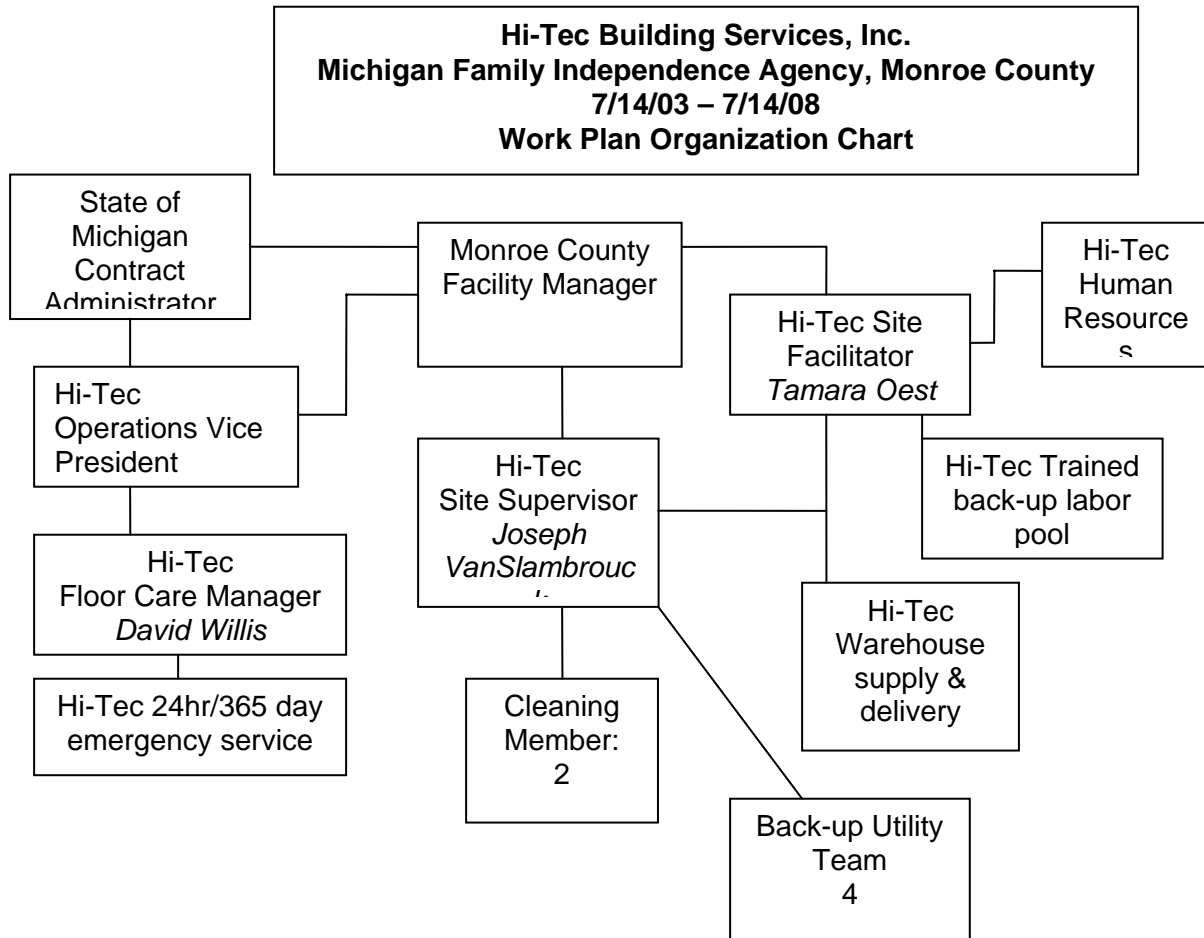
Upon request of the State:

1. The Contractor shall only appoint employees or prospective employees to work at the location if they have cleared the LEIN and other security checks, and do not have a felony conviction or misdemeanor drug offense.
2. The Contractor shall obtain permission for LEIN checks of all prospective workers for the location. The permission slip is to include:
 - a) Employees Full Name
 - b) Social Security Number
 - c) Date of Birth
 - d) Michigan Drivers License Number or State ID Number
 - e) Employee Signature
3. The Contractor shall replace the janitorial worker assigned immediately at the State's request if the janitorial worker is found with contraband in his/her possession.
4. The contractor shall maintain an adequate pool of trained and LEIN cleared relief personnel to substitute for absent regular employees.



SECTION III – CONTRACTOR’S TECHNICAL WORK PLAN

Work Plan Organization Chart





TECHNICAL WORK PLAN

The organization chart which precedes this narrative shows the reporting relationships and the support systems in place for the Michigan Family Independence Agency, Monroe County.

The Vendor will use a team cleaning system using a team of three cleaners led by an on-site supervisor.

The Vendor's work plan includes the following personnel:

- 2 Cleaners
- 1 Floor care manager for periodic services
- 1 Site facilitator on-site once every month
- 1 Operations vice-president once every month

Internal Building Communication

The Vendor's cleaning team will be equipped with a pager and phone to allow immediate communication with the site supervisor.

Supervision

The Vendor shall assign a very experienced facilities supervisor to the Michigan Family Independence Agency, Monroe County. The main responsibility in addition to a variety of smaller responsibilities is to do twice weekly assurance checks of every area of the Michigan Family Independence Agency, Monroe County building during the time our cleaners are near the end of their evening service time.

An immediate quality review and sign-off allows the supervisor to immediately gauge the work performance of the cleaning team and if necessary then require additional cleaning time and retraining of staff if problems in quality are found. Re-training of cleaning staff is driven by the findings of the site supervisor in their quality assurance reviews.

Team-based cleaning approach

The Vendor will use a team based cleaning system led by a site supervisor. The site supervisor (Joseph VanSlambrouck) in conjunction with a schedule established by the Hi-Tec building site facilitator will be assigned specific tasks to complete each day in the facility. The actual tasks assigned daily will include daily required services plus any periodic weekly or monthly services.

Utility Team

Hi-Tec Building Services has a utility team of cleaners which will be assigned to the Michigan Family Independence Agency, Monroe County building. This utility team led by a separate supervisor will be utilized to handle any special cleaning needs of the facility and periodic services which cannot be accommodated by the permanent on-site cleaning staff and they will provide back-up support to fill-in when cleaners are absent due to illness.



Off-site Support

Off-site support includes a staffed maintenance department for immediate repair of equipment that may need repair as well as back-up equipment for immediate replacement of broken equipment.

The Vendor's warehouse division makes deliveries of supplies statewide and a regular schedule of delivery of cleaning products, tools, and cleaning supplies will be made to the facility by the Vendor's warehouse delivery staff.

The Vendor's Human Resource Department shall facilitate both hiring and personnel management with the site supervisor and maintains a pool of trained cleaners for back-up support in the facility should the utility team not be able to accomplish all that may be required of them as the primary back-up for cleaner absences.

Off-site Management

The Vendor shall have assigned a **site facilitator** (Tamara Oest) to the facility that is the primary contact of the supervisor. This individual, who works out of their corporate office, will be the primary contact to the Facilities Manager for problems that may not get resolved as needed in a timely manner. She is available for same day visits to the facility as needed to resolve outstanding issues.

The Vendor shall have assigned a floor care manager (David Willis) to the Michigan Family Independence Agency, Monroe County building who is responsible for the care of all floor surfaces in the facility.

The Vendor shall have assigned their operations vice-president who is the primary contact with the contract administrator and who is available also for same day visits to the facility as need to resolve outstanding issues.

The work plan outlined below includes the time dedicated to the site and their respective responsibilities.

Technical Work Plan

There are there major components of the Vendor's work plan:

1. Office cleaning will be handled by a team of 2 cleaners spending an average of 4 hours in the facility nightly.
2. Weekly services required under the contract (as scheduled in the attached scope of services) will be scheduled on different days of the week and will be worked into the standard schedule for the 2 cleaners.
3. Floor care will be handled by our floor care manager and his staff at the scheduled frequencies as outlined in the scope of services and the contract for services.

Periodic Services:

4. The Vendor will seek approval for all periodic services in advance of our schedule. We have attached a sample approval form which will be used by our site facilitator when meeting with the building facilities administrator for Michigan Family Independence Agency, Monroe County building. The Vendor will submit the form for approval of the periodic services before services are performed, and will also have the form signed when the work is completed in order to assure satisfactory quality of the periodic service.



**Michigan Family Independence Agency
Monroe County
Periodic Services Schedule and Approval Form
First Year Schedule**

| | |
|---------------|--|
| Month: | |
|---------------|--|

Periodic Services:

| Periodic Service | | Scheduled | Initial Approval | Initial Completed Satisfactorily |
|---|-------------------|---|---------------------|--|
| Strip, seal, wax and buff: Heavy traffic areas | 4 times yearly | February, 2003 May, 2003 August, 2003 November, 2003 | | |
| Clean carpets | 2 times yearly | March, 2003 September, 2003 | | |
| Strip, seal, wax and buff: Full contact area | 2 times yearly | March, 2003 September, 2003 | | |
| Clean light fixtures/lenses | 2 times yearly | March, 2003 September, 2003 | | |

SUBCONTRACTORS

Hi-Tec will not be utilizing subcontractors for the Michigan Family Independence Agency, Monroe County.



**Training and Cleaning Manual
Cleaning Techniques and Standards**

Section Index

**Initial Training of New Hires
Standard Training Policies and Procedures**



INITIAL TRAINING OF NEW HIRES

- **Employee Training**

Each employee is provided 16 hours of one-to-one training on their assigned duties. The following items are made clear in the training process.

- Universal precautions
- Proper use of safety tools
- Proper and helpful behavior
- Dress code
- Hi-Tec's cleaning program

- **Orientation**

The employee is given a tour of the account by his or her supervisor emphasizing the following areas:

- Employee break area
- Supply rooms
- Janitors closet
- Trash dumpster
- Employee parking

- **Hepatitis B**

Employee is made aware, due to the nature of their work assignment that they are at risk of exposure. Blood borne Pathogen training is provided. Employee is then given the opportunity to choose whether they want the vaccine at this time, if yes, an appointment is made, if not a declination form is signed.

- **Upon hiring employee, the on-site human resources department does the following:**

- Personal protective equipment assignment, training and fit test.
- Employee is shown the locations of eye wash stations and is given a demonstration of the proper use.
- Fitted for and assigned the proper size and style of rubber gloves.
- Fitted for and assigned the proper size and style of safety goggles.
- Fitted for and assigned the proper size and style of protective apron.
- Fitted for and assigned the proper size and style of protective gown.

- **On-going Training**

As a part of Hi-Tec's on-going training programs the employee is required to attend and is given training in the following areas:

- Blood borne Pathogen / PPE program
- Mandatory training program held at corporate site for all on-site supervision.
- Contract specs and company bid is gone over cover to cover.



Standard Training Policies and Procedures

STATEMENT OF PURPOSE:

- The purpose of this is to outline and standardize techniques in cleaning
- Techniques outlined in this procedure are the basis for evaluating cleanliness during quality inspections.
- Information outlined in these procedures will be used as reference material in conducting training sessions and reinforcing cleaning techniques and standards.

POLICY:

- It will be the policy of Hi-Tec Building Services to assure that procedures are monitored and maintained in accordance with techniques outlined in this manual to guarantee the highest degree of cleanliness.

RESPONSIBILITIES

- Employees will be responsible to clean in accordance with techniques outlined in these procedures.
- Supervisors will be responsible to ensure cleaning is being accomplished with consistency and in accordance with these procedures.

SAFETY

SAFETY is important during the daily activities. Employees should follow and practice safety at all times. Following are some general safety rules during cleaning.

- Safety glasses will be worn at ALL times while cleaning.
- When damp wiping any surfaces, be observant of sharp edges, corners, etc.
- Use a ladder to reach overhead light fixtures and other items that can't be reached from the floor level when cleaning over one natural arms reach.
- DO NOT ALLOW strong cleaning products to get on fixtures, walls, floors, partitions, serving surfaces, etc.
- Be careful of broken glass/sharp objects on the floor, grounds or in waste containers.
- Be careful of sharp edges on metal surfaces.
- Wet floor signs will be present when damp mopping. Remove only when floor is dry.
- Wet floor Signs should be placed on wet carpet surfaces to warn slip and fall hazards.
- Report any Blood pathogen situations to your supervisor immediately, so proper procedures can be implemented.
- All MSDS product sheets are available in the Janitorial Closet.

CUSTOMER COURTESY

- At all times, while cleaning, employees will be very courteous to anyone that may enter.
- Personal hygiene is important as well as proper uniforms when working.

TRAINING EQUIPMENT



- Training sessions are the basis of qualified employees and a clean building. It is essential that sufficient training sessions be scheduled at regular intervals.
- Formal training sessions on cleaning will be scheduled at least twice (2) a year or more often if deemed necessary.

QUALITY ASSUANCE

- A quality inspection is considered a fundamental task that will be accomplished on a regular basis to ensure consistency and quality standards are being maintained.
- Offices are considered areas that should maintain a high degree of cleanliness and appearance. In addition to daily visual inspections, each facility will receive a weekly written QA report with the results being recorded.

COMMON AREAS

| Lobby | Utility Room |
|--------------|---------------------|
| Entryway | Office |
| Storage Area | Kitchen/Break rooms |

Before beginning the cleaning of an area, the necessary equipment and supplies will be assembled. The following items will be available for the task.

| | |
|------------------------------------|-----------------|
| Mop Bucket w/Wringer | Feather Duster |
| Plastic Pail | Wet Floor Signs |
| Mop Handle w/wet mop | Dust Pan |
| Dust Mop Handle w/dust mop | Counter Brush |
| Disposable Towels or Cloth Towels. | |
| Putty Knife | |

CLEANING PRODUCTS

Approved and tested products only will be used in cleaning.

| | |
|--------------------|--|
| SEE ATTACHED SHEET | |
| | |

OTHER SUPPLIES

The following supplies will also be available for use in cleaning.

| | |
|---------------------------------|-------------------------------|
| Roll hand towels for dispensers | Scrub Pad (restricted use) |
| Toilet Paper | Large heavy duty trash liners |
| Bowl mop | Duster |
| Gloves | Sanitary Napkin box |



CLEANING SEQUENCE

On the following pages is the proper cleaning sequence to be applied to cleaning. Listed below is the expected flow sequence to be used.

- Step # 1 - Safety Signs
- Step # 2 - Prepare Cleaning Solutions
- Step # 3 - Transport Supplies & Equipment
- Step # 4 - Check, Clean & Fill Dispensers
- Step # 5 - High / Low Dusting & Spot Wiping
- Step # 6 - Remove Trash, Clean interior and exterior
- Step # 7 - Dust Mop & Sweep Tile Floors
- Step # 8 - Damp Mop Floor Surface
- Step # 9 - Spot Walls
- Step # 10 - Spot Base Boards



CLEANING SEQUENCE

| | |
|---------------|--------------|
| STEP NUMBER 1 | SAFETY SIGNS |
|---------------|--------------|

Place wet floor signs when appropriate
Safety signs are one method to warn people of locations.
Remove when floor is dry danger and/or prior to end of shift.

| | |
|---------------|----------------------------|
| STEP NUMBER 2 | PREPARE CLEANING SOLUTIONS |
|---------------|----------------------------|

Mop bucket – place 4 gal. of water
Note: Fresh Solution will be prepared for each restroom.

| | |
|---------------|----------------------------------|
| STEP NUMBER 3 | TRANSPORT SUPPLIES AND EQUIPMENT |
|---------------|----------------------------------|

Place supplies in your area in a convenient location where they will be accessible yet not obstruct movement.

| | |
|---------------|---------------------------------|
| STEP NUMBER 4 | CHECK, CLEAN, & FILL DISPENSERS |
|---------------|---------------------------------|

Fill dispensers at this time.
Note: Check dispensers to assure that they are loaded and working properly.
Safety Note: Be careful of sharp objects or corners on dispensers.

| | |
|---------------|--------------------------------|
| STEP NUMBER 5 | HIGH/LOW DUSTING & SPOT WIPING |
|---------------|--------------------------------|

Note: Spray dusters with conquer dust one hour before dusting.

| | |
|---------------|--------------|
| STEP NUMBER 6 | REMOVE TRASH |
|---------------|--------------|

Empty waste containers.
Note: Liner should be replaced and rubber band placed around top.
Note: Damp wipe trash receptacle, both inside and out.
Wipe down wall surface next to container.

| | |
|---------------|------------------------------|
| STEP NUMBER 7 | DUST MOP & SWEEP TILE FLOORS |
|---------------|------------------------------|

Sweep all dust, dirt, & food particles
Note: Ensure you get into all corners, behind doors.



| | |
|----------------|---|
| STEP NUMBER 8 | DAMP MOP FLOOR SURFACES |
| | <p>Damp mop floor with disinfectant.</p> <p>Note: Follow proper damp moping techniques.</p> <p>Note: Rinse often to keep mop effective.</p> <p>Note: Be sure to mop carefully in all corners, behind doors.</p> <p>Note: Change solution after every rest room.</p> |
| STEP NUMBER 9 | SPOT WALLS |
| | <p>Note: After using Claire Heavy Duty rinse with water.</p> |
| STEP NUMBER 10 | SPOT BASE BOARDS |
| | <p>Note: DO NOT use a green pad for cleaning (white only).</p> |

EQUIPMENT

The housekeeping utility carts with accessories will be the standard piece of equipment used for cleaning restrooms. The following tools will be available on the cart for cleaning restrooms.

| | |
|----------------------------|-------------------------|
| Mop bucket w/o casters | Feather Duster |
| Plastic Pail | Tote Tray |
| Mop Handle w/wet mop | Dust Pan |
| Dust Mop Handle w/dust mop | Counter Brush |
| Wringer | Sponges / cloths |
| Caution Signs | Bowl Swabs w/containers |
| Roll Hand Towels | Toilet Tissue |
| Cleaning Towels | Brown Disposable Bags |
| Medium Trash Liners | Scrub Brush |



CLEANING PRODUCTS

Approved and tested products ONLY will be used in the cleaning of restrooms.

| | |
|---------------------------|--|
| SEE ATTACHED PRODUCT LIST | |
|---------------------------|--|

RESTROOMS CLEANING SEQUENCE

On the following pages is the proper cleaning sequence to be applied in restroom cleaning. Listed below is the expected flow sequence to be used.

- Step #1 - Place Signs Out
- Step #2 - Prepare Cleaning Solutions
- Step #3 - Transport Utility Cart to Restroom
- Step #4 - High Dusting
- Step #5 - Check/Replenish Dispensers
- Step #6 - Remove Trash/Replenish Brown Bags
- Step #7 - Dust Mop Floor Surface
- Step #8 - Toilet/Urinal Cleaning
- Step #9 - Sink/Counter Area Cleaning
- Step #10 - Damp Mop Floor Surface
- Step #11 - Wet Floor Signs



CLEANING SEQUENCE

| | |
|---------------|-----------------|
| STEP NUMBER 1 | PLACE SIGNS OUT |
|---------------|-----------------|

Note: Place Safety Signs at entrance way. Remove when floor dries and/or prior to end of shift.

Note: Return waste containers to restroom.

| | |
|---------------|----------------------------|
| STEP NUMBER 2 | PREPARE CLEANING SOLUTIONS |
|---------------|----------------------------|

Mop Bucket – place 4 gal of solution

Note: Fresh solution will be prepared

After every restroom plastic pail.

Note: Dump the dirty water down the restroom drain.

Note: Do not add more products than required.

| | |
|---------------|------------------------------------|
| STEP NUMBER 3 | TRANSPORT UTILITY CART TO RESTROOM |
|---------------|------------------------------------|

Position utility cart outside of restroom until sweeping techniques has been completed and refuse picked up.

Note: After this step, the cart may be positioned inside the restroom.

| | |
|---------------|------------------|
| STEP NUMBER 4 | HIGH/LOW DUSTING |
|---------------|------------------|

Use a Feather Duster

Note: Dust vents, cold air returns, wall lights, partition braces/hinges and upper edge of baseboard and door vent.

| | |
|---------------|----------------------------|
| STEP NUMBER 5 | CHECK/REPLENISH DISPENSERS |
|---------------|----------------------------|

This step includes paper towel, toilet tissue, brown feminine bag and soap dispensers.

Note: Check all towel dispensers to ensure they are loaded and working properly.

Note: Replace toilet tissue and feminine bags as needed.



| | |
|---------------|--------------------------------------|
| STEP NUMBER 6 | REMOVE TRASH/REPLENISH BROWN BAGS |
|---------------|--------------------------------------|

Put on rubber gloves.

Note: Rubber gloves will be worn from this point forwards and may be removed ONLY during the cleaning of mirrors in steps thereafter.

Empty waste containers.

Note: Change liners each time trash is emptied.

Note: When changing liners, the interior of the waste container will be washed out and disinfected.

| | |
|---------------|------------------------|
| STEP NUMBER 7 | DUST MOP FLOOR SURFACE |
|---------------|------------------------|

Note: Ensure you get into corners and behind doors.

Note: Pick up refuse inside of restroom.

| | |
|---------------|----------------|
| STEP NUMBER 8 | TOILET/URINALS |
|---------------|----------------|

For Urinals:

Note: Flush each urinal – excess water should be plunged from urinal using a vigorous up and down motion with bowl swab, and using small amount of bowl cleaner from the quart container, swab inside of fixture.

Note: Be sure to swab from the top down each side to the drain, and flush immediately.

Note: Lift the seat and flush each commode – excess water should be plunged from the bowl using a vigorous up and down motion. Using the bowl swab, apply bowl cleaner from the quart container to the interior surfaces, under the rim and into the trap, flush immediately, move to next unit.



Safety Note:
floor surface, fixtures, etc.

Safety Note: DO NOT place bowl cleaner/acid to spill on

Note: Using cleaning solution, damp wipe both sides of toilet seat, brown bag dispenser exterior, exterior surface of commodes/urinals and both sides of urinal partition. Remove build-up using a toothbrush.

Special Instructions:

Note: Sanitary napkin receptacle interiors will be damp wiped each time a replacement liner is installed.

Using spray bottle filled with diluted disinfectant spray, damp wipe both sides of partitions exterior of dispensers and chrome polish.

| | |
|---------------|-------------------|
| STEP NUMBER 9 | SINK/COUNTER AREA |
|---------------|-------------------|

Note: Clean sinks to remove build-up, rinse with cold water.

Note: Clean under counter tops, plumbing under sink, walls under towel dispenser. Wash/spot door and doorframe, stall doors, stall walls and exterior of waste container.

Note: Clean mirror/frame, and exterior of towel dispenser.

| | |
|----------------|---------------------|
| STEP NUMBER 10 | DAMP MOP FLOOR AREA |
|----------------|---------------------|

Note: Follow proper damp mopping techniques.

Special Instructions:

Note: Change mop solution after every restroom

| | |
|----------------|--------------|
| STEP NUMBER 11 | SAFETY SIGNS |
|----------------|--------------|

Note: Remove all safety signs when floor is dry or when work is done.



START-UP SUPPLIES & EQUIPMENT

| Item | Item |
|--|-------------|
| 3105 30-45" LAMBSWOOL TELESCOPIC DUSTER | 462951 |
| 4305 - GLANCE GLASS CLEANER (4 jugs/CS) | 435869 |
| 45460 - DC FORWARD DISINFECTANT (4/CS) | 475166 |
| 4337 - VIREX 256 GERMICIDAL (4 jugs/CS) | 435579 |
| B102 20 oz. COTTON CLAMP MOP HEAD (12/CS) | 561763 |
| H246 - GRIPPER MOP HANDLES | 485389 |
| 2643 44 GALLON BRUTE | 535342 |
| 2640 DOLLY FOR BRUTES 2620/2632/2644 | 535341 |
| 6141 NAPKIN WAX BAG (250/Box) | 473983 |
| 4410 - LEMON SHINE-UP (12) 15 oz. cans / CS | 129101 |
| 4832 END BAC II DISINFECTANT SPRAY - 12/CS | 570921 |
| C-841 STAINLESS STEEL CLEANER (12/CS) | 539146 |
| 3600 DELUXE BOWL MOP W/ CONE | 538937 |
| 6389 - JUMBO ANGLE SWEEP BROOM | 483976 |
| PKG-048 FORWARD D.C. SPRAY BOTTLE | 561298 |
| PKG-029 GLANCE SPRAY BOTTLE 32 OZ. 12/CASE | 563086 |
| 5 GAL CARPET SPOTTER | 011105MD |
| 8644 NITRILE NONPOWDERED DISPOSABLE GLOVES – M (50 pairs) | 574421 |
| CENTURY FLOOR MAINT. CLEANER | 118700KS |
| SUPER COACH VACUUM BAGS | 100331AC |
| MINUTEMAN VAC BAGS (for MPV Vac.) | 370202PKGKS |



CLEANING SOLUTIONS

GLANCE

Use on mirrors and lobby windows.

CLAIRE STAINLESS STEEL POLISH & CLEANER

Use on drinking fountains, toilet paper holders, women's sanitary napkin containers and bathroom trash containers. On the drinking fountain, spray the form of the fountain first, and then polish with a polish rag. Wipe water out of the drinking fountain with a clean rag then spray the sides, sink and back. Polish with the polish rag.

WEAR GLOVES

END BAC II

Use to sanitize toilet seats and urinals. Spray in napkin waste containers and bathroom trash containers. Spray after cleaning any surface. Do not wipe off.

WEAR GLOVES

GRAFFITI REMOVER

Use to remove graffiti from walls and tar spots from floor.

WEAR GLOVES

JOHNSON SHINE UP

Use to clean interior and exterior wood surfaces. Spray sparingly, using a polish rag, (not the one you use for Claire Stainless Steel Polish & Cleaner). Wait for it to dry then polish with a clean, dry soft rag.

CREW FOAMING BATHROOM CLEANER

Use on tile walls and slop sink in maintenance room.

VIREX 256

Use for bathroom mop water along with 3 squirts of INTENSE. Fill to the 4 gallon line.

DC FORWARD DISINFECTANT CLEANER

Use to clean faucets, counter tops, sinks, fixtures & spot clean surfaces. Must let product dwell for five minutes.

WHEN WORKING WITH ANY CHEMICALS ALWAYS WEAR GLOVES, SAFETY GLASSES, AND APRON.



NEW HIRE TRAINING

Hi-Tec Building Services uses 3 steps to train and introduce a new employee to our personalized program.

STEP 1 DAY 1

New employee spends 4 hours with the evening site supervisor performing the following:

- Finalizing paper work
- Review company handbook
- PPE program
- Watch restroom cleaning and blood borne pathogen video
- Explain training and cleaning manual
- Explain health, safety, and environmental protection manual
- Discuss quality assurance expectations
- Picture for employee badge
- Tour of building and performs quality assurance check with new hire

STEP 2 DAY 2

New employee spends 4 hours with the assistant supervisor performing the following:

- Introduce work area
- Introduce tools and cleaning equipment
- Introduce scope of services
- Work side by side to accomplish daily task
- Perform ending inspections and clean-up

STEP 3 DAY 3

New employee spends 4 hours with a senior team member performing the following:

- follow-up scope of services from day 2
- follow-up accomplishing daily task together
- review and finalize training session and introduce to rest of team

| Training List | Employee initial | Supervisor initial |
|---------------|------------------|--------------------|
|---------------|------------------|--------------------|

| | | | |
|--------------------|-------------------------------|--|--|
| 1 | Employee Packet | | |
| 2 | Training Manual | | |
| 3 | Training Video | | |
| 4 | Hazardous Communication | | |
| 5 | Personal Protective Equipment | | |
| 6 | Blood Borne Pathogen | | |
| 7 | ATM Procedures | | |
| 8 | Inventory Supply Sheets | | |
| Employee signature | | | |

| |
|----------------------|
| Supervisor signature |
|----------------------|



Health, Safety, and Environmental Protection Plan

Section Index

**Hazard Communication Program
List of Hazardous Chemicals
Personal Protection Equipment Policy
Training and Fit-Testing**



Hazard Communication Program

GENERAL

The following hazard communication program has been established for Hi-Tec Building Services. This program will be available for review by all employees.

Hazard Determination

Hi-Tec Building Services will rely on material safety data sheets obtained from product suppliers to meet hazard determination requirements.

Labeling

- A. Supervisors and/or Warehouse Support Staff will be responsible for seeing that all containers entering the workplace are properly labeled.
- B. All labels shall be checked for:
 - 1. Identity of the material
 - 2. Appropriate hazard warning for the material
 - 3. Name and address of the responsible party
- C. Each supervisor shall be responsible for ensuring that all portable containers used in their work area are labeled with the appropriate identity and hazard warning.

Material Safety Data Sheets (MSDS)

- A. The Administrative Assistant will be responsible for compiling and maintaining the master MSDS file. The file will be kept in/at the Hi-Tec office.
- B. Additional copies of MSDS for employee use are located in the janitor closet at each job site.
- C. MSDS will be available for review to all employees during each work shift. Copies will be available upon request to a Supervisor.
- D. Posters identifying the person responsible for maintaining MSDS and where the MSDS are located are posted in the janitor closet at the job site. Posters notifying employees when new or revised MSDS are received will be located in the same location(s).
- E. If a required MSDS is not received, the Administrative Assistant shall contact the supplier, in writing, to request the MSDS. If an MSDS is not received after two such requests, the Administrative Assistant shall contact the MIOSHA's Occupational Health Division (OHD) at (517) 322-1608, or General Industry Safety Division (GISD) at (517) 322-1831, for assistance in obtaining the MSDS.



Hazardous Non-routine Tasks

- A. Occasionally, employees are required to perform non-routine tasks (i.e., clean reactor vessels, enter confined spaces, etc.). Prior to starting work in such areas, each employee will be given information about the hazards of the area of procedure. This information will include:
 - 1. Specific chemical hazards
 - 2. Protection/safety measure the employee can take to lessen risks of performing the task
 - 3. Measures the company has taken to eliminate or control the hazard, including:
 - a. air monitoring
 - b. ventilation requirements
 - c. use of respirators
 - d. use of attendants to observe procedures
 - e. emergency procedures
- B. It is the policy of Hi-Tec Building Services that no employee will begin performance of a non-routine task without first receiving appropriate safety and health training.
- C. Hazardous non-routine tasks we have at our facility include:

Multi-Employer Worksites – Informing Contractors

- A. If our company exposes any employee or another employer to any hazardous chemicals that we produce, use, or store, the following information will be supplied to that employer:
 - 1. The hazardous chemicals they may encounter
 - 2. Measures their employees can take to control or eliminate exposure to the hazardous chemicals
 - 3. The container and pipe labeling system used on-site
 - 4. Where applicable MSDS can be reviewed or obtained
- B. Periodically, our employees may potentially be exposed to hazardous chemicals brought on our site by another employer. When this occurs we will obtain from that employer to the types of chemical brought on-site, and measure that should be taken to control or eliminate exposure to the chemicals.
- C. It is the responsibility of the Administrative Assistant to ensure that such information is provided and/or obtained prior to any services being performed by the off-site employer. To ensure that this is done the following mechanism will be followed:



Employee Information and Training

- A. The Supervisor shall coordinate and maintain records of employee hazard communication training, including attendance rosters.
- B. Before their initial work assignment, each new employee will attend a hazard communication training class. The class will provide the following information and training information:
 - 1. The Requirements of the MIOSHA Hazard Communication Standard
 - 2. All operations in their work area where hazardous chemicals are present
 - 3. Location and availability of the written hazard communication program, the list of hazardous chemicals, and the MSDS
 - 4. Training:
 - a. Methods and observations that can be used to detect the presence or release of hazardous chemicals in the work area
 - b. Physical and health hazards of the hazardous chemicals
 - c. Measures the employee should take to protect themselves from these hazards
 - d. Details of the hazard communication program-including explanation of labeling system and MSDS and how employees can obtain and use hazard information
- C. The employee shall be informed that:
 - 5. The employer is prohibited from discharging, or discriminating against, an employee who exercises his/her rights to obtain information regarding hazardous chemicals used in the workplace.
 - 6. As an alternative to requesting an MSDS from the employer, the employee can seek assistance from OHS at (517) 322-1608, or the GISD at (517) 322-1831, to obtain the desired MSDS. A sign will be posted with the address and telephone number of the Departments responsible for such requests.
- D. Before any new physical or health hazard is introduced into the workplace, each employee who may be exposed to the substance will be given information in the same manner as during the hazard communication training class.



List of Hazardous Chemicals

A list of all hazardous chemicals used by Hi Tec Building Services is attached to this document. Further information regarding any of these chemicals can be obtained by reviewing its respective MSDS.

DC FORWARD
 GLANCE
 VIREX
 END BAC
 CRÈME CLEANSER
 STAINLESS STEEL CLEANER
 GRAFFITI REMOVER
 CREW BOWL CLEANER
 VECTRA
 PRO STRIP
 JOHNSON DEFOAMER
 INTENSE GENERAL SPOTTER
 PROTEIN SPOTTER
 TANNIN BROWN OUT SPOTTER
 RED SPOT REMOVER
 GUM FREEZE
 TASKI 101
 TASKI 103



Personal Protective Equipment Policy
For
Hi-Tec Building Services

Purpose

The purpose of this program is to protect the employees of Hi-Tec Building Services from the occupational hazards within the workplace by providing the proper personal protective equipment (PPE). It is the goal of the company to use engineering controls as the primary method for protecting employees. However, when additional protection is necessary, appropriate PPE will be worn. The scope of this program includes PPE for eye, face, head, feet and hand protection. If respirators and/or hearing protection are necessary, the Company's Respiratory Protection Program and the Hearing Conversation Program will cover their use, respectively.

Responsibility

The person responsible for coordinating this program is Ryan Rinvelt. He will ensure that hazard assessments are conducted, appropriate PPE is assigned, and affected employees receive training. Ryan Rinvelt will also be in charge of maintaining the documentation for this program.

Department supervisors should advise Ryan Rinvelt of changes in PPE requirements (e.g., new procedures/processes requiring different PPE: omission of a job/task). Additionally, supervisors should consult with Mr. Hogan before purchasing any new PPE.

Hazard Assessments

Each job/task performed will be assessed to determine foot, head, eye, face and hand hazards present and the proper PPE that should be worn. The assessments will include observation of the following sources of hazards:

1. **Impact:** Flying chips, objects, dirt, particles, collision, motion hazards
2. **Penetration:** Falling/dropping objects, sharp objects that cut or pierce
3. **Compression:** Roll-over or pinching
4. **Chemical:** Splashing, burns, fumes
5. **Temperature Extremes:** Sparks, splashes from molten materials, burns from high/low temperatures
6. **Harmful Dust:** Dirt, particles, asbestos, lead
7. **Light Radiation:** Welding, cutting, brazing, lasers, furnaces, lights

The Hazard Assessment Form will be completed for each job/task and will serve as certification that a hazard assessment has been performed.

Ryan Rinvelt will conduct the hazard assessment and will also survey jobs that are non-routine or periodic. In some cases these assessments may not be completed until the jobs are scheduled.

Hazard assessments will be updated/evaluated whenever conditions or procedures change.



Selection of PPE

Ryan Rinvelt will ensure that the PPE selected for use is appropriate for the identified hazards, ensures a level of protection that meets or exceeds the minimum required to protect employees from the hazards, and meets all OSHA/ANSI requirements as specified in the OSHA PPE standards.

Training and Fit-Testing

Trained Supervisors will ensure that all affected employees receive training that includes:

- A. When PPE is necessary
- B. What PPE is necessary for and why
- C. How to properly don, doff, adjust and wear PPE
- D. The limitations and capabilities of PPE selected
- E. The proper care, maintenance, useful life and disposal of PPE

Each employee will demonstrate that he/she understands the training and will sign the PE Assignment, Training and Fit-Test Form that is attached. The information on the form will include the name of the employee, the date(s) of training and the type of PPE the employee is certified to wear.

Training will be repeated under the following conditions:

- A. Changes in the workplace that make previous training obsolete;
 - 1. New assignment for employee
 - 2. Change in job procedures and/or equipment
- B. Employees are not using PPE or they are using it incorrectly
- C. New PPE is introduced

PPE Inspection, Cleaning and Maintenance

The employees will conduct inspection, cleaning and maintenance of PPE at regular intervals, according to the manufacturer's instructions. Defective or damage PPE will not be used.

Any questions regarding this policy should be addressed to the employee's Supervisor.



Employee Acknowledgment

Personal Protective Equipment (PPE) Program

I acknowledge I have been given a copy of the Personal Protective Equipment (PPE) Program, I have read and understood it, and I accept the program as a working document, which I will support and follow in my daily work at Hi-Tec Building Services.

Employee Signature _____ Date _____

Supervisor's Signature _____ Hi-Tec Building Services

Safety & Health Manager's Signature _____

---- (Use the form above and/or below to document employee training/information) ----

I acknowledge I have been trained on and been informed how to get access to a copy of the Personal Protective Equipment (PPE) Program, I have understood this training, and I will support and follow this program in my daily work at Hi-Tec Building Services.

Employee Signature _____ Date _____

Supervisor's Signature _____ Hi-Tec Building Services

Safety & Health Manager's Signature

PERSONAL PROTECTIVE EQUIPMENT HAZARD ASSESSMENT

Company Name: _____ **Date of Assessment:** _____

Company Address: _____

Workplace Evaluated: _____

Name of Person Completing Assessment: _____

[illegible]

Signature: _____



HAZARD ASSESSMENT

Employer Hi-Tec Building Services

Location: 6578 Roger Dr., Suite B, Jenison 49428

Workplace
Evaluated: _____

Date(s): _____

Name of Person Assessing: _____

This document certifies that the hazard assessment has been performed as required by MIOSHA General Industry Safety Standards, Part 33, Personal Protective Equipment and MIOSHA Occupational Health Standards Commission, R325.60005, rule 5, Personal Protective Equipment/Hazard Assessment and Equipment Selection.

Signature of Person
Certifying: _____



QUALITY ASSURANCE PLAN

SECTION INDEX

Key Control
Quality Assurance Program
Problem Resolution Plan
Customer Service and Communication
Quality Assurance Inspection Form
Hot Sheet Reporting
Theft Investigations
Theft Questionnaire



Key Control

Keys to the facility will be tightly controlled. Key access to the building will be provided to supervisors and off-site managers only for back-up purposes. In situations where doors are locked internally we will provide keys to teams and they will be required to be turned in before they exit each night.

Quality Assurance Program

Hi-Tec Building Services has an extensive quality assurance program, as outlined in the WORK PLAN along with the cleaning schedule forms and the attached quality assurance checklist.

The site supervisors and site facilitators will complete a quality control checklist every visit to the facility. This provides the ability to deal with problems immediately either through employee retraining, utilizing the utility team, or call-in of the back-up employees from the trained pool of cleaners.

The site supervisors and site facilitators have been trained in proper techniques of quality control and have been in the industry doing quality control checks for more than 5 years. Our evaluations are conducted on a cleanliness rating scale of 1 to 4 which determines whether a quality problem exists (see quality form.)

These visits are random unscheduled to review quality in the facility and they will review their findings together to determine any course of action required to address problem issues immediately.

This dual approach to quality allows us to eliminate most quality issues before they become problems. All quality reports will be maintained in our files as required during the term of the contract.

How we measure quality performance:

Quality is measured directly from the quality checklists. Hi-Tec Building Services has defined quality as a clean, dust-free, visually pleasing environment. We ultimately seek to provide an environment where the public who visit the site, know it is clean. We seek to match our quality expectations with expectations of the occupants of the facility.

How we verify quality performance:

As we stated earlier in the proposal the site supervisor, and the site facilitator will be responsible for doing the periodic quality control walk-throughs as detailed earlier to assure quality standards have been met. This process allows Hi-Tec Building Services to customize quality to each area and to address concerns before they become problems.

We monitor performance daily:

We have attached a copy of our quality inspection form. In addition, we supply a daily checklist to every Hi-Tec employee. This checklist is used daily to assure that each task is performed according to contract specifications.

PROBLEM RESOLUTION PLAN

How we provide customer service when problem/concerns arise:

If the procedures we have described above in our quality assurance program do not meet the contract expectations our site supervisor and/or site facilitator will use the following resolution techniques to meet contract specifications:



The site Facilitator and the site supervisor in charge of the facility will complete the following:

- Site supervisor will address any quality or other issue with the employee(s) who worked in the area and resolve the issue immediately. The problem will be reported to the site facilitator by our site supervisor.
- A follow-up site visit by the site facilitator will be completed to insure the concern was resolved.
- A follow-up phone call or visit will be made to the facility to verify that the concern was resolved.

The site supervisor will utilize these concerns as a re-training tool for all site employees.

This procedure assures that the janitorial staff maintains open line of communication and a consistent level of performance.

Customer Service and Communication

Communication is provided through cellular phones which are provided to the Hi-Tec site lead person/team leader. This provides contact with off-site management.

The company will provide a contact list to the Facilities Manager at the time service begins.

HOT SHEETS

Hi-Tec on-site cleaning staff and site supervisors and site facilitators will prepare Hot Sheets to notify cleaning staff of any unusual requests for service in a particular area of the facility. It is a useful tool for hard to find spots on carpets and needs to simply be placed on the door of an office or near the spot or other special cleaning issue that needs to be resolved.

This is in addition to the forms used to report maintenance or other issues in the building by our staff.

THEFT

The theft questionnaire is utilized by us to investigate a reported theft. Once the form is filed with us we immediately have the site supervisor investigate the report. In addition the site facilitator will become involved in the issue on any second occurrence of theft in the facility.

The site supervisor will report their findings back to the Facility Manager and to back to our Human Resource department for resolution.

The process we use is to gain information and not to accuse anyone before we have all the facts.

If a Hi-Tec employee is found guilty of theft on a customer's location he or she will be terminated.



THEFT QUESTIONNAIRE

NAME OF ACCOUNT _____

1. DATE OF THEFT _____

2. GENERAL AREA OF THEFT _____

3. ITEM MISSING _____

4. PERSON THAT REPORTED THEFT _____

5. DID CLEANING CREW SEE ANYONE IN THE BUILDING ON ABOVE DATE

6. WHAT TIME DID CLEANING CREW ENTER AND EXIT BUILDING

7. DID TEAM LEADER SEE ANY EMPLOYEES LEAVING BUILDING WITH SOMETHING IN HANDS

8. _____

9. HAS THEFT BEEN AN ISSUE AT THIS SITE BEFORE AND WHAT WAS INCIDENT

10. HI-TEC RESOLUTION _____



Quality Assurance and Inspection

Room/Areas: _____

Date: _____ **Time:** _____

Inspected By: _____ **Score:** _____

| Condition | Cleaning Standard | | | | Physical |
|-----------|-------------------|---|---|---|----------|
| | 4 | 3 | 2 | 1 | |
| | | | | | Comments |

Offices

| | | | | | |
|---------------------------------------|--|--|--|--|--|
| Waste baskets freshly lined | | | | | |
| High Dusting | | | | | |
| Ledges free of dust | | | | | |
| Furniture arranged neatly and orderly | | | | | |
| Furniture free of dust | | | | | |
| Walls clean and free of spots | | | | | |
| Baseboards | | | | | |
| Floor clean / Carpet vacuumed | | | | | |
| Waste baskets clean and freshly lined | | | | | |
| Floor clean of dirt and dust | | | | | |
| Walls clean and free of spots | | | | | |
| Telephone sanitized | | | | | |
| Lights free of dust | | | | | |
| Furniture free of dust | | | | | |
| Ledges and counters clean | | | | | |
| Corners clean | | | | | |
| Light switch and Door clean | | | | | |
| Vents clean | | | | | |
| Kick plates clean | | | | | |
| Fire extinguisher cabinets clean | | | | | |
| Odor free | | | | | |
| | | | | | |
| | | | | | |

General Observation:

Sign Off: _____



EQUIPMENT AND SUPPLIES

Section Index

**Cleaning Chemical List
Floor Care Equipment
Cleaning Tools & Equipment**



CLEANING CHEMICAL LIST

| <u>PRODUCT</u> | <u>DISTRIBUTOR</u> | <u>PRODUCT #</u> | <u>USAGE ANNUAL</u> |
|---------------------------|---------------------------|-------------------------|----------------------------|
| GLANCE GLASS | J-WAX | 4305 | 10CS |
| VIREX 256 DISINFECT | J-WAX | 4337 | 18CS |
| VECTRA FLOOR FINISH | J-WAX | 4071 | 10GL |
| PRO-SRTIP STRIPPER | J-WAX | 4070 | 10GL |
| KLEEN & SHINE SPRAY BUFF | J-WAX | 4236 | 2GL. |
| TR 101 CARPET SHAMPOO | TASKI | TR101-33 | 6CS |
| TR 103 CARPET EXTRACTOR | TASKI | TR103-30 | 10CS |
| SHINE-UP FURNITURE POLISH | J-WAX | 4441 | 10CS |
| CHEM 1 CARPET SPOTTER | MAGNA DRY | SP-20 | 20GL |
| DC FORWARD DISINFECTANT | J-WAX | 4546 | 8CS |
| NEUTRAL BOWL CLEANER | J-WAX | 4572 | 35CS |
| END-BAC II DISINFECTANT | J-WAX | 4742 | 12CS |
| CREW FOAMING CLEANER | J-WAX | 4350 | 2CS |
| STAINLESS STEEL CLEANER | CLAIR | CLRC841 | 2CS |
| GUM REMOVER | J-WAX | 4198 | 1CS |
| FLOOR NUETRALIZER | STEARNS | LC-230 | 1CS |
| PINK PEARL LOTION | J-WAX | 4488 | 34CS |



FLOOR CARE EQUIPMENT

(NO RENTAL EQUIPMENT WILL BE USED)

Our equipment includes new and used equipment

| | <u>MANUFACTURE</u> | <u>MODEL#</u> |
|--|---------------------------|----------------------|
| <u>1 unit each unless indicated</u> | | |
| 17" SWING MACHINE New | Castex | 17CST |
| EXPLORER 1500 BOX EXTRACTOR 11-months old | Castex | 1500 |
| VERSAMATIC VACUUM 14" New | Windsor | VERSA14 |
| SUPER COACH BAC PAC 6 months old | Euroclean | PT100653 |
| CARPET SPOTTER New | Gotcha | Hgspt. |
| SOLUTION CENTER New | J-Wax | 4387 |
| TASKI EURGO DISC SHAMPOO 3 years old | Taski | 301 |
| 17" BURNISHER W/DUST CONTROL Used – 11 months old | Advance | Whirlamatic |
| FLOOR FAN 6 months old | Drieas | Sahara Pro |
| WET/DRY VAC New | Advance | Air Scoop |



CLEANING TOOLS AND EQUIPMENT (ALL PRODUCT WILL BE NEW)

STANDARD SUPPLIES

1. Bowl mops
2. Versamatic vacuum bags
3. Versamatic air filters
4. Long handle scraper
5. Brute maid caddy
6. Safety goggles
7. Safety glasses
8. Garbage receptacle rubberbands
9. White scrub pads
10. Extendable lambwool duster
11. 12" feather duster
12. Lobby dust pan
13. 18" dust mop frame, handle and mop
14. Combo mop bucket
15. 20" floor pads (red, coco, black,)
16. 24" indoor/outdoor push broom
17. Jumbo angle sweep broom
18. Swivel head scrub brush
19. Gripper mop handles
20. Iron handle scrub brush
21. Wall washing frame, handle and pad
22. Finish mop
23. Pro squeegee handle, frame and blade
24. Strip washer with handle
25. Closed for cleaning safety pole
26. Wet floor signs
27. Professional plunger
28. 24 x 33 liners
29. 33 X 40 liners
30. 38 X 60 liners
31. 32 gallon brute barrel
32. 44 gallon brute barrel
33. Brute dolly
34. 18" floor squeegee
35. Nitrile disposable gloves
36. 20oz. cotton mop heads
37. Silk screen spray bottles with trigger
38. Emergency eye wash bottles
39. First aid kit
- 40. Vacuum belts**



**MICHIGAN FAMILY INDEPENDENCE AGENCY
MONROE COUNTY, 1051 S. TELEGRAPH ROAD, MONROE, MI 48161**

PRICING SHEET

**Bidder must complete and return this pricing sheet with signed DMB form 285
On or before scheduled bid due date.**

Part I

Quoted prices are to include the daily, weekly and monthly services only,
as outlined in the specifications:

| Description: | Estimated price per month | (Multiply estimated monthly price times 60 months) |
|----------------------------|--------------------------------------|---|
| Janitorial Services | \$ 2,250.00 | \$135,000.00 |

Part II

Quote your price to perform these periodic services as outlined in the attached specifications.
The price for periodic services are not to be included in the monthly price above.
The vendor is required to submit a separate billing as services are performed.
Payment will be issued only after services are satisfactorily completed.

| Description: Periodic Services | Estimated Services | Price per Service | (Multiply price per service times estimated services) |
|---|-------------------------------|------------------------------|--|
| Quarterly Services | | | |
| Strip, seal, wax and buff: Heavy traffic areas. | 20 | \$195.00 | \$3,900.00 |
| Semi-Annual Services: | | | |
| 1. Clean Carpets (Shampoo): Full Contract area | 10 | \$1,800.00 | \$18,000.00 |
| 2. Strip, seal, wax and buff: Full Contract area | 10 | \$195.00 | \$1,950.00 |
| 3. Clean light fixture(s) lens(es). | 10 | \$35.00 | \$350.00 |

Part III

A. TOTAL ESTIMATED 1-YEAR CONTRACT PRICE: \$ 31,840.00
(Divide total estimated 5-year contract price by 5)

B. TOTAL ESTIMATED 5-YEAR CONTRACT PRICE: \$ 159,200.00
(Add price for 60 months plus price for all periodic services)

Bidder's Name: Hi-Tec Building Services **Telephone #: 616-662-1623**
Authorized signature _____ **Date: February 5th, 2003**

*Signature indicates acceptance to specifications, terms and conditions.

A SITE VISITATION is advisable for all bidders before submission of bids, to familiarize yourself with the general condition and layout of premises as well as any special conditions that may be unique to this location.



PREFERENCE CERTIFICATION

FAILURE TO COMPLETE AND RETURN THIS FORM MAY DISQUALIFY THE BIDDER

AUTHORITY: To comply with Michigan Public Act 237 of 1988, a bidder submitting a bid of \$100,000 or more must complete Section A OR B below.

SECTION A

I certify that _____ qualifies as a Michigan business for the purpose of claiming a reciprocal preference against out-of-state firms. During the 12 months immediately preceding this bid deadline or, if the business is newly established, for the period the business has been in existence, the business has (check all which apply):

X Filed a Michigan single business tax return showing a portion or all of the income tax base allocated or apportioned to the State of Michigan pursuant to the Michigan Single Business Tax Act, Act No. 228 of the Public Acts of 1975, being Sections 208.1 to 208.145 of the Michigan Compiled Laws.

OR:

X Filed a Michigan income tax return showing income generated in or attributed to the State of Michigan.

OR:

X Withheld Michigan income tax from compensation paid to the bidder's owners and remitted the tax to the Department of Treasury.

I certify that **I have personal knowledge** of such filing or withholding, that it was more than a nominal filing for the purpose of gaining the status of a Michigan business, and that it indicates a significant business presence in the state, considering the size of the business and the nature of its activities.

I authorize the Michigan Department of Treasury to verify that the business has or has not met the criteria for a Michigan business indicated above and to disclose the verifying information to the procuring agency.

| | | |
|--|--|-------------|
| Authorized Representative (type or print) | Authorized Representative (signature) | Date |
| Brian Hogan | | 2-5-03 |

(OR) SECTION B

I certify that _____ maintains its principal place of business in the State of _____.

| | |
|--|-----------------------------------|
| Authorized Representative (type or print) | Authorized |
| Representative (signature) | Representative (signature) |
| | |
| Date | Date |
| | |

A BUSINESS THAT PURPOSELY OR WILLFULLY SUBMITS A FALSE CERTIFICATION THAT IT IS A MICHIGAN BUSINESS OR FALSELY INDICATES THE STATE IN WHICH IT HAS ITS PRINCIPAL PLACE OF BUSINESS IS GUILTY OF A FELONY, PUNISHABLE BY A FINE OF NOT LESS THAN \$25,000.