

# HESPERIA COMMUNITY SCHOOLS

**REQUEST FOR PROPOSAL (RFP)  
CUSTODIAL SERVICES CONTRACT**

**96 S. Division, Hesperia, Michigan 49421**



**DUE: Friday, May 14, 2010 by 3:30 p.m. EST**

**TO: Hesperia Community Schools, 96 S. Division, Hesperia, Michigan 49421 Attention: Superintendent**

April 20, 2010

To: Prospective Bidder

Subject: Request for Quotation

The Hesperia Community School District is accepting quotations for a 3-year contract to: provide custodial services to the Hesperia Community Schools buildings. Reference attached copies.

This request for quotation is for a 3-year contract period for which we are requesting guaranteed pricing: No later than July 5, 2010 through June 30, 2012. Hesperia Community Schools reserves the right to renew this contract for three additional years in one (1) year increments. Renewal(s) will depend on pricing and level of service received during contract period.

If you desire to bid on these services, please submit your quotation for bid no later than 3:30 p.m. May 14, 2010. Bids will be opened at the Hesperia Community Schools' Media Center at 4:00 p.m. on May 14<sup>th</sup>. Mail or hand deliver your sealed bid to: Hesperia Community Schools; Superintendent's Office, Hesperia Community Schools, 96 S. Division, Hesperia, Michigan 49421, Attention: Dean Havelka, Superintendent. Your bid must be received before the bid opening date and time, when all bids will be publicly opened and read aloud. **No fax, verbal, e-mail or telephone quotations will be accepted.** Hesperia Community Schools is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.

All prospective Bidders must attend a mandatory pre-bid meeting. The purpose of the meeting is to provide for questions and answers as required to clarify the requirements and specifications contained in the RFP. Only those prospective Bidders present will be deemed eligible to bid on this project. Any assistants or subcontractors in the project are also required to attend the pre-bid meeting to be held at Hesperia Community Schools on Monday, April 26, 2010 at 3:30 p.m.

Thank you for your participation.

Dean Havelka  
Superintendent

REQUEST FOR PROPOSAL  
CUSTODIAL SERVICES CONTRACT  
DUE: May 14, 2010 3:30 p.m. EST

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**HESPERIA COMMUNITY SCHOOLS  
CUSTODIAL SERVICES CONTRACT  
RFP**

**1.0 SECTION 1 – REQUEST FOR PROPOSAL**

- 1.01 **SUBMISSION DEADLINE AND REQUIREMENTS:** Hesperia Community Schools is requesting bid proposals from qualified companies for a Contract for Custodial Services Operations. Proposals must be received at Hesperia Community Schools' Superintendent's Office, Attn: Dean Havelka, 96 S. Division, Hesperia, Michigan 49421, no later than 3:30 p.m. on May 14, 2010. Proposal envelopes must be sealed and marked RFP CUSTODIAL SERVICES CONTRACT. No telephone, e mail, facsimile, or verbal quotations will be accepted. Hesperia Community Schools is not responsible for late, lost, misdirected, damaged, incomplete, illegible or postage-due mail.
- 1.02 Additional copies of the RFP documents are available upon request.
- 1.03 Each Bidder is responsible for delivery of Proposal. Proposals and/or Proposal revisions received after the date and time specified will not be considered.
- 1.04 Each Proposal must be an original and hard copy, and signed by an authorized member of the Bidder's company. This member should be the highest-ranking officer at the local level.
- 1.05 Each Bidder must submit with the signed original Proposal, five complete copies of the signed original Proposal.
- 1.06 **INQUIRIES:** Prospective Bidders may request clarification of information contained in the RFP. All such requests must be received by the close of business on Friday, April 30, 2010.. A response to all written requests will be provided within three (3) business days after the receipt of such request. Responses to any request for clarification will be provided in writing to all prospective Bidders who are on record as having received the RFP. All inquiries for clarification of information contained in the RFP must be submitted on the Bidder Inquiry Form (see Schedule 1) to:
- Larry Trussell  
Hesperia Community Schools  
96 S. Division  
Hesperia, MI 49421  
231-854-9301  
Fax : 231-854-1586  
E-mail : Trussell@hesp.net
- 1.07 Interested prospective Bidders may schedule site visits of Hesperia Community Schools upon advance request. Contact Larry Trussell at 231-854-9301 to schedule site visits.
- 1.08 **PROPRIETARY INFORMATION:** The information provided in the RFP is intended solely for internal use by the Bidder in response preparation. All information contained herein is proprietary and shall not be distributed to any third party, except as required by law.
- 1.09 **RESTRICTIONS ON COMMUNICATION:** From the issue date of the RFP until a Contract has been awarded and announced, prospective Bidders, Selection Committee members, employees and students are not allowed to communicate about the subject of the RFP or a Bidder's Proposal except as provided in the pre-bid meeting (reference section I-1.07) and inquiries (reference section I- 1.06).
- 1.10 **BID GUARANTEE:** Each Proposal must be accompanied by either a certified or cashier's check on an open, solvent bank or a bid bond with an authorized surety company in the amount equal to 5% of the first year's estimated dollar distribution to the District. Bid guarantee must be made payable to Hesperia Community Schools as a guarantee of good faith. If the successful Bidder fails to furnish satisfactory bonds and insurance within 10 days after notice of award, such guarantee shall be forfeited as liquidated damages by the District to compensate for losses due to delay and/or increased costs for the project. The guarantees of the two lowest Bidders will be retained until the bond and insurance of the successful Bidder have been approved by the District. The guarantees of all other Bidders will be returned within ten days after the bid opening.

- 1.11 **PROPOSAL COSTS:** Any recipient of the RFP is responsible for any and all costs incurred by it or others acting on its behalf in preparing or submitting a Proposal, or otherwise responding to the RFP, or any negotiations incidental to its Proposal or the RFP.
- 1.12 **RFP/PROPOSAL INFORMATION CONTROL:** The following process described is intended to ensure that all prospective Bidders have equal access to information relative to the RFP. As part of the RFP preparation (which may have included previous discussions with selected prospective Bidders), every effort has been made to provide prospective Bidders with adequate disclosure. Each Bidder shall prepare Proposal based only on the information contained in the RFP, notwithstanding any information that may have been previously provided. A prospective Bidder noting any inconsistency between the information contained in the RFP and any information previously provided should request clarification (reference Section I-1.06).

No information communicated, either verbally or in writing, to or from a Bidder shall be effective unless confirmed by written communication contained in the RFP, an addendum to the RFP, a request for clarification or written response thereto, or in the Proposal.

- 1.13 **ADDENDA TO THE RFP:** Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective Bidders on record as having received the RFP. Each Bidder must acknowledge receipt of addenda, but the failure of a Bidder to receive or acknowledge receipt of any addendum, shall not relieve the Bidder of the responsibility for complying with the terms thereof. Acknowledgment shall consist, minimally, of returning a signed copy of all addenda cover sheets as part of the Proposal by the RFP closing date and time. All addenda shall become a part of the RFP. Acknowledgment of all addenda received must be submitted by the RFP closing date and time.
- 1.14 **OPENING OF PROPOSALS:** At the specified time and date stated in Section I-1.0 all submitted Proposals shall be opened. No immediate decision will be rendered. Any interested parties may attend the opening, however, information received will be confidential until after final action by the Selection Committee, except as required by law.
- 1.15 **RESERVATION OF RIGHTS:** Hesperia Community Schools reserves the right to accept or reject any or all Proposals not withdrawn before the opening date and to waive any irregularity or informality in the Proposal process. Hesperia Community Schools reserves the right to conduct discussions, request additional information and accept revisions of Proposals from any or all Bidders. Hesperia Community Schools reserves the right to negotiate with the Bidder whose proposal is deemed strongest by the Selection Committee. Bids may not be withdrawn within 60 days after opening date without forfeiting bid security. Hesperia Community Schools reserves the right to make such investigations as deemed prudent to determine Bidder's qualifications and eligibility, including but not limited to, requests for financial statements and company profiles.
- 1.16 **FINALITY OF DECISION:** Any decision made by Hesperia Community Schools, including the selection of a Contractor, shall be final.

## 2.0 SECTION II – DEFINITIONS

- 2.01 **“District”** – The Board of Education of Hesperia Community Schools or its expressly authorized representative. The term may also be referred to as “Owner” or “Hesperia Community Schools”.
- 2.02 **“Contractor”** – Any custodial company having been invited by Hesperia Community Schools , as a matter of being on record as having received the RFP, and preparing and presenting a Proposal for the CUSTODIAL SERVICES CONTRACT rights in accordance with the RFP.
- 2.03 **“Proposal”** – A response to the RFP submitted in accordance with the RFP.
- 2.04 **“Custodial Services”** – Refers in the RFP to the current privatized service provider contract that includes the cleaning of buildings.
- 2.05 **“Properties”** – Any facility, land, or real estate owned or controlled by Hesperia Community Schools.
- 2.06 **“Contract”** – The Contract resulting from Hesperia Community Schools’ acceptance of the Contractor’s Proposal, together with such form of Contract, if any, as Hesperia Community Schools and Contractor may reasonably agree, that encompasses the RFP and the successful Proposal.
- 2.07 **“Accounting period”** – a one- (1) month accounting period within a contract year.
- 2.08 **“Contract Year”** – each 12-month period commencing on July 1 and ending on June 30 during the term hereof or ending on the termination date if the contract is terminated earlier if this contract is terminated prior to June 30.
- 2.09 **“District Representative”** – person or persons from each component authorized to handle administrative matters associated with the contract. The District Representative is not authorized to enter any amendment or extension of this contract.

### 3.0 SECTION III – SPECIFICATIONS/SCOPE OF WORK

3.01 **BACKGROUND – GENERAL OVERVIEW:** This RFP is being issued to qualified custodial service providers for the operation of the following custodial components at Hesperia Community Schools.

Hesperia Community Schools is comprised of different buildings throughout the district servicing a pre-K – adult education.

3.02 The contractor will be awarded custodial opportunities in Hesperia Community Schools .

3.03 Hesperia Community Schools will be the custodial contract facilities.

3.04 The contractor will be expected to provide the necessary equipment to meet the demands of the Operations Department maintaining quality and service standards. It is understood and agreed that the District shall in no way be responsible for any theft, disappearances or other misappropriation of any equipment to be supplied by the contractor, nor for the theft, disappearance, or other misappropriation of any supplies or any other property of the contractor wherever located. **The equipment list including make, model, number at each location and value of equipment must be included in the bid.**

#### 3.05 **Mandatory Equipment**

- **Ride on Scrubber**
- **20" Automatic Scrubber**
- **Kaivac or Equivalent**
- **Extraction Carpet Cleaning Unit, made available to each building**
- **2 Hurricane Fans**
- **One Industrial Strength Wet/Dry Vac**
- **2 Side by Side Floor Machine**
- **2 Carpet Spotters with Carts**
- **Vacuums, Carts, Mop Buckets, Etc.**
  
- **District will provide a list of current district owned equipment at pre-bid meeting. If contractor wishes to purchase any of the district owned equipment, please include purchase price on the Addendum page.**

3.06 The contractor will supply an up to date custodial supply and equipment inventory.

3.07 Failure by the contractor to maintain quality, service, and/or cleanliness standards as determined by the District management will be documented and may result in cancellation of part or all of the custodial contract.

3.08 The requirements in this scope of work are the minimum required for the District's custodial services program. Contractors are encouraged to be creative and propose improvements and enhancements for consideration.

3.09 This RFP will result in a single contract award.

3.10 **OBJECTIVES:** The District seeks to accomplish the following objectives for its custodial services. (This list is not in order of importance.)

3.10.1 Develop and establish service levels and operating hours that are responsive to the needs of students, faculty, staff, and guests.

3.10.2 Develop an innovative and effective custodial program.

3.10.3 Develop reporting systems that meet the needs and expectations of the District.

3.10.4 Maximize productivity through strong custodial service operations.

3.10.5 Instill flexibility into all aspects of custodial service operations to enhance responsiveness to demand.

#### 3.11 **GENERAL POLICIES AND REQUIREMENTS APPLYING TO ALL AREAS.**

3.11.1 All custodial functions shall be performed in District facilities on campus. The contractor will not be authorized to utilize the facilities or for any other custodial service or purpose not specifically

defined in the RFP. Only custodial services for campus facilities and will be performed in District facilities.

- 3.11.2 The Contractor will provide services at the times required. All custodial operations will deliver upon opening the full scope of prompt and efficient services.
- 3.11.3 The policies and activities of the contractor shall be subject to the approval of the District; said policies and activities shall include, but not be limited to, the quality of the services by the award contractor.
- 3.11.4 The Contractor's Facilities Manager shall meet monthly with authorized members of the District to effect adjustments in operations and cooperate at all times to maintain maximum efficiency, cleanliness, and good public relations with students, faculty and staff and guests or clients. The Contractor's On Site Management will meet weekly with the Facilities Manager to maintain cleanliness, event coordination and good public relations.

3.12 **FACILITIES AND EQUIPMENT:** The District will provide the contractor with all facilities to efficiently operate the custodial service as proposed, together with heat and utility service (except telephone service). The District will maintain utility service at its best efforts. The District will not be responsible for any losses caused by utility outages. The contractor agrees to keep energy consumption at a minimum and will comply with energy conservation practices and policies in keeping with the District's efforts.

- 3.12.1 The contractor will be responsible for the payment of telephone installation, instrumentation, and service. The contractor may install as many extensions as are necessary for proper communications both inside and outside of the District community.

The contractor will maintain e mail service for our contract and cell phone connection with the On-Site Manager at all times. Each school will have two way communication (Nextel or Equivalent) to ensure communication during cleaning hours.

- 3.12.2 The contractor will be responsible for advising the District of the need for, and the District or its designee will make all necessary repairs and replacements to its facilities and facilities equipment, except in those instances where the necessity for repair or replacement is due to negligence on the part of the contractor or employees under the supervision and direction of the contract. If any such incidents occur, repair and/or replacement costs are the responsibility of the award contractor. No equipment of any type shall be removed from the facilities except to be repaired and only then with the approval of the District.
- 3.12.3 Equipment list should be provided by the contractor including value of equipment in the RFP. The District will provide toilet paper; paper towels, soap, and trash can liners.
- 3.12.4 The contractor is responsible for control of the keys (maintained in key boxes with listings) obtained from the District, for the areas provided for the operation of custodial services. The contractor shall be responsible for reimbursing the District for the replacement of lost keys and cost of re-keying and replacement of lock cylinders required as a result of negligence and/or lost keys by its employees.

3.13 **INVENTORY-CUSTODIAL SERVICE:** The contractor may be required to purchase any usable inventory of custodial supplies that may be on hand at the commencement of operations under an award contract. Such inventory is to be purchased at cost. Financial arrangements shall be negotiated by mutual agreement.

- 3.13.1 The contractor shall maintain rigid procurement procedures throughout the entire process of purchasing, receiving, storage and inventory of all custodial supplies, and will pay for all cleaning and maintenance supplies related to custodial service and management applicable to the contract.
- 3.13.2 The District shall have free access to any and all records or receipts, check lists, and product specifications issued each service unit to determine that sanitary specifications are complied with and that purchasing specifications are being met.
- 3.13.3 All custodial items shall be delivered in proper transportation containers at District approved times and be accompanied by the proper MSDS for school files.

**4.0 SECTION IV – CONTRACT FORMATION AND PERIOD**

- 4.01 **This is a request for Proposals only.** Proposals will be treated as offers to enter into a Contract with the District. The written acceptance of the Contractor's Proposal by the District shall constitute a Contract, pending execution of a formal written Contract satisfactory to both the District and the Contractor.
- 4.02 **LENGTH OF CONTRACT:** The Contract period shall begin No Later than July 1, 2010. The District plans to award a Contract to the Contractor as a result of the RFP for an overall period of 2 years. Maximum length of the Contract will be determined by the bid results, with the possibility of one-year extensions for up to two additional years beyond the determined length of the Contract starting July 1, 2010, and continuing to June 30, 2012.
- 4.03 **TERMINATION:** If the District believes the contractor is in breach of the contract, the Contractor shall be notified in writing and provided details of said breach. The contractor will then be provided 48 hours to correct said breach, or five working days for winter, spring, or summer break work. The District may terminate the Contract upon sixty (60) days written notification to the Contractor if performance is not satisfactory as it relates to service requirements, deviation from specified product quality or cost agreements and the Contractor did not correct the said breach.

**5.0 SECTION V – SELECTION TIMELINE**

The District's anticipated timeline for the selection process is:

April 20, 2010	RFP Released to prospective Bidders
May 3, 2010	Mandatory Pre-bid meeting 3:30 p.m. at Hesperia Community School's High School Media Center; 96 S. Division; Hesperia, Michigan 49421
May 7, 2010	Deadline for submitting written requests for clarification and questions
May 14, 2010	<b>Deadline for submitting proposals – 3:30 p.m.</b> <b>Bid Opening at 4:00 p.m.</b>
May 17 – May 21, 2010	Interviews
June 7, 2010	Board Awards Contract to Bidder
June 11, 2010	Contract Finalized
July 5, 2010	Custodial Service Operations Begins In Full

## 6.0 SECTION VI – PROPOSAL REQUIREMENTS AND FORMAT

- 6.01 This outlines the information that must be provided by Bidders and the required format for the Proposal. Any Proposal not providing the required information, or not conforming to the format specified, may be disqualified. Please refer also to the SUBMISSION DEADLINE AND REQUIREMENTS section (reference Section I -1.0) of the RFP for additional requirements.
- 6.02 Proposals should be presented in a format that can readily be incorporated into a form of Contract between the successful Bidder and the District encompassing the RFP and the successful Proposal. Each Bidder is encouraged to include with its Proposal a form of such encompassing Contract. The RFP and Proposal, at the District's option, may be appended or otherwise included in the form of Contract to the effect that the RFP and Proposal are controlling on the terms of the Contract.
- 6.03 Proposals must demonstrate an understanding of the scope of work and the ability to accomplish the tasks set forth and must include information that will enable the District to determine the Bidder's overall qualifications. Each Proposal shall also include any other information that the Bidder feels is significant in making an informed decision relative to the Proposal.
- 6.04 Any exceptions to the specifications or any other special considerations or conditions requested or required by Bidder shall be enumerated by the Bidder and submitted as part of its Proposal, together with an explanation as to the reason the specifications cannot be met. Each Bidder shall be required and expected to meet the specifications in their entirety, except to the extent exceptions are expressly noted in its Proposal.
- 6.05 Each Bidder shall submit its Proposal for a 3 year contract term ending June 30, 2013. Each Proposal shall include an **implementation schedule, financial proforma (and assumptions) for each year of the proposal, labor schedule and the following:**
- 6.05.1 Management Capability
    - 6.05.1.1 The Contractor must provide precise plans for each step in assuming management control and describe its ability to commit the staff personnel and resources required to develop a responsive management structure. A statement of the Contractor's management philosophy should be included.
    - 6.05.1.2 The proposal shall specify how the management personnel employed to fulfill the contract will operate organizationally. All management positions proposed by the Contractor should be listed with areas of responsibility clearly defined.
    - 6.05.1.3 The proposal should include profiles identifying specific management personnel (i.e., Directors, Production Managers, etc.) in your employ that will be assigned to District's campus. The profiles should describe the experience, education, background, specific professional accomplishments, and any special qualifications. Final selection of management personnel must be approved by the District. An On Site Manager is required for this Project.
    - 6.05.1.4 An organizational chart of overall Contractor's management, showing special staff personnel, line supervision, and their relationships to school personnel should be included.
    - 6.05.1.5 The proposal shall include a description of training programs used for management personnel. The Contractor shall also describe training programs for other personnel and include information on the staff conducting the training, their background and qualifications and available training resources. Staff will be required to be trained in Bio Hazard and Asbestos Safety.

6.05.2 Technical Quality

**6.05.2.1** The proposal should include a description of the facility to be operated including an evaluation of each unit and its capacity to provide the desired services and the resources required to efficiently handle a custodial service operation of this size and scope.

**6.05.2.2** The Contractor should list any equipment necessary to provide the services specified in this RFP.

**6.05.2.3** The proposal will include a listing of all Contractor-owned equipment to be used at the schools. This information will be constantly updated and all equipment not listed will be considered District property.

**6.05.2.4** The proposal should include the Contractor's analysis of the school custodial service environment, including techniques for preventing common problems and coping with them if they do arise. The Contractor should explain and include examples of systems used to determine customer satisfaction.

6.05.3 Contractor's Experience and Capabilities

**6.05.3.1** The proposal must include a description of the general background, experience and qualification of the Contractor in college and school or similar custodial service. The Contractor must list at least three operations presently served that is similar in nature to that of the District's, within West Michigan. A general description of the type of units (e.g., industry, office building, etc.) and the period of time Contractor has served that contract for each. This information shall include the names, titles, addresses, and telephone numbers of individuals who are in a position to evaluate the general quality of the operation at their facilities.

**6.05.3.2** The Contractor shall supply a copy of the most current, certified year-end balance sheet, income statement and statement of changes in financial position for their company or certified letter of credit from a reputable financial institution in the amount of \$750,000.00 or more. Hesperia Community Schools shall reserve the right to view cleaning service contractors profit and loss statements annually, in a format selected by the contractor.

**6.05.3.3** The Contractor must describe their capacity to provide assistance in short and long range planning of facilities and services. Contractor must describe special additional personnel, if any, available to provide consulting services to local staff and to the District.

6.05.4 **COST**

**6.05.4.1** The Contractor shall submit a complete estimated operating statement for the proposed contract period(s), indicating the following estimated sales and costs:

- Salaries and Wages
- Other Payroll Costs
- Total Labor Costs
- Medical Benefit Costs
- Vacation, Holiday Costs
- Training Costs
- Custodial Supplies
- General Insurance
- Office, Uniform and Laundry (Small Category)
- Uniform and Laundry
- Bank Charges
- Equipment Costs
- Repair, Maintenance and Replacements
- Other Operating Costs
- Administrative Expenses
- Total Direct Expenses
- Total Cost and Expense
- Operating Profit

- 6.06 The Contractor will describe the resources, which are covered by administrative expenses if included.
- 6.07 Cover letter and/or executive summary prepared on company's business letterhead with authorized signatures. This should be limited to a brief narrative highlighting the Proposal and should be aimed at non-technical personnel. This item should not include commission/pricing quotations.
- 6.08 Company profile, support commitment and personnel responsible for carrying out the Contract.
- 6.09 Checklist of Proposal responses due.
- 6.10 Exceptions, including explanations, to Contract specifications, RFP requirements and signatures.
- 6.11 Any additional information considered necessary or helpful to the District in determining Bidder's qualifications/signatures.
- 6.12 Reference information for at least one (1) PK-12 institution or similar client with Custodial Service contract needs similar to Hesperia Community Schools. Include contact name, address, and telephone number and number of years servicing client.
- 6.13 Bidder's form of contract, if any, to encompass RFP and Proposal.
- 6.14 Signed copies of the addenda cover sheets, if applicable.
- 6.15 Include required security.
- 6.16 Five (5) complete copies of signed original Proposal.

## **7.0 SECTION VII – EVALUATION CRITERIA**

- 7.01 Contract award will be based upon a comprehensive review and analysis of the Proposals that best meet the needs of Hesperia Community Schools. The specific evaluation criteria will include the following:
- Past Experience in custodial service operations of a similar nature
  - Cost to provide service
  - New and innovative ideas
  - Creativity
  - Impressions from an unannounced site visit of an existing property observing staff, cleanliness, and service
  - Impressions from an announced site visit observing staff and service quality and cleanliness
  - Management depth and experience
  - Training methods and procedures for hourly staff
  - Evidence of a “customer service” focus
- 7.02 PRESENTATIONS: To assist in the evaluation process, a minimum of two (2) Bidders will be invited for an interview and opportunity to give an oral presentation of their Proposal to the District's Selection Committee. The presentation should be no longer than one (1) hour in length, with sufficient time allocated for questions and answers. The presentations will take place no later than May 21, 2010 between the hours of 1:00 p.m. and 8:00 p.m., EST. Specific appointments will be scheduled with the invited Bidders.

## 8.0 SECTION VIII – CONTRACT SPECIFICATIONS

### 8.01 Health and Safety:

8.01.1 It shall be the sole responsibility of the contractor to require its employees to abide by all health and safety requirements imposed by law. Further, the contractor and all of its employees shall abide by safety and health regulations set forth by the District.

### 8.01.2 Environment:

8.01.3 The contractor shall maintain sanitary working areas and shall comply with all federal, state, and local health and sanitation regulations that apply to custodial service operations.

8.01.4 The District reserves the right to inspect all cleaning areas, storage areas, offices and any other space under the contractors control at any time with or without notice.

8.01.5 The contractor shall state their corporate commitment to recycling and be responsible for maintaining proactive energy conservation programs and, as a minimum, shall include the following:

- Waste reduction: The contractor shall employ all reasonable measures to reduce and prevent waste.
- Recycling: The contractor shall participate in any existing and/or future recycling programs established by the District. Any additional costs are to be at the school's expense.
- Safety: The contractor shall use a proactive safety program for its employees and operations at the schools, as well as comply with all District safety rules that apply to custodial services operations.

### 8.02 Equipment and Facilities Maintenance and Sanitation:

8.02.1 The premises, equipment, and facilities shall be maintained in a condition satisfactory to the institution and follow the specification frequencies without exception. The Contractor shall adhere to the highest standards of cleanliness and sanitary practices to insure continual sanitation in all functions and matters related to the custodial service operation.

8.02.2 The contractor will be responsible for specified stripping and sealing of floors, carpet cleaning, cleaning draperies and blinds, upholstered furniture, and cleaning walls and doors to the frequency listed in the specification without exception.

8.02.3 The contractor will remove all trash, garbage, and debris from all premises occupied by the contractor according to a schedule approved by the District.

8.02.4 The District shall have the right at all times to determine by inspection that facility cleanliness, sanitation and maintenance are satisfactory and in accordance with specifications.

### 8.03 Licenses:

8.03.1 The contractor shall obtain all required licenses and permits required by law for the operation of the custodial service contract. The Contractor shall pay all required fees, taxes, and other charges applicable.

8.04 **Laws, rules and regulations:** The contractor must comply with all District policies, county ordinances and/or state and federal laws that may be applicable to its performance under the contract.

**8.05 Personnel:**

- 8.05.1 The contractor shall maintain an adequate staff at all times to ensure a high quality custodial service operation, including expert personnel for administration, purchasing, equipment consulting, and supervision. A qualified supervisor shall be on duty throughout the time that each custodial service operation is in operation.
- 8.05.2 The District reserves the right to prior consultation in the contractor's choice of its unit managers. No assignment of such personnel shall be made without prior approval from the District.
- 8.05.3 The contractor's unit managers shall continue serving only as long as their performance is acceptable to the District. Such consultation and approval shall be prior to announcing the transfer to the selected individual.
- 8.05.4 The contractor shall provide management staff, made known to the District by name, to routinely review and inspect operations, personally fill vacancies, consult with the District on current and future custodial service programs, and to act with full authority on the contractor's behalf in any and all matters pertaining to the specifications of this contract.
- 8.05.5 The contractor will make provision for an On Site manager to be accessible each day. Such management should be clearly identifiable as the individual in charge of the operation and available to give assistance.
- 8.05.6 All employees of the contractor assigned to jobs at the schools shall be attired in uniform and have prominently displayed nametags. Uniforms must be approved by the school.
- 8.05.7 All employees of the contractor assigned to jobs at the schools, including periodic assignments, must undergo annual background checks including but not limited to a criminal background check by the FBI through fingerprinting analysis (no contracted employees with a misdemeanor and/or felony conviction will be allowed to work in the Hesperia Community School Buildings), a Social Security written authorization ensuring the ability to legally work in the United States from the Social Security Department, and a Drug Test upon hire and annually.
- 8.05.8 Personnel or agents of the contractor shall observe all school traffic and parking regulations. Drinking of alcoholic beverages or the use of illegal drugs or being under the influence of either on the job by the contractor's employees will not be permitted. Smoking is prohibited inside all facilities owned, leased or operated by the District, including, but not limited to such space as classrooms, halls, lavatories, studios, opened and private offices, corridors, dining areas, restrooms, and common areas. Smoking is also prohibited on school grounds as outlined by law.
- 8.05.9 The contractor shall have the resources and staff for providing comprehensive training and staff development programs including the management of a diverse work force for employees at all levels of the organization.

**8.06 Inspection:**

- 8.06.1 The District shall have the right to access all custodial service facilities to inspect the operation thereof and the work of the contractor with respect to the quality of procedures, sanitary and safety standards, cleanliness, appearance and conduct of the contractor's employees, operating hours, and general housekeeping and upkeep of premises. The District shall have the right to make reasonable regulations with regard to all such matters and the contractor agrees to comply with such regulations by mutual agreement.

**8.07 Accounting Statements and Audits:**

- 8.07.1 At the end of each accounting period, the contractor shall furnish to the District an operating statement for each custodial service operation and a composite statement. The operating statement shall give a complete accounting of sales by category, including a breakdown of product cost, labor costs, other direct expenses and administrative and/or management charges.
- 8.07.2 Each operating statement and the composite statement shall present revenue and expense amounts for the period being reported and fiscal year-to-date with percentage ratios given for each item and period.
- 8.07.3 The District's fiscal reporting period is July 1 through June 30. The contractor's year-to-date report shall correspond with this period.
- 8.07.4 All operating statements and sales reports will be submitted by the 15th day following the last day of each accounting period and be accompanied by respective payments. For this purpose, a schedule of the contractors accounting periods should be defined.
- 8.07.5 All start-up costs must be clearly identified and included in the price of the contract.
- 8.07.6 The District reserves the right to audit or cause to be audited the contractor's books and accounts with the District at any time during the term of this contract and for five (5) years thereafter.

**8.08 ADVERTISING:**

- 8.08.1 The Contractor agrees not to use this Proposal or any subsequent agreement as part of any commercial advertising without prior approval of Hesperia Community School.

**9.0 SECTION IX – GENERAL TERMS AND CONDITIONS**

- 9.01 **FEDERAL, STATE AND LOCAL LAW COMPLIANCE:** Hesperia Community Schools shall use its best efforts as reasonably requested by the Contractor to assist the Contractor in complying with any applicable federal, state or local laws, rules and regulations. The Contractor shall, in the exclusive provision of Custodial Service and in the performance of services pursuant to the RFP and Contract, fully comply with all applicable federal, state, or local laws, rules and regulations, and shall hold the District, its officers, employees, agents and assignees harmless from any liability from failure of such compliance. This Contract indemnification from Contractor to the District shall include Contractor representations and warranties that the Contract is in compliance with all applicable federal and state law.
- 9.02 **FEDERAL, STATE AND LOCAL LICENSES, PERMITS AND FEES:** Contractor shall give all notices and secure and pay for all licenses, permits and fees required by law for the proper completion of the Contract. Contractor shall comply with all laws, ordinances and codes applicable to the Contract, and to policies and procedures promulgated by the District, including but not limited to parking and traffic, no smoking, and safety and security.
- 9.03 **TAXES:** Contractor is responsible for personal property taxes and other applicable taxes related to the services provided under the Contract.
- 9.04 **EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS:** The Contractor will comply with all laws and all published rules, regulations, reporting requirements, directives and orders of the Michigan Civil Rights Commission relevant to 1976 PA 453, as amended which may be in effect prior to the taking of bids for any individual project. This may include providing information as to the practices, policies, and employment statistics of the Contractor and each subcontractor, and will permit access to any books, records and accounts by the District and/or its designee and its agents, for purposes of investigating compliance with this Contract and with rules, regulations, and orders of the School and Michigan Civil Rights Commission. A finding by the District or Michigan Civil Right Commission that Contractor has not complied with the contractual obligations under this agreement may result in the cancellation of the Contract or ineligibility for future contracts with the District. The Contractor will include, or incorporate by reference, these provisions in every subcontract or purchase order and will be binding upon each subcontractor. Breach of this covenant may be regarded as a material breach of the Contract.
- 9.05 **DISCRIMINATION:** The Contractor will not discriminate against any individual because of race, religion, color, national origin, age, or sex. The Contractor will take affirmative action to insure that applicants for employment and employees during employment are treated without regard to their race, religion, color,

national origin, age, or sex. Such action shall include, but not be limited to, employment, upgrading, demotion or transfer; recruitment advertising, solicitations or advertisements for employees; layoff or termination; rates or pay or other forms of compensation; and selection for training and apprenticeship.

- 9.06 **WARRANTY:** Unless otherwise specified, all materials and equipment shall be new, and all work shall be of good quality and in conformance with the Contract documents. Hesperia Community School endeavors to buy products made in the United States of America whenever an American-made\* product is available that meets or exceeds the specifications requested and the price is equal to or lower than a foreign-made product. Bidders are requested to bid American-made products and/or services whenever available. Bidders may bid foreign-made products or services when:
- They are specified.
  - They are identified as an alternate by the Bidder as long as they are technically acceptable.
  - More than 50% of the product is manufactured or assembled in the United States.
- 9.07 **OSHA COMPLIANCE:** All goods or services to be furnished by the Contractor shall meet all applicable State and Federal requirements of the Occupational Safety and Health Act. Alleged violations or deviations from said State and Federal requirements pertaining to any goods or services to be furnished by the Contractor or the Contractor's working conditions or employment practices, must be corrected and penalties levied by OSHA paid by the contractor.
- 9.08 **BUSINESS RELATIONSHIP AFFIDAVIT:** The Contractor certifies that no elected or appointed official or employee of the District has benefited or will benefit financially or materially from any consideration of its Proposal, the selection of the Contractor, or the Contract.
- 9.09 **REPAIRS TO PROPERTY DAMAGE:** Any damage to District properties caused by the Contractor, its agents or employees shall be repaired so that the properties are in as good condition as found. All repairs shall be accomplished at no cost to the District and with the District's approval.
- 9.10 **CONTRACT ASSIGNMENT OR SUB-CONTRACT:** The resulting Contract shall not be assigned, transferred, or subcontracted in whole or in part without the prior written approval of the District. The Contractor shall not subcontract with any entity or person with whom the District has a reasonable objection. The Contractor shall not change subcontractors without the consent of the District. The Contractor shall ensure that each subcontractor be bound to the Contractor, to the Contract, and to the terms and rights of these documents, including all General and Supplementary Conditions.
- 9.11 **INDEMNIFICATION:** The Contractor shall indemnify and hold harmless the District, its agents and employees from and against all claims, damages, losses and expenses including attorneys fees arising out of or associated with the service provided, or resulting from damages or injuries incurred by the Contractor by reason of any defect in material, workmanship, and/or design of any goods furnished by the Contractor, excepting only such liability that may result solely from the acts of negligence of the District or its employees, and in any case the Contractor shall, at the request of the District, undertake to defend any and all suits and to investigate any and all claims, whether justified or not, if such claim or suit be against the District. Such indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any subcontractor under workmen's compensation acts, disability benefit acts or other employee benefit acts.
- 9.12 **INSURANCE REQUIREMENTS:** Contractor shall purchase and maintain for the life of the Contract insurance with limits of liability as required by law or as set forth below, whichever is greater.
- Worker's Compensation and Employer's liability at a minimum of \$500,000 or at statutory limits if greater.
  - Commercial General Liability made on an Occurrence Form basis which includes at minimum the following types of coverage:
    - Contractual liability, advertising and personal injury, products and completed operations, and an installation floater, showing limits of \$1,000,000 per occurrence, and a general aggregate limit of \$2,000,000.
    - Comprehensive Automobile Liability, which includes coverage for any auto, hired autos, and non-owned autos with a combined single limit of \$1,000,000.
  - Bodily and personal injury of \$500,000 per accident and \$250,000 per person
  - Property damage of \$100,000
  - Combined single limit of \$1,000,000
  - Hesperia Community Schools shall be identified as an additional insured under the coverage. Certificates of insurance shall be on standard format acceptable to the District and shall be filed with the District before commencing the Contract. These certificates shall contain a provision that coverage provided under the

policies will not be canceled until at least thirty days prior written notice has been given to the District. The Contractor shall require its subcontractors to maintain equivalent coverage.

- 9.13 **FERPA COMPLIANCE:** The contractor and its employees and agents agree to comply with the requirements of the Family Education Rights and Privacy Act (FERPA), 20 USC 1232g with respect to the confidentiality of student records and personally identifiable student information, including but not limited to the requirement not to disclose any student record or personally identifiable student information to any other party without the prior written consent of the student's parent or legal guardian or from an eligible student who has reached majority age.

**Hesperia Community Schools  
CUSTODIAL SERVICES CONTRACT  
RFP**

**Exhibit 1 - Custodial Specifications**

**Special Conditions**

- A. Bidders must return a written schedule enclosed with their bid indicating the number of employees they will have at this Facility each day and the number of hours each will be working. Such schedules will be considered as the minimum acceptable number of employees per day and minimum acceptable number of hours per employee upon award of a contract. Before a contract is awarded, contractors must submit written documentation acceptable to Hesperia Community Schools proving that sufficient reserve staff is available to meet minimum staffing requirements for this Facility under all conditions without interruption.
- B. The contractor must insure that each employee carries a current identification card, with picture no more than four years old, and that each employee wears a badge in plain view indicating the employee's name and company name in letters not less than 1/4" in height.
- C. The contractual manager is 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 Facility Manager.
- D. All lost and found articles recovered by contractual employees must be immediately turned in to the Facility Manager.
- E. The Superintendent upon recommendation from the Facility Manager may require the contractor to immediately remove any contractual employees from the premises for just cause. Any and all such removals shall be made in the name of the Contractor and all responsibilities will be assumed by the Contractor. A list of current employees must be forwarded to the Facility Manager annually or whenever staffing has changed, and any new employee must be approved prior to placing on the current list of employees.
- F. Contractual employees:
- Must not have relatives or other personal visitors at the work site.
  - Must not consume food or beverages while on duty. During normal breaks and lunch periods designated areas may be used for this purpose.
  - Must not consume alcoholic beverages nor use narcotics while on duty nor be under their influence when reporting for duty.
  - Must not smoke anywhere in the building or on the grounds as outlined by law.
  - Must not receive nor initiate personal phone calls from Hesperia Community Schools telephones.
  - Must not play radios or other sound equipment at loud levels.
  - Must not fraternize with Hesperia Community Schools' staff, clients, tenants, or visitors to the building nor unnecessarily disrupt tenants from their work while performing their contractual duties.

- Must not use District Technology ie: photocopiers, computers, printers or fax machines for personal use.
- G. The Contractor must provide the Facility Manager with a list of all employees and supervisors to be used in this facility. The 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 their names and data and provided to the Facility Manager. All employees must have undergone a criminal background check, Social Security Check and Drug Test in accordance with RFP article 8.05.7.
- H. Parking is available on site.
- I. Contract employees will be required to wear clean and neat uniforms supplied by Contractor at all times while on the job.
- J. Contract Manager and a lead contact at each school must wear two way communications (Nextel or equivalent) device during normal working hours. Number must be supplied to the Facility Manager.
- K. Contractor must supply a trained supervisor to be in attendance during working hours.

**General Information**

A. Materials, Treatments, Etc.

1. Contractor must supply all cleaners, finishes, etc., for the treatment of the various types of flooring and carpeting. Use only such materials as are recommended and approved by the flooring manufacturer or Hesperia Community Schools.
2. The Contractor may be required to submit a complete list by brand names and produce number of all supplies to be used in fulfilling this contract. Right is reserved by Hesperia Community Schools to accept or reject these items. An acceptable substitute must be immediately furnished for any rejected items.

B. Mechanical and Other Equipment

1. The Contractor will furnish all equipment such as floor machines, vacuum systems and all other equipment. See list of required equipment in the RFP.
2. Hesperia Community Schools will furnish a secured area in each facility for storage of contractor's equipment and supplies.
3. The Contractor will be held solely responsible for all items stored on the premises.

C. Supervision

1. Competent on site management and supervision is to be furnished by the Contractor, and these services must be satisfactory to the Facility Manager and Superintendent.

2. Keys to the schools will be furnished by Hesperia Community Schools. Any such keys must not be duplicated.

D. Billing

1. Contractor is to submit billing at the close of each calendar month to Hesperia Community Schools, 96 S. Division, Hesperia, MI 49421
2. Separate cost for each billing period for each location listed on Exhibit 4.

E. Inspection and Correction of Deficiencies

1. Performance evaluations will be given to the Contractor indicating exceptions in performance to the required specifications.
2. Contractor must correct these deficiencies as follows:
  - a. Within 24 hours for any daily, weekly, or monthly activity.
  - b. Within 48 hours for any activity listed as quarterly or semiannual or annual.
3. Should the Contractor fail to correct his deficiency within the time stated, the Facility Manager will assign the work to the subcontractor of his choice at the expense of the Contractor.
4. Repeated failure to correct deficiencies will result in cancellation of contract by the Hesperia Community Schools' Superintendent.

**HESPERIA COMMUNITY SCHOOLS  
CUSTODIAL SERVICES CONTRACT  
RFP**

**Exhibit 2 - Cleaning Frequencies**

Cleaning Frequencies are to include, but are not limited to, the following:

- CLASSROOMS AND OFFICES:
  - DAILY:
    - TRASH
    - RESTROOMS
    - PICK UP ALL LARGE DEBRIS NIGHTLY, SPOT VAC ALL VISIBLE DEBRIS
    - HIGH TRAFFIC AREAS AND SPOT VACUUM AND OR MOP
    - SINKS/DRINKING FOUNTAINS
    - REPLACE STOCK
    - DOORS WINDOWS AND HARDWARE
    - GRAFFITI REMOVAL
    - SECURE EACH ROOM NIGHTLY, DOORS AND WINDOWS
  - WEEKLY:
    - THE DAILY LIST PLUS:
      - THOROUGH CORNER-TO-CORNER VACUUM AND OR MOP
      - HIGH AND LOW DUSTING
      - DESKS, WASH AND SANITIZE
      - WINDOWS
      - WHITE/CHALK BOARDS/TRAYS
      - CHAIRS, WIPE COMPLETE AND SANITIZE
- HALLS, COMMON AREAS, CAFETERIAS, EXTERIOR AREAS
  - DAILY:
    - SET UP AND TAKE DOWN CAFETERIA AREAS (DAY PERSON)
    - FOOD CART DELIVERY AS NECESSARY (DAY PERSON)
    - VACUUM AND OR DUST MOP
    - AUTOMATIC SCRUB HALLWAYS AND COMMON AREAS
    - TRASH
    - ENTRANCE DOORS
    - ENTRANCE MATS (EXTRACT WEEKLY DURING WINTER MONTHS)
    - MOP ALL CORNERS, EDGES AND ANY AREAS SCRUBBER CANNOT REACH
    - GRAFFITI REMOVAL
    - WINDOWS
    - OUTSIDE DEBRIS WITHIN 25' OF SCHOOL, PICK UP AND DISPOSE
    - REMOVE TRASH IN TRASH CANS WITHIN 25' OF SCHOOL ENTRANCES
    - OUTSIDE WINDOWS REMOVE SPLASHES DAILY
    - SNOW REMOVAL FOR SIDEWALKS TO PARKING LOTS AND EACH ENTRANCE OUT 25 FEET
  - WEEKLY:
    - THE DAILY LIST PLUS:
      - HIGH AND LOW DUST
      - MOP TILE FLOORS AT LEAST ONE TIME PER WEEK.

- RESTROOMS
  - DAILY THOROUGH CLEANING
  - BI-WEEKLY KAIVAC OF ALL GANG RESTROOMS
  - WEEKLY KAIVAC OF ALL LOCKER ROOMS
  
- SECURITY
  - LOCK ALL BUILDINGS DAILY AFTER ALL EVENTS ARE DONE AS WELL AS ENSURING ALL AREAS ARE SECURE AT END OF SHIFT EACH NIGHT
  
- SUMMER/WINTER/SPRING BREAK CLEANING:
  - CLEANING SCHEDULE TO BE DEVELOPED BY CONTRACTOR TO ENSURE THOROUGH ENTIRE CLEANING OF DISTRICT BUILDINGS INCLUDING BUT NOT LIMITED TO THE FOLLOWING:
    - ALL HARD FLOORS STRIPPED AND WAXED ANNUALLY
    - HARD FLOORS SCRUBBED/RECOATED WINTER AND SPRING BREAK
    - ALL CARPETING EXTRACTED WINTER, SPRING AND SUMMER BREAK
    - ALL RESTROOMS AND LOCKER ROOMS KAIVAC'D AND FLOORS MACHINE SCRUBBED ALL THREE BREAKS.
    - ALL FURNITURE WASHED
    - DOORS, WINDOWS, AND HARDWARE CLEANED
    - LIGHT SHIELDS CLEANED
    - EXTERIOR WINDOWS ABOVE 1<sup>ST</sup> FLOOR, SPRING AND SUMMER
    - INTERIOR WINDOWS
    - CERAMIC FLOORS AND GROUTING CLEANED WINTER, SPRING, SUMMER BREAKS
    - SUMMER CLEANING INCLUDES REMOVAL AND RESETTING OF FURNITURE FOR FLOOR CLEANING AND WAXING

**REFER TO SPECIFICATION FOR THE COMPLETE LIST AND FREQUENCY**

**Hesperia Community Schools  
CUSTODIAL SERVICES CONTRACT  
RFP**

**Exhibit 3 - Task Definitions**

A. Vacuum Carpet

Thoroughly vacuum all carpeted areas. Move all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.) and vacuum under. Be sure to replace all items moved. Straight suction vacuuming is acceptable; however, the Manager reserves the right to require that a beater bar type vacuum be used. Empty dust and dirt into plastic trash bag, tie off, and remove to dumpster.

B. Edge Vacuuming

Thoroughly vacuum all edges of carpeting along the base of walls and along the base of permanent fixtures using a crevice tool attachment. Also, vacuum upholstered furniture.

C. Dust Mop

Thoroughly dust mop all non-carpeted areas. Move all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.) and dust mop under. Be sure to replace all items moved. Place dust and dirt into plastic trash bag, tie off, and remove to dumpster. Dust mop must not be dusted clean on carpeting. Must have clean dust mop on site ready at the beginning of each school day for district to use at no charge for cleaning as needed.

D. Damp Mop

After dust mopping, thoroughly damp mop all non-carpeted areas. Move all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.) and damp mop under. Be sure to replace all items moved 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.

E. Empty Waste Receptacles

Empty all containers that are provided for the disposal of waste (i.e., wastebaskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc.) into plastic bags, tie off, and remove to dumpster. Great care must be taken to remove only trash. When in doubt, DO NOT REMOVE – ASK. Secure dumpster covers before leaving area. Plastic liners are used where wet trash is a problem. Where used, liners must be changed no less than once per month in restrooms all plastic liners must be replaced no less than weekly.

F. Fill Dispensers

Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, and paper towels, etc.).

G. Dusting

Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, doorframes, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with a water based dust control chemical must be used. High dusting relates to the area above five feet. Low dusting relates to the area below five feet.

H. Clean and Disinfect Waste Receptacles and Dispensers

Thoroughly clean all 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.

I. Clean and Disinfect Sinks

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

J. Clean Glass and Mirrors

Thoroughly clean all glass and mirrors using an approved 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 cleaned and dried as well as the glass surface. Squeegee may be used where necessary.

\* All disinfectant solutions must be changed after each restroom.

K. Clean and Disinfect Toilets and Urinals

Thoroughly clean toilets, toilet seats, and urinals with approved acid free bowl cleaner and 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.) Then wipe each toilet, toilet seat, and urinal completely with approved all-purpose collinear or approved glass cleaner only. Buff dry to a streak, smear, and smudge free "shine".

L. 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 when necessary, then wipe all areas with approved disinfectant\* solution and allow to air dry.

Vacuum fabric covered walls with upholstery attachment. Spot clean with colorfast upholstery cleaner.

M. Damp Mop – Disinfectant\*

Use same definition as Item D, but add: Thoroughly damp mop floor with approved disinfectant\* solution. Allow to air dry.

N. Remove Carpet Runners

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

O. Replace Carpet Runners

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

P. Clean and Disinfect Drinking Fountain

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

Q. Wipe Dry

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

R. Strip and Refinish

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

1. 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, etc., at this time. If splashed on adjacent surfaces, it must be removed before it dries.
2. Thoroughly agitate all floor area to remove all old finish with approved strip pad.
3. Use wet pick up vacuum to pick up old finish and stripper.
4. Thoroughly mop rinse area with clean cotton mop and clean water. Make sure walls, doors, etc., are also thoroughly rinsed.
5. Thoroughly mop rinse area 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.
6. Allow floor to air dry.
7. If any old finish remains, repeat #1 through #6.

8. Continue #1 through #7 until scheduled area is properly stripped and/or rinsed.
9. Apply thin coat of approved sealer with approved clean applicator. Sealer must not be slopped on walls, doors, etc...Allow sealer to thoroughly dry.
10. Apply second coat of sealer as described in #9 above. Allow sealer to thoroughly dry.
11. Apply thin coat of approved finish with approved applicator. A minimum of 4 coats of sealer/finish must be applied. Finish must not be slopped on walls, doors, etc. Allow to dry before applying next coat.

S. Scrub – Restroom Floors

Close restrooms. Remove all movable objects from area.

1. Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow solution to dry.
2. Quickly agitate small section coated with solution with approved stiff bristle brush and buffer. Be sure grouting is clean.
3. Use wet pick up vacuum to pick up dirty solution.
4. Thoroughly mop rinse area with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed.
5. Thoroughly mop rinse area a second time with clean cotton mop and clean water. Make sure all walls, doors, etc. are also thoroughly rinsed a second time.
6. Allow floor to air dry.
7. After floor is thoroughly dry, replace all objects moved from area.

T. Carpet Extracting

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

1. All movable items must be removed from area(s) to be cleaned (i.e., chairs, waste receptacles, all free standing tables, typing stands, boxes, plants, all temporary floor coverings placed, etc...)
2. Thoroughly spray next area to be cleaned with approved pre-treat or traffic lane cleaner used at approved dilution. Spray must be applied so that fibers remain damp until cleaned. Chemical should be left to work for 10-15 minutes.
3. Thoroughly extract all properly pre-treated carpeted areas. Minimum of two cleaning passes in opposite directions. Approved equipment and chemicals at approved dilutions must be used.
4. All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemical from carpet floor.
5. Agitation extraction methods should be used in cleaning carpet. Minimal water should be used during cleaning procedure. Bonnet cleaning is not be an acceptable form of cleaning and should not be used.
6. Replace all items removed for cleaning. All items moved back into place that have metal of any type that comes 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.

U. Alternative Carpet Cleaning Methods

If a method other than extraction cleaning is to be used, a detailed written description of the methods and chemicals or materials used and frequencies will be submitted with the bid and will be approved by the Director of Operations before the alternative method can be implemented.

V. Porcelain/Ceramic/Quarry Tile Floors

- No finish or sealer will be applied to quarry tile floors unless recommended by the manufacturer's representative and Hesperia Community Schools. Clean all traffic areas with an Automatic Floor Scrubber.
- Scrub thoroughly with a rotary machine with a quarry tile brush attachment and neutral cleaner.
- Use wet pick up vacuum to pick up water from tile and grout.
- Thoroughly rinse.

W. Remove Recyclable Paper

Pick up all recyclable paper from marked containers and remove to designated containers

**Hesperia Community Schools  
CUSTODIAL SERVICES CONTRACT  
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**EXHIBIT 4 - School Addresses and General Facility Schedule**

**Hesperia Community Schools**

**K-12 Building**

This is a 197,217 Sq Ft. 1 story building. (Approximately 15,400 square feet (8%) is used for storage and boiler rooms and is not cleaned on a regular basis). Area to be cleaned is approximately 181,817 Sq Ft. This is our main building and is utilized for our K-12 Instructional Operations. This facility is used daily year round. Weekend use may be occasional, custodial services may or may not be needed. Cleaning to begin after 5:00 p.m. in areas that are un-occupied. Public restrooms to be cleaned after the building has been vacated.

**Hesperia Community Schools**

**Adult/Community Education Building**

This is a 7,904 Sq Ft. 1 story building. It is utilized for the Alternative Education and the Adult Education Program. This facility is used daily Monday – Friday during the school year as well as a summer program Monday – Friday. A schedule for this facility will be provided to the contractor annually.

Cleaning to begin after school has dismissed for the day.

**Hesperia Community Schools**

**Adult/Community Education Portable**

This is an 864 Sq Ft, single story portable building. It is utilized for the Alternative Education and the Adult Education Program. This facility is used on a sporadic basis during the school year as well as a summer program Monday – Friday. A schedule for this facility will be provided to the contractor annually. Will require occasional cleaning.

**Hesperia Community Schools**

**Bus Garage Portable**

This is an 864 Sq Ft single story portable building. It is utilized for the bus garage office area and bus driver's break room. This facility is used daily Monday – Friday during the school year as well as a summer program Monday – Friday. Cleaning would need to occur on a twice -weekly basis. A schedule for this facility will be provided to the contractor annually.

Cleaning to begin after school has dismissed for the day

**Hesperia Community Schools  
CUSTODIAL SERVICES CONTRACT  
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**Schedule – Checklist of Proposal Responses Due  
(return with proposal)**

	Refer to Page	Complete	Incomplete	Reason for Incomplete
Signed Original Proposal				
3 ea. Copies of Proposal				
Bid Guarantee				
Addenda Acknowledgments				
Exceptions to specifications and/or requirements				
Contractor's Experience and Capabilities				
Cost				
Cover letter or company letterhead				
Company profile, support and personnel				
Schedule 2 – Checklist of Proposal Responses Due				
References				
<u>Contract specifications are met and agreed to:</u>				
Health and Safety				
Sanitation and Environment				
Equipment and Facilities Maintenance and Sanitation				
Federal, state and local law compliance				
Federal, state and local licenses, permits, fees				
Taxes				
Equal Employment Opportunity				
Warranty				
OSHA compliance				
Business relationship affidavit				
Repairs to property damage				
Contract assignment or sub-contractor				
Local control				
Indemnification				
Insurance requirement				
Other				

**Hesperia Community Schools  
CUSTODIAL SERVICES CONTRACT  
RFP**

**Proposed Bidders**

GRAND RAPIDS BUILDING SERVICES  
(616) 451-2064  
1200 FRONT ST. N.W.  
GRAND RAPIDS, MI 49504  
CONTACT: REX KUHN

CSM SERVICES  
(616) 667-0037  
3536 HIGHLAND DRIVE  
HUDSONVILLE, MI 49426  
CONTACT: MICHAEL HERREMA

WEST MICHIGAN JANITORIAL  
(616) 647-0552  
5160 WEST RIVER DRIVE  
COMSTOCK PARK, MI 49321

ENVIRO-CLEAN SERVICES  
(616) 392-3775  
2457 112<sup>TH</sup> AVE.  
HOLLAND, MI 49424  
CONTACT: DAN KOSTER

HI-TEC BUILDING SERVICES  
(888) 345-5314  
6578 ROGER DRIVE  
JENISON, MI 49428  
CONTACT: KELLY SHRAUGER

PB GAST  
MARK ZERVAS  
P.O. BOX 7349  
355 COTTAGE GROVE S.E.  
GRAND RAPIDS, MI 49510

HESPA  
96 S. DIVISION  
HESPERIA, MICHIGAN 49421

**Hesperia Community Schools  
CUSTODIAL SERVICES CONTRACT  
RFP**

**Addendum**

Addendum # (if needed)





**Hesperia Community Schools**  
**Exhibit 7**

**PROPOSAL**

**DISTRICT WIDE CUSTODIAL SERVICES**

**DISTRICT**

**COST FOR ONE SCHOOL YEAR**

Year One, July 5, 2010 – June 30, 2011 \$ \_\_\_\_\_

Year Two, July 1, 2011 – June 30, 2012 \$ \_\_\_\_\_

Year Three, July 1, 2012 – June 30, 2013 \$ \_\_\_\_\_

If Extra Service is needed, please provide hourly rates for the following classifications:

Standard hourly rate for Custodian \$ \_\_\_\_\_

Standard hourly rate for Team Manager \$ \_\_\_\_\_

Overtime hourly rate for Custodian \$ \_\_\_\_\_

Overtime hourly rate for Team Manager \$ \_\_\_\_\_

\_\_\_\_\_  
Printed Name of Executive Official for Contractor      Date

\_\_\_\_\_  
Signature of Executive Official for Contractor      Date

<b>Classrooms, Offices</b>	During School Year						
	Daily	Weekly	Monthly	Upon Request	Winter Break	Spring Break	Summer Break
Remove trash, replace liner as needed (liners to be provided by district)	X*						
Sweep/dust mop floor	X						
Spot mop for spills	X						
Spot vacuum carpet visible debris, pick up all items too big for vacuum	X						
Check soap/paper towel stock	X						
Clean restrooms in classrooms	X						
Clean sinks, drinking fountains in rooms	X						
Complete vacuum carpet		X					
Clean desk tops, work stations (if desks/work surfaces encumbered by paper or projects, cleaning contractor will not disturb)		X					
Dust sills, book cases, counters, blinds, corners, ledges		X					
Clean chalkboards/dry erase/trays		X					
Wipe chairs for spills		X					
Complete mop tile/hard surface		X					
Remove graffiti		X*					
Empty recycle containers		X					
Dry dust computer screens only		X					
Sanitize phones		X					
Change light bulbs up to 9', as needed (bulbs/ladders provided by district)		X					
Remove gum from under furniture					X	X	X
Clean carpet stains	X*				X	X	X
Clean and sanitize carpet complete					X	X	X
Scrub/recoat tile, 2 coats approved finish					X**	X**	
Strip/wax tile, 4 coats approved finish						X	X
Wash windows exterior						X	X
Wash windows interior							X
Wash walls/blinds							X
Wash all furniture							X
Wash light shields, inside and out							X

X\* as needed

X\*\* can be alternated. Two applications per year.

SCHOOL SPECIFICATIONS (Continued)	During School Year						
	Daily	Weekly	Monthly	Upon Request	Winter Break	Spring Break	Summer Break
<b>Exterior Areas</b>							
Empty trash bins on grounds, within 25' of school	X*						
Reline (liners provided by district)	X*						
Pick up debris around building within 25' of school		X					
Pick up debris at all entrances		X					
First floor exterior windows at entranceways	X						
	During School Year						
<b>Common Areas, Halls, Gyms</b>	Daily	Weekly	Monthly	Upon Request	Winter Break	Spring Break	Summer Break
Lock entrances 30 minutes after school ends for the day, or at a time deemed by administration	X						
Secure all perimeter doors and windows at end of shift	X						
Remove trash, replace liners as needed (liners to be provided by district)	X						
Sweep/dust mop	X						
Vacuum carpeted areas	X						
Vacuum entrance mats	X						
Spot mop for spills	X						
Edge vacuum all carpet		X					
Extract mats in winter		X					
Clean carpet stains	X*						
Complete mop or run automatic scrubber	X						
Remove graffiti	X						
Change light bulbs, up to 9' (bulbs/ladders provided by District)				X			
Set up and clean/lock after all school events regardless of the day of the week.				X			
Provide contact liaison for events on 2-way communication				X			
Clean and sanitize carpet complete					X	X	X
Scrub/recoat tile, 2 coats approved finish					X**	X**	
Strip/wax tile, 4 coats approved finish							X
Spot clean windows interior	X				X	X	X
Wash windows interior						X	X
Wash walls/blinds							X
Wash all furniture							X

X\* as needed

X\*\* can be alternated. Two applications per year.

**SCHOOL SPECIFICATIONS (Continued)**

**Miscellaneous services**

Maintenance related repairs shall be submitted to the district Facility Manager.

**Supplies:**

Inventory of supplies: It shall be the responsibility of the cleaning contractor to supply all cleaning chemicals and supplies to properly and effectively clean all areas assigned to them in this contract. A list of cleaning chemicals and MSDS shall be supplied to the District. The school district shall provide toilet paper, paper towels, hand soap, hand sanitizer and trash can liners.

Delivery of supplies: All supplies shall be delivered in proper transportation containers at school approved times and shall be accompanied by the proper Material Safety Data Sheets for school files

Storage of supplies: The district shall provide an adequate storage area for all cleaning supplies

Trash cans, recycle containers shall be supplied by the School District

Snow shovels, salt and salt spreaders shall be supplied by the School District

The contractor must supply all cleaners, finishes, etc for the treatment of various types of flooring and carpeting. Use only such materials as are recommended and approved by the flooring manufacturer or the School District

## SCHOOL SPECIFICATIONS

(Continued)

<b>Special Services, Other</b>	During School Year						
	Daily	Weekly	Monthly	Upon Request	Winter Break	Spring Break	Summer Break
On site management account coordinator to be available 365 days, 24 hours/day for coordination and emergencies	X						
All quality assurance and client visit reports available to client for audit				X			
E-mail communication available for all schools with professional follow up	X						
Two-way communication (Nextel or equivalent) with English speaking staff member, all schools	X						
Email communication to be available by all staff in each building to site supervisor.	X						
Biohazard clean ups, staff to be trained and hep B shots up to date				X			
All staff must have annual Michigan State Police and Federal Criminal Background checks with no felony or misdemeanors accepted, kept on file and available for district review for Supt or his or her designee				X			
All Staff Must Have Annual and Random Drug Testing With Results Kept On File and Available For Audit by District Administration				X			
All staff must be cleared in writing by the social security administration as having a valid social security number matching their i-9 identification and able to work in the United States legally				X			
An updated list of contracted cleaning staff to be given to the School district no later than Sept 1 each year, as well as whenever any changes in staffing occurs.							
<b>Special Events set up/Tear down and clean up:</b> All set up/Tear down and clean up of all school related events should be the responsibility of the custodial contractor, regardless of the day of the week.				X			



**AFFIDAVIT OF BIDDER**

The undersigned, the owner or authorized officer of \_\_\_\_\_ (the bidder) pursuant to the familial disclosure requirement provided in the Hesperia Community Schools advertisement for bids, hereby represents and warrant, except as provided below, that no familial relationships exist between the owner(s) or any employee of \_\_\_\_\_ and any member of the Board of Education of Hesperia Community Schools or the Superintendent.

**List any Familial Relationships:**

Bidder: \_\_\_\_\_ Date: \_\_\_\_\_

STATE OF MICHIGAN  
COUNTY OF \_\_\_\_\_

This instrument was acknowledged before me on the \_\_\_\_\_ day of \_\_\_\_\_, 2010  
by \_\_\_\_\_.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_ County, Michigan

My Commission Expires \_\_\_\_\_

Acting in the county of \_\_\_\_\_

