



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

DEPARTMENT OF MILITARY AND VETERANS AFFIARS

Combined Forces Reserve Center (CRFC) – 3423 N. Martin Luther King Avenue – Lansing, MI 48906

PART I: LOCATION SPECIFICATIONS

PART II: VENDOR’S LOCATION WORK PLAN

PART III: VENDOR’S LOCATION PRICE QUOTE

Consideration for award is based on Work Plan, Price Quotation in accordance with the specifications, terms and conditions as stated within this solicitation. Janitorial contract awards are subject to the Sheltered Workshop Sections of P.A. 431 of 1984 (MCL 18.1293 – 18.1297). In order to receive further award consideration, a bidder’s work plan and location pricing MUST indicate that you make a profit. Bids submitted indicating a loss will be considered non-responsive.

I. LOCATION SPECIFICATIONS

A. CONTRACT AND CCI INFORMATION

LOCATION: COMBINED FORCES RESERVE CENTER (CRFC)

CONTRACT INFORMATION			
CONTRACT START DATE:	March 10, 2008	CONTRACT END DATE:	July 31, 2009
NUMBER OF EXTENSION OPTIONS:	One Year, 6 Month Contract (Approximately 18 months)		
CONTRACTING AGENCY NAME:	Department of Military and Veterans Affairs		
BUILDING NAME AND NUMBER:	Combined Forces Reserve Center (CFRC)		
BUILDING ADDRESS:	3423 N. Martin Luther King Ave, Lansing, MI 48906		
TERRITORY/REGION/COUNTY:	Ingham County		
PROCUREMENT CONTACT INFORMATION			
PROCUREMENT OFFICE NAME:	Office of Financial Services – Purchasing and Support Section		
PROCUREMENT OFFICE CONTACT NAME:	Kimberly Graham	CONTACT PHONE #:	(517) 483-5803
PROCUREMENT OFFICE CONTACT E-MAIL:	grahamk@michigan.gov	CONTACT FAX #:	(517) 483-5881
CONTRACT COMPLIANCE INSPECTOR (CCI) / FACILITY MANAGER (FM) NAME:	Ron Tallieu	CONTACT PHONE #:	481-8153 Office 420-7545 Cell
CCI / FM CONTACT E-MAIL:	Tallieur@us.army.mil	CONTACT FAX #:	

Bidder Name & FEIN: _____
Quotation Dated: _____

BUILDING LOCATION INFORMATION

OFFICIAL WORKING DAYS OF BUILDING OCCUPANTS:	M-F	OFFICIAL WORKING HOURS OF BUILDING OCCUPANTS:	7:45 am - 4:30 pm
NUMBER OF WORKSTATIONS AND/OR EMPLOYEES:	200 employees 262 workstation s	APPROXIMATE VISITOR POPULATION:	Information Not Available
IDENTIFY DAYS OF CLEANING SERVICE: [EXAMPLE: M/T/W/TH/F/SA/SU]	M-F	IDENTIFY HOURS OF CLEANING SERVICE: [EXAMPLE: 5:30 P.M. TO 8:30 P.M.] NOTE: PLEASE INCLUDE DAYTIME SERVICES IF APPLICABLE TO THIS LOCATION.	6:00 am – 4:30 pm
TOTAL BUILDING SQ. FT. TO BE CLEANED:	96,699 Sq ft	NUMBER OF STORIES:	3 Stories
TOTAL SQ. FT. OF CARPET TO BE CLEANED:	75,579 Sq ft	LIST AREA(S): 1 st , 2 nd , and 3 rd floors - Offices and Hallways	
TOTAL SQ. FT. OF "HIGH TRAFFIC" CARPET AREA(S) TO BE CLEANED:		LIST AREA(S):	
TOTAL SQ. FT. OF VINYL TO BE CLEANED:	6,428 sq ft	LIST AREA(S): 1 st , 2 nd , & 3 rd floor stairwells,	
TOTAL SQ. FT. OF CERAMIC TO BE CLEANED:	5,963 sq ft	LIST AREA(S): 1 st floor bathrooms Male/Female locker rooms/shower areas.	
TOTAL SQ. FT. OF CEMENT TO BE CLEANED:	4,738 sq ft	LIST AREA(S): 1 st floor	
TOTAL SQ. FT. OF WOOD TO BE CLEANED:	Na	LIST AREA(S):	
TOTAL SQ. FT. OF RUBBER TO BE CLEANED:	1,399 sq ft	LIST AREA(S): 1 st Floor - Physical Fitness Workout Area	
NUMBER OF RESTROOMS IN BUILDING:	14 (5,898 sq ft)	NUMBER OF TOTAL UNITS FOR BUILDING RESTROOM(S): NOTE: URINALS, BABY CHANGING STATION, TOILETS, SHOWERS, SINKS	118 UNITS TOTAL – 41 TOILETS, 14 URINALS, 54 SINKS, 9 SHOWERS
Is window cleaning to be included on this contract? Note: Specify if Interior and/or Exterior and Number of Floors.	WINDOWS "ONLY UPON REQUEST" – 1ST, 2ND AND 3ND FLOORS		
Does location have child play area(s), gymnasium, locker room? If so, please identify along with cleaning standard.	LOCKER ROOMS, SHOWER AREAS, GEAR ROOMS FOR MEN AND WOMEN ON 1 ST FLOOR. CLEANING TO BE PERFORMED DAILY. PER FOLLOWING SPECIFICATIONS BELOW		
What is the RECOMMENDED Level of Insurance Risk for this Contract? [EXAMPLE: LOW, MODERATE OR HIGH] NOTE: DMB-OAS & AGENCY to determine,			

ADDITIONAL INFORMATION: Include additional building information, including but not limited to known building environmental issues that Bidder should be aware of in performing janitorial services for this location.

Cleaning of Adjutant Generals (Homeland Security Office) general office areas and secured confidential work areas shall be done as specified below. Entrance may require clearance prior to entering these locations.

Snow Shoveling – Contractor shall shovel snow accumulations to this facility at the following locations: Sidewalk to the front lobby (west), rear lower lobby entrance will be required to be cleaned free of snow and ice twenty-five (25) feet from the doorways. All snow must be removed one-half hour prior to the start of work days, 7:30 am. Snow shoveling shall be maintained throughout the work day until 4:30 pm. Ice melt will be provided by the agency. The agency understands that on heavy snow day(s), that NOT ALL OF THESE DAILY DUTIES WILL BE PERFORMED by the janitorial staff and agency maintenance staff will maintain this responsibility.

C. DESCRIPTION OF SERVICE NEEDS

TASK AND FREQUENCIES

SERVICES	FREQUENCY					
	Daily (Each time scheduled to clean; 248 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: Adjutant General's Office is cleaned daily before 7:00 am) (Note: The days office cleaning is to occur will be determined by the Facility Manager. NOTE: Adjutant General's Office is cleaned daily see below)						
a. Vacuum carpet, sweep & damp mop hard surface floor if applicable. Remove spots/stains from carpet.		2x wkly (104 / yr)				
b. Empty waste receptacles		2x wkly (104 / yr)				
2. Restrooms						
a. Close restroom	1x day (248 / yr)					
b. Empty waste receptacles	1x day (248 / yr)					
c. Fill dispensers	1x day (248 / yr)					
d. Dust	1x day (248 / yr)					
e. 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. Vacuum carpet if applicable	1x day (248 / yr)					
m. Maintain floor drain(s)/traps free of odors	1x day (248 / yr)					
n. Service restrooms as requested by Facility Manager	1x day (248 / yr)					

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 Quotation Dated: _____

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3. Drinking Fountains						
a. Clean, disinfect and wipe dry		2x wkly (104 / yr)				
4. Lobbies and Corridors						
a. Empty trash/recyclable paper pick up		2x wkly (104 / 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		2x wkly (104 / 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. Vacuum/dust mop		1x wkly (52 / yr)				
b. Vacuum/dust mop - Winter (November 1 - April 1) for designated areas		2x wkly (104 / yr)				
c. Dust		1x wkly (52 / yr)				
d. Clean w/ disinfectant & wipe dry handrails & doorknobs		1x wkly (52 / yr)				
e. Damp mop		1x wkly (52 / yr)				
f. Damp mop - Winter (November 1-April 1) for designated areas		2x wkly (104 / yr)				
g. Spot clean walls and glass		1x wkly				

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Quotation Dated: _____

SERVICES	FREQUENCY					
	Daily (Each time scheduled to clean; 248 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)
		(52 / yr)				
7. Elevator Cleaning						
a. Clean door guide tracks		3x wkly (156 / yr)				
b. Dust, damp wipe and wipe dry handrails, cab walls, doors		3x wkly (156 / yr)				
c. Vacuum carpet		3x wkly (156 / 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. Clean drawing boards in conference rooms		2x wkly (104 / yr)				
c. Lunch/break rooms, coffee areas, vending machine areas, concession stands, lounges, recreation areas, computer rooms & adjacent office areas	1x day (248 / yr)					
d. Includes cleaning of table and counter tops		2x wkly (104 / yr)				
11. Locker Rooms, Shower Areas and Gear Room on first floor	1x day (248/yr)					
12. 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)			

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SERVICES	FREQUENCY					
	Daily (Each time scheduled to clean; 248 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)
			if needed) [12 / yr]			
e. Replace waste receptacle liner when soiled or worn			2x mo (or more if needed) [12 / yr]			

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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. Dust clean blinds, curtains, window treatments						1X/yr
d. Vacuum fabric upholstered furniture						1X/yr
e. Additional/Emergency services						As needed or as re- quested
2. Intensive Floor Care						
a. Emergency stain / gum removal from carpet						As needed or as re- quested
b. Spray buff finished hard floors - removing scuff marks included						12X/yr monthly
c. Scrub restroom floors				4X/yr		
d. Clean carpet in high traffic areas					3X/yr	
e. Clean carpet runners / mats					3X/yr	
f. Scrub stairwell floors					2X/yr	
g. Top strip & refinish floors						1X/yr
h. Strip & refinish all hard surface floors						1X/yr
3. Windows						
a. Clean Windows on Exterior of building (inside and outside)						1X/yr
b. Clean Windows on Interior of building (inside and outside) [i.e., receptionist area, etc.]					3X / yr	

NOTE: See tasks and frequencies broke down below with

Bidder Name & FEIN: _____
Quotation Dated: _____

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.

CLEANING TASK FREQUENCIES

DAILY SERVICES (to be performed 5 days per week)

ADJUTANT GENERALS OFFICE AREA (Homeland Security Offices)

1. Empty waste receptacles and recycle boxes and remove waste to designated area.
2. Wash or damp wipe inside and outside of all waste receptacles presenting a soiled or odorous conditions (as necessary).
3. Replace liners when torn or soiled.
4. Dust mop all non-carpeted floors. Damp mop all spills.
5. Thoroughly vacuum all carpeted floors including corners, and underneath partitions each and every day.
6. Spot clean all carpeted areas as necessary or upon request.

RESTROOMS (all floors 1st, 2nd, and 3rd)

1. Clean and sanitize all units. Clean pipes beneath all sinks. Clean with proper solution not to damage finish.
2. Clean mirrors and counters and polish chrome.
3. Refill dispensers. **see Replenishable Supplies
4. Empty and disinfect all sanitary napkin receptacles.
5. Sweep and damp mop floors with a germicidal solution paying special attention around wash bowls, toilets and urinals. (Note: Damp mops used in restrooms are not to be used for non-restroom areas).
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.

TWICE WEEKLY SERVICES (TUESDAY AND FRIDAY)

OFFICE/ROOM CLEANING

(ALL FLOORS - Office Areas, Lobby Areas, Entry Ways, File Rooms, Conference Rooms)

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

ENTRY WAYS/LOBBY AREAS/STAIRWELLS/ELEVATOR/DRINKING FOUNTAINS (ALL FLOORS)

1. Damp mop stairs wells.
2. Vacuum elevator floor and wash off fingerprints/soiled areas/spot clean carpet where necessary.
3. Clean and disinfect all drinking fountains.

WEEKLY SERVICE :

ROOM CLEANING (Office Areas, File Rooms, Conference Rooms, Gymnasium) (ALL FLOORS)

Bidder Name & FEIN: _____
Quotation Dated:

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 vinyl tile floors.
5. Clean by most appropriate means all lobby furniture.
6. Dust mop/damp mop all tile and terrazzo floors.

RESTROOMS (ALL FLOORS)

1. Clean and wipe down all partition walls and doors with germicidal solution, making sure to thoroughly rinse.
2. Thoroughly clean with proper solution not to damage surfaces, 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.
3. Spot clean walls around sinks, waste receptacles, behind urinals and toilets.
4. Dust radiators, grills, ledges, etc.

BI-WEEKLY SERVICE :

GYMNASIUM/FITNESS ROOM CLEANING (*Exercise Equipment – 1ST FLOOR*)

1. Wipe down all exercise equipment in gymnasium (must utilize a germicidal solution acceptable for exercise equipment).
2. Thoroughly dust and vacuum all carpeted areas around exercise equipment.

MONTHLY SERVICE :

ROOM CLEANING (Office Areas, File Rooms, Conference Rooms – ALL FLOORS)

1. Dust/vacuum window hangings.
2. Spot clean walls, doors, etc., removing all cobwebs, finger prints, smears and stains.
3. Clean partition glass.
4. Vacuum exposed air bars and heating outlets.

RESTROOMS (ALL FLOORS)

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

SUPPLEMENTARY TASKS* - To be determined by Contract Compliance Inspector and performed upon request only.

SEMI-ANNUAL SERVICE*

ROOM CLEANING (*Office Areas, File Rooms, Conference Rooms – ALL FLOORS*)

1. Clean carpets by hot water extraction at a temperature that will kill and eliminate bacteria. (Hot water extraction by truck-mount is the preferred method): Full contract area.
2. Strip, seal, wax and buff all vinyl tile floors: Full contract area.

WINDOWS (ALL FLOORS)

1. Wash all exterior windows inside and outside (weather permitting and upon request only).
2. Clean windows on 1st floor in front/back lobby and entrances areas, stairwells from stairwells to 1st , 2nd and 3rd floors (interior and exterior windows doors). Clean windows interior/exterior to all doors into offices and office modular glass. Window cleaning to be provided upon request only.

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.

ANNUAL SERVICE*

ROOM CLEANING (Office Areas, Lobby/Entry Ways, File Rooms, Conference Rooms – ALL FLOORS)

1. Clean carpets by hot water extraction at a temperature that will kill and eliminate bacteria. (Hot water extraction by truck-mount is the preferred method): High traffic area
2. Clean light fixtures lenses.

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.

NOTES/ADDITIONAL INFORMATION

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

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

Paper towels	<u>X</u> by agency	Toilet tissue	<u>X</u> by agency
Hand soap	<u>X</u> by agency	Plastic liners	<u>X</u> by agency
Sanitary napkins	<u>X</u> by agency		

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

GENERAL DEFINITIONS.

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

a. SWEEPING AND MOPPING

- (1.) Leave no dirt in corners, around baseboards, behind radiators/heat vents, under furniture, etc.
- (2.) Leave no dirt, trash, or foreign matter under exercise equipment.
- (3.) After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks.
- (4.) Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up.
- (5.) Leave no dirt, trash, or foreign matter under desks, tables or chairs.

b. WET MOPPING BUFFING AND SCRUBBING.

- (1.) 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, in all corners and around baseboards.
- (2.) Upon completion of wet mopping and scrubbing, the floor must be clean and free of dirt, water streaks, mop marks and strings; properly rinse and dry mop to present an overall appearance of cleanliness at all times.
- (3.) All surfaces must be dry and corners, cracks and other visible surfaces must be clean after wet mopping and scrubbing.
- (4.) At the stated frequencies (upon request of the CCI, only), floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris from floor surfaces, in all corners and around baseboards.
- (5.) The floor area will then be damp mopped and machine buffed to a polished appearance with a high speed commercial type buffer.

c. WAXING AND BUFFING (must be pre-approved by the CCI or designee)

- (1.) 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.
- (2.) Spray buffing may be used in lieu of Step c-1, providing that preliminary to the spray buffing, all steps for sweeping and damp-mopping are accomplished.
- (3.) All waxed surfaces must be maintained so as to provide safe anti-slip walking conditions.
- (4.) Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of a stepladder.
- (5.) 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.

- (6.) Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition. Contractor shall be responsible for the cleaning, repair, or replacement of baseboards.

d. RUGS AND CARPETING.

- (1.) After vacuuming leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges, corners, cracks, and baseboards not reached by the vacuum. Leave nap on all carpeting lying in one direction.
- (2.) Perform vacuuming and shampooing with commercial grade equipment only.

e. DAMP WIPING

- (1.) This task consists of using a damp cloth or sponge to remove all dirt spots and streaks from walls, glass and other specified surfaces and drying to provide a polished surface.
- (2.) The wetting solution must contain an appropriate cleaning agent.
- (3.) When damp wiping in toilet areas, use a multi-purpose disinfectant/deodorizer appropriate for surfaces.

f. DUSTING

- (1.) 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.
- (2.) Horizontal surfaces include, but are not limited to, counter tops, file cabinets, tables, coat racks, etc. Telephones, etc., must be lifted and dusted under. Do not disturb work papers.
- (3.) Dusting high and low includes, but is not limited to, partition tops, pictures, chair rugs, etc.
- (4.) Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.

g. MISCELLANEOUS.

- (1.) 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.
- (2.) Bathrooms consist of washbowls/sinks/fixtures, toilets/urinals/fixtures and shower units/fixtures. Clean and sanitize each unit by washing, inside and outside, with germicidal solution appropriate for all surfaces.
- (3.) 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. If applicable.

h. REPORTING BUILDING CONDITIONS

All hazardous conditions, must be reported by the contractor to the Combined Forces Reserve Center (CFRC) contract compliance inspector or designee and provide a written statement of the problem to the buyer and to the contract compliance inspector.

GENERAL PROVISIONS.

a. MATERIALS, TREATMENTS, ETC.

- (1.) The contractor must supply all cleaners, finishes, etc., for the treatment of the various types of flooring, carpeting, and bathroom fixtures. Use only such materials as are recommended and approved by the manufacturer. Contractor shall utilized cleaning solutions which shall not damage any surfaces.
- (2.) The contractor's prime responsibility is to maintain and protect government property at all times. The contractor's staff shall use only such materials and treatments as will enhance appearance of flooring, etc., and preserve the surface against deterioration at all times.
- (3.) The contractor may be required to submit a complete list, by brand names and product number of all supplies to be used in fulfilling this contract. The Combined Forces Reserve Center (CFRC) contract compliance inspector or designee reserves the right to accept or reject these items. An acceptable substitute must be immediately furnished for any rejected item.

b. MECHANICAL AND OTHER EQUIPMENT.

- (1.) The contractor must furnish all power equipment such as floor machines, vacuum systems and all other equipment. The contractor is responsible for all repairs and necessary upkeep of equipment.
- (2.) Combined Forces Reserve Center (CFRC) will furnish an area, if necessary, for storage of contractor's equipment and supplies. However, the Combined Forces Reserve Center (CFRC) will not be held liable for loss or liability of the contractor's equipment and supplies.
- (3.) The contractor will be held solely responsible for all items stored on the premises.

c. SUBCONTRACTED WORK (*NOTE: This contract cannot be subcontracted without prior approval from Combined Forces Reserve Center (CFRC) contract compliance inspector or designee and the DMVA Buyer*).

- (1.) Subcontracted work is the responsibility of the contractor. The contractor will be held responsible for supervised or unsupervised work of a subcontractor to meet the standards of the Combined Forces Reserve Center (CFRC) contract compliance inspector or designee. The Combined Forces Reserve Center (CFRC) contract compliance inspector or the State will not be held liable for any claims by subcontractors.

d. BILLING.

- (1.) The contractor, at minimum, is to submit billing at the close of each calendar month. Other interim payment time frames are acceptable with proper notification. Billing for service rendered will be sent to:

Combined Forces Reserve Center (CFRC)
Attn: Ronald Tallieu
3423 N. Martin Luther King Boulevard
Lansing, MI 48906

e. HOURS OF WORK.

- (1.) Work hours of the contractor servicing for this contract will be accomplished between 0600 am and 1630 pm. Adjusted work schedules may be arranged depending on the presence of patrons and must be requested in advance.

f. INSPECTION AND CORRECTION OF DEFICIENCIES.

- (1.) Performance evaluations will be given to the contractor noting exception in performance to the required specifications. Problems will normally be discussed.
- (2.) The contractor must correct these deficiencies within twenty-four (24) hours of any daily service deficiency.
- (3.) Within forty-eight (48) hours for any activity listed as quarterly or semi-annual or upon request services.
- (4.) Should the vendor fail to correct his/her deficiency within the time stated, a complaint to vendor will be electronically filed by the agency supervisor.
- (5.) Repeated failure to correct deficiencies resulting in issuance of subsequent complaints to vendor may result in cancellation of contract by recommendation of the DMVA Buyer and/or the Combined Forces Reserve Center (CFRC) contract compliance inspector or designee.

GENERAL PROVISIONS

a. MATERIALS, TREATMENTS, ETC.

- (1.) Contractor must supply all cleaning supplies needed in fulfilling this contract. This includes cleaners, finishes, etc., for the treatment of the various types of flooring, carpeting, furniture, etc. Use only such materials as are recommended and approved by the appropriate manufacturer.
- (2.) 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 appearance of flooring, etc., and preserve the surface against deterioration.
- (3.) The contractor may be required to submit a complete list by brand names and product number of all supplies to be used in fulfilling this contract. Right is reserved by the State to accept or reject these items. An acceptable substitute must be immediately furnished for any rejected item.

b. MECHANICAL AND OTHER EQUIPMENT

- (1.) The contractor must furnish all power equipment such as floor machines, vacuum systems and all other equipment. Right is reserved by the State to accept or reject these items.
- (2.) The State will furnish an area when necessary, 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 supervision is to be furnished by the contractor, and these services must be satisfactory to the State. Supervisors who are on-site shall be working supervisors.
- (2.) Keys to the building will be furnished by the State. Any such keys **must not be duplicated.**
- (3.) 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.
- (4.) In locations that include a security alarm system, the contractor must also properly lock the building 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 alarms caused by failure of the contractor to properly set the security alarm will be the responsibility of the contractor.
- (5.) In addition, should the contract be canceled 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 to the contractor.

SPECIAL PROVISIONS.

- a. MODIFICATION OF SERVICE. The Combined Forces Reserve Center (CFRC) contract compliance inspector or designee further reserves the right to modify the janitorial service during the course of this contract by changing the size of cleaning area, number of days service to be performed, as well as changes in frequency of performance of any listed tasks and/or addition or deletion of tasks to be performed, and/or any other modifications deemed necessary, any changing in pricing proposed by the contractor resulting for the proposed changes being subject to acceptance by the Combined Forces Reserve Center (CFRC) contract compliance inspector or designee and must be approved by the DMVA Buyer.

IN THE EVENT PRICES ARE NOT MUTUALLY AGREEABLE AND/OR CHANGES/MODIFICATIONS ARE NOT ACCEPTABLE THE CONTRACT SHALL BE SUBJECT TO COMPETITIVE BIDDING BASED UPON THE NEW SPECIFICATIONS.

- b. SUMMARY. The program as described above and in the specifications is designed to cover operations more in the category of janitorial service than that of specified and detailed housekeeping. It must be understood that all tasks in the janitorial line will be performed, whether included in the detailed specification or not.

Part II
JANITORIAL WORK PLAN
for this Location

A. LOCATION WORK PLAN

1.	Transition Plan: Identify the key steps of your transition plan to implement the services you are proposing, from the prior contractor to you:
2.	Implementation Plan: Provide a complete description of how you intend to accomplish the work described for this location: <ul style="list-style-type: none">▪ What tasks or responsibilities will be assigned to each employee assigned to the project? ▪ What is the number of employees assigned to this location, and what are the total proposed man-hours for both workers and supervisors? ▪ Indicate the starting hourly wage per worker. ▪ Indicate the hourly wage per supervisor.
3.	Contingency Plan: <ul style="list-style-type: none">▪ Describe in the work plan a contingency plan when staff assigned cannot provide the service. ▪ Include a contingency plan to deliver services during inclement weather. ▪ Include in your work plan if supervisor assist in any cleaning tasks.

B. STAFFING ROLES & RESPONSIBILITIES

1. PERSONNEL:

A.	Explain how you intend to manage the service as described (staffing compared to amount of service) with the number staff you have listed below. Identify the total number of man-hours, the total number of supervisors, the total number of workers (including both supervisors and cleaning staff), and the subcontractor(s) that you propose to utilize in delivering services.
B.	Describe the position(s) that will be responsible for implementing the services and their positions in your organizational structure, as well as their decision-making authority as it relates to this implementation of these services. Identify where these personnel will be physically located during the transition, implementation, and maintenance management phases of a possible contract. Include an organizational chart or diagram that reflects your company structure
C.	Provide a roster by name and job title. Roles and responsibilities of staffing must clearly identify responsibilities of oversight of functions including qualifications of key personnel to support your ability to deliver the product and service specifications provided in this ITB.
D.	Describe the individual position(s) that will be responsible for the day-to-day delivery of services and any subordinates. Define their positions in your organizational structure and their decision-making authority as it relates to these services. Indicate where these personnel will be physically located during the contract.
E.	Submit a resume for all key project personnel (supervisors, account managers, etc.) Bidder must provide resumes, which shall include or list detailed, chronological work experience for key staff:

STAFFING ROLES & RESPONSIBILITIES, continued:

2. SUB-CONTRACTOR COMPANY INFORMATION

A.	Will subcontractors be utilized at this location? If "yes, then list all subcontractors (in the table provided below) including firm's name, address, contact person, complete description of the work to be subcontracted, and descriptive information concerning subcontractor's organization and abilities.	<input type="checkbox"/> YES (or) <input type="checkbox"/> NO
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B. Contact - Name, title, address, email, phone and fax numbers for Bidder's Sub-Contractor:	
SUBCONTRACTOR COMPANY NAME:	
Letter of acceptance Included with this Proposal?	<input type="checkbox"/> YES (or) <input type="checkbox"/> NO
OFFICE ADDRESS:	

Bidder Name & FEIN: _____
Quotation Dated:

CITY, STATE, ZIP:	,
CONTACT NAME:	
PHONE NUMBER:	() -
FAX NUMBER:	() -
E-MAIL ADDRESS:	
DESCRIPTION OF SERVICES TO BE PERFORMED:	

Bidder Name & FEIN: _____
 Quotation Dated:

3. EQUIPMENT & MATERIAL SUPPLIES

A. EQUIPMENT

EQUIPMENT LIST

EQUIPMENT	TYPICAL USE	MAKE/ MODEL MANUFACTURER	APPROXIMATE AGE OF EQUIPMENT & OWNED OR RENTED
1.			
2.			
3.			
4.			
5.			

EQUIPMENT & MATERIAL SUPPLIES, continued:

B. CLEANERS AND SUPPLIES

CLEANERS AND SUPPLIES

CLEANERS/SUPPLIES	TYPICAL USE	MATERIAL SPECIFICATIONS	IDENTIFY BRAND & ESTIMATED QTY
Glass Cleaner	All glass and mirrored surfaces	Liquid spray, formula designed for cleaning glass and mirrors, non-abrasive	
Toilet Bowl and Urinal Cleaner	To disinfect inside of urinals, bowls, flushing cavities	E.P.A. Approved 5% HCl acid base bowl cleaner	
Rotary Floor Machine – Liquid Cleaner*	To clean tile floors one per month	E.P.A. approved 2-36% phos. trichloride based cleaner	
Liquid Detergent – Synthetic Disinfectant	To clean, disinfect tile floor, wall partitions, sink tops, sinks, outside of toilets, urinals, toilet seats and sanitary napkin disposables containing	E.P.A. Registered disinfectant, detergent shall be quaternary ammonium compounds	
Stainless Steel Cleaner	To clean metal surfaces	Safe for metals, non-abrasive	
Marker/Vandal Remover	To remove crayon, pen, marker, ink, paint and pencil marks	Must be safe for use on hard surfaces such as painted brick, tile and crayon graffiti	
Latex Gloves	To be used when cleaning facility	Quality latex gloves	
Personal Eye Wash	To be readily available and accessible when using cleaning products	23-oz. Polyethylene eye wash bottle	
Wet Floor Signs	To be placed in areas being cleaned when needed	Approved plastic yellow folding signs	
Cotton Mops	To use to mop tile flooring	Cotton blend, banded loop (minimum 2)	
Mop Handle	To be used with Cotton Mops	Plastic grips or speed change heads	
Scrub Pads	To be used to manually scrub areas not easily accessible by Floor Cleaning Machine	Swivel head must fit on standard threaded wood handle with bristle made of Dupont "Tynex A"	
Handles	To hold Scrub Pad	Standard thread, wood	
Mop Bucket & Wringer	To hold solution and Drain Mop	Bucket must be on rollers, wringer must match bucket and mop size	
Floor Squeegees	To push excess liquid into floor drains	24" minimum width, rubber tipped	
Broom	To sweep dirt and debris from floor	Heavy duty natural corn broom	
Window Squeegees and Extension	To clean windows	Squeegee designed for window washing with extension as needed	
Toilet Bowl Mop	To clean inside toilet bowl and urinals	Cotton or synthetic mop – no brushes	
Spray Bottles	To hold various cleaning supplies	Clean plastics, trigger style bottles	
Sponges, Cloths	To clean surfaces	Cotton cloths, absorbent sponges	
Rotary Floor Machine	To scrub quarry tile floors	175 RPM speed with 15" Brush Spread, must be run on wet floor	
Rotary Brush Head	To scrub quarry tile floor	"Zim Grit" 15" diameter solid wood back, green color with 40 gauge Tynex nylon filament – must fit above Rotary Floor Machine	
Portable Pump-up Sprayer	To wash walls and partitions	Portable, 3 Gallon capacity, plastic tank with 18" chemical resistant hose with wand, adjustable spray tip, viton seals	

EXAMPLE

CLEANERS/SUPPLIES	TYPICAL USE	MATERIAL SPECIFICATIONS	IDENTIFY BRAND & ESTIMATED QTY

Bidder Name & FEIN: _____
 Quotation Dated: _____

Part III of Technical Proposal

PRICE QUOTATION

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

COMBINED FORCES RESERVE CENTER, 3423 N. Martin Luther King Blvd., Lansing, MI 48906

Square Foot of Area to be cleaned: 96,699 sq. 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:	\$ _____
TOTAL QUOTE FOR 18 MONTHS (1.5 YEARS):	\$ _____

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)	\$	\$	\$
Daily Services (includes Adjutant General's Office and Restrooms throughout building on all floors)	248			
Weekly Services (includes throughout building as specified)	52			
Monthly Services (includes throughout building as specified)	12			
SUBTOTALS:		\$	\$	\$

Bidder Name & FEIN: _____

Quotation Dated: _____

PERIODIC JANITORIAL SERVICES

QUARTERLY SERVICES (four times per year)

DESCRIPTION	ANNUAL ESTIMATED VOLUME (as specified or upon request)	PRICE PER SERVICE	PRICE for EQUIPMENT & SUPPLIES	TOTAL ANNUAL PRICE
1. Carpet Cleaning: Full contract area		\$	\$	\$
2. Exterior window cleaning (inside and outside)		\$	\$	\$
SUBTOTALS:		\$	\$	\$

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		\$	\$	\$
2. Exterior window cleaning (inside and outside)		\$	\$	\$
SUBTOTALS:		\$	\$	\$

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	\$	\$	\$
2. Clean light fixture lenses.	01	\$	\$	\$
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.)	01	\$	\$	\$

Bidder Name & FEIN: _____
 Quotation Dated: _____

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
Miscellaneous facility maintenance services (Includes light maintenance such as hanging paper towel dispensers or hanging storage shelves) <i>– price quoted should be hourly</i>	01			
SUBTOTALS:		\$	\$	\$

Bidder Name & FEIN: _____
 Quotation Dated: _____

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	X	=	X	X	248	=
Workers	X	=	X	X	248	=
Periodic cleaning		Hrs. Per Year	X	Hourly Rate		=
MANHOURS TOTAL COST						\$

SUBCONTRACTORS	
Sub-contractor Total Costs	\$

Bidder Name & FEIN: _____
 Quotation Dated: _____

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

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

Bidder Name & FEIN: _____
 Quotation Dated: _____