Request for Proposal

Custodial Services

November 7, 2011

A VASCUPP Member Institution
Issued by
Procurement and Supplier Diversity Services
Charlottesville, Virginia
A. GENERAL INFORMATION

Request for Proposal (RFP) Name: Custodial Services

RFP Number: #FM110711

Issue Date: November 7, 2011

Brief Description: The University of Virginia and its Facilities Management Department (University) seek proposals from firms to provide quality and competitive custodial services.

Preproposal Conference: An optional Preproposal Conference will be held on Wednesday, November 16, 2011, @ 1:00 p.m. EST in the Facilities Management Annex Conference Room (located behind the Leake Building), 575 Alderman Road, Charlottesville, Virginia (map may be viewed at this web site: [http://www.virginia.edu/Map/](http://www.virginia.edu/Map/)). The purpose of the Preproposal Conference is to allow potential interested parties an opportunity to present questions and obtain clarification relative to any facet of this RFP. While attendance at this conference will not be a prerequisite to submitting a proposal, interested parties who intend to submit a proposal are very strongly encouraged to attend. Please print a copy of the RFP and bring it with you as no additional copies will be provided at the conference.

Firms planning to attend the Preproposal Conference should notify Rebecca Sims by email (pur-rfp@virginia.edu) no later than 12:00 p.m. EDT on Friday, November 11, 2011 of the names, titles, and phone numbers of the individuals who will attend.

Proposal Due Date: 3:00 p.m. EST, Wednesday, November 30, 2011. Firms will send six original copies of their proposal to the address listed in the contact information box below. Additionally, firms will also send a complete electronic version of their proposal, formatted in Microsoft Word, or Excel where applicable, to the email address listed in the contact information box below. The University reserves the right to reject proposals received after the stated due date and time.

Negotiations: Negotiations, if needed, will be held on Wednesday, December 14, 2011.

Expected Award Date: Wednesday, February 1, 2012

Term of Agreement: The term of any resulting Agreement(s) or Purchase Order(s) will be for three years, with the ability to renew on the same or similar terms and conditions, for four additional one-year periods if mutually agreeable to the University and the Selected Firm(s). The Selected Firm(s) and the University will mutually agree at least 180 days prior to each renewal period whether to renew the terms of the Agreement.
This Request for Proposal (RFP) has been posted on Procurement and Supplier Diversity Services web site for your convenience. Addenda and attachments are posted if issued. The RFP can be downloaded at this web site: [http://www.procurement.virginia.edu/pagerfp](http://www.procurement.virginia.edu/pagerfp). It is the firm’s responsibility to ensure that the latest version of the entire RFP and related links are reviewed prior to submission of a proposal. We encourage you to check the web site frequently for any changes prior to the due date. Call (434) 924-1346 if you have trouble accessing the RFP from the web. For questions about the content of the RFP, contact the buyer listed above. Additional information can be found on Procurement and Supplier Diversity Services web site: [http://www.procurement.virginia.edu](http://www.procurement.virginia.edu).

For ease of reference, each firm or individual receiving this RFP is referred to as a “firm” and the firm(s) or individual(s) selected to provide services for the University is referred to as the “Selected Firm.” This RFP states the instructions for submitting proposals and the procedure and criteria by which a firm may be selected.

### B. SCOPE OF GOODS & SERVICES

The University seeks proposals from qualified and experienced firms to provide quality and competitive custodial services in select buildings. It is the University's intent to enter into an Agreement(s) with the Selected Firm(s) to include those Goods and Services (Services) necessary to help the University achieve the goals outlined in this RFP. In order to achieve these goals the Selected Firm(s) may be requested to provide the Services including, but not limited to, those outlined in this RFP. The University reserves the right to award to different Selected Firms to respectively provide any part of the Services discussed in this RFP. The University guarantees no amount of business resulting from an Agreement.

It is the policy of the Commonwealth of Virginia and the University to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities, and to encourage their participation in State procurement activities. The Commonwealth and the University encourage firms to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, or other contractual opportunities.

In order to support the Commonwealth’s and University’s policy toward small businesses and businesses owned by women and minorities, the University will only accept proposals from firms that are certified with the Commonwealth’s Department of Minority Business Enterprise (DMBE) or meets the criteria for...
certification established by DMBE and will pursue such certification with the Commonwealth before the award of an agreement.

The Selected Firm(s) will provide Services in accordance with the following:

A. General Requirements
   1. Demonstrate flexibility in accommodating new and changing requirements while providing reliable customer service and striving to assist the University in achieving its sustainability goals, objectives and initiatives. The Selected Firm(s) will make assisting the University with its custodial service needs a high priority.
   2. Utilize same or comparable green cleaning agents, recycled paper products and sustainable equipment as the University.
   3. Ensure its employees are trained and knowledgeable in custodial services skills. The Selected Firm(s) will not use the University as a training ground for custodial personnel.
   4. Personnel representing the Selected Firm(s) must exhibit a neat and professional appearance that reflects positively on the Selected Firm and University. Personnel must possess a photo identification badge (I.D) designating their affiliation with the Selected Firm that contains their name and the firm’s name. I.D’s must be displayed above the waist at all times while on University property.
   5. Provide the University’s Contract Administrator (CA) with a copy of all Material Safety and Data Sheets (MSDS) for materials used during the performance of requested custodial services. A copy of the MSDS will be maintained on premises by the Selected Firm(s) and be accessible to employees at all times.
   6. Maintain written or electronic records of projects in an easy to use format and be able to provide these records to a designated representative of the University upon request.
   7. Communicate and coordinate with designated University Zone Managers on a regular basis (i.e. daily, weekly, etc.).
   8. Document and provide written incident reports of anomalous occurrences by the end of each shift for any/all Zones.
   9. Respond to emergency situations within a half-hour from initial notification by a designated representative of the University during the hours of 6:00 a.m. to 10:00 p.m., and within two hours during the hours of 10:00 p.m. to 6:00 a.m.
   10. Ensure the firm’s employees do not utilize computers in any space, nor move or relocate the contents in offices or labs, etc.
   11. Ensure access cards and keys are secure at all times.
   12. Provide Ad-Hoc services upon request on a time and material or fixed price basis. These services may include, but are not limited to, post construction/renovation clean up, special projects and/ or events.
   13. During periods of inclement weather involving snow and ice, the Selected Firm(s) will ensure interior entranceways and lobbies of buildings are maintained free of melted snow and deicing materials. When precipitation ends, the Selected Firm(s) will clear entranceways to their full width to permit full door openings. All fire exits will likewise be cleared to permit full door openings and any associated steps and landings will be cleared as well.

B. Special Requirements
   1. The Selected Firm(s) will:
      a. Provide equipment needed to perform the Services.
      b. Be responsible for confirming custodial service schedules in advance with the University’s CA.
      c. Maintain records of complying with the Fair Labor Standards Act (FLSA) and state labor laws.
d. Provide quarterly reports on staff and staffing levels per building in an easy to read format. Include an organizational chart showing supervisory structure as it relates to the firm’s staffing in each quarterly report.

e. Maintain a mandatory background check and include a drug and alcohol-testing program for all employees. A Criminal History Records Check must be completed through the Virginia State Police for each staff member. This information will be available to the CA upon request.

f. Take proactive steps, including training, to ensure the Selected Firm’s employees are alcohol and drugs free while on University Grounds. The Selected Firm(s) will immediately assist their employees in leaving Grounds should they be suspected of not being alcohol and drug free.

g. Adhere to all University authorized security precautions. The Selected Firm(s) will not block open doors, nor assist unfamiliar persons entering a secure building and/or tenant space at any time for any reason.

h. Comply with directions from University officials during any emergency situation declared by the University.

i. Provide two employees trained in Blood-Borne Pathogen (BBP) clean up. BBP clean ups include, but are not limited to, incidents involving blood spills, sewer waste, or vomit. These employee(s) must be trained by the University’s Department of Epidemiology and receive the required shots for protection against Hepatitis B.

j. Provide a representative to attend safety meetings conducted by the University on the last Friday of every month.

k. The University reserves the right to increase or decrease the number of buildings/sites serviced or square footage within a building for either unoccupied space or newly occupied space, by giving the Selected Firm(s) 30-day notice.

C. Performance Expectation
1. The Selected Firm(s) will utilize APPA's Custodial Staffing Guidelines for Educational Facilities, second edition, as a reference for custodial levels of care and incorporate these performance standards while providing any/all requested Services. A copy of the Guidelines may be purchased by visiting:


2. The Selected Firm(s) will correct unsatisfactory or incomplete work performance to the satisfaction of the University within 24 hours from initial notification by a designated representative of the University. Failure of the firm to correct unsatisfactory or incomplete work performance in the allotted timeframe will result in a deduction from the fee for services at an amount equal to the University’s Building Services hourly rate for similar services. The University’s fees for services are subject to change and any deduction will reflect the hourly rates in effect at the time of a reported incident.

D. Locations
1. The Selected Firm(s) may be requested to provide Services in accordance with Attachment 3, Custodial Services, available by clicking here.

The University reserves the right to award to different Selected Firms to respectively provide any part of the Services discussed in this RFP and guarantees no amount of business resulting from an Agreement. Changes in Services with the Selected Firm(s) may be added to or deleted from any Agreement resulting from this solicitation with thirty days’ notice from the University, according to the terms and conditions agreed upon by the University and the Selected Firm(s).
C. BASIS OF SELECTION

Proposals will be evaluated based upon the overall merits/value of the proposal including, but not limited to, price. The University will evaluate proposals, and if a firm is to be selected, select the firm on the basis of:

1. The firm's plan to assist the University in meeting its goals for custodial services and Small, Woman-owned and Minority-owned (SWAM) businesses as discussed in Section B., Scope of Goods and Services;
2. The firm’s relevant experience, qualifications and success in providing the Goods and Services outlined in this RFP, to include the firm’s references from clients;
3. The firm’s financial proposal including but not limited to discounts, service charges and/or other charges;
4. The contractual terms which would govern the relationship between the University and the Selected Firm.

Note 1: Any questions related to SWAM business and SWAM subcontracting opportunities can be directed to Shannon Wampler, the Senior Supplier Diversity Coordinator, at (434) 924-3173 or SWAM@virginia.edu.

D. CONTENTS OF PROPOSAL

Proposals will be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis will be on completeness and clarity of content, and will be organized in the order in which the requirements are presented in the RFP. Firms must confirm in their proposal the ability to meet the requirements of this RFP on a line by line basis, specifically responding to each paragraph and subparagraph in the order addressed.

Unnecessarily elaborate brochures and other presentations beyond that sufficient to present a complete and effective proposal are not desired and may be construed as an indication of the firms’ lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

Firms will provide the following information in their proposal:

A. Services
1. Describe the firm’s plan of operation to provide custodial services as outlined in Section B., Scope of Goods and Services, to meet the needs of the University with a minimum disruption to the educational, health care, and research missions of the University. The plan of operation should address at least the following topics;
   a. Describe how the firm will work with the University to provide services on various shifts.
   b. Provide an overview of training programs including, but not limited to, content and schedule for employee training. Include a detailed description of the firm’s supervisory training program.
   c. Provide names and resumes for the individual(s) the firm proposed to fill on-site supervisory positions. The University reserves the right to approve the individuals assigned to these positions by the Selected Firm(s) and may request interviews with these individuals.
d. Provide a list of products and equipment the firm proposes to use; identify all Green certified and/or preferred products and equipment (list names and purpose).

e. Describe the firm’s Quality Assurance Program, detailing how it will meet the needs of the University.

B. Firm Information
1. Provide a brief history of the firm and its experience, qualifications and success in providing the desired Services.
2. Provide a list of all of the firm's clients comparable to the University indicating the length of service of each account. The University may contact and/or visit any of these accounts.
3. Provide a list of institutions of higher education with which the firm has signed a term contract.
4. Provide the name of the individual responsible for the firm’s supplier diversity program. This individual is responsible for implementing and reporting on the firm’s Small, Women-owned and Minority-owned (SWAM) program as it will relate to this procurement should the firm be selected.

C. Financial Proposal
1. Describe how the University will be charged for goods and services requested in this RFP. Provide discount schedules where applicable. Include any additional discounts available for early payment of invoices. Ensure fees are provided for all Goods and Services’ categories proposed by the firm.
2. Provide pricing as requested on Attachment 3, Custodial Services, available by [clicking here](#). (Note: Firms should provide pricing on the spreadsheet tabs entitled” Full Service Buildings” and “Additional Services”).
3. Provide the following pricing details:
   a. When or how often do price increases and/or escalation rates occur?
   b. What is the firm’s plan for dealing with price increases and/or escalation rates?
4. Provide a written statement confirming that fees charged for additional buildings/sites or any future services, will be negotiated prior to the commencement of services.
5. State the firm’s agreement to receive payments electronically via Bank of America’s (“BoA”) ePayables® method of electronic payment or BoA’s PayMode® method of electronic payment. Prior to contract award, the Selected Firm(s) will be required to contact University Procurement Services’ Payment Processor Specialist group to set up its preferred method of receiving electronic payments [Phone: (434) 924-4212 and E-mail: uva-prs-boa@virginia.edu].

D. Contractual Arrangements
1. Provide the University with any form or contract the University may be requested to sign.
2. State the firm's acceptance of the University’s Mandatory Contractual Provisions.
3. State the firm's acceptance, with any proposed modifications, of the University’s Preferred Contractual Provisions.
4. Provide a written statement with the firm’s proposal that its principals or legal counsel have reviewed the Mandatory Contractual Provisions, and Preferred Contractual Provisions, and agree that these provisions will become a part of any final agreement.
5. Provide a list of clients with which the firm has signed a term contract that allows for cooperative procurement and/or if the firm has a General Service Accounting (GSA) schedule contract.
NOTE: Virginia Freedom of Information Act
Except as provided below, once an award is announced, all proposals submitted in response to this RFP will be open to the inspection of any citizen, or any interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by a firm as part of its proposal will not be subject to public disclosure under the Virginia Freedom of Information Act; however, the firm must invoke the protections of this section prior to or upon submission of its proposal, and must identify the specific data or other materials to be protected and state the reasons why protection is necessary. A firm may not request that its entire proposal be treated as a trade secret or proprietary information. Nor may a firm request that its pricing be treated as a trade secret or proprietary information, or otherwise be deemed confidential.

E. TERMS AND CONDITIONS

This solicitation and any subsequent award is subject to:

- The Selected Firm registering as a vendor with the University of Virginia.
  [https://www.procurement.virginia.edu/pagevendorregistrationform](https://www.procurement.virginia.edu/pagevendorregistrationform)

- Unless otherwise deemed appropriate by the University, the Selected Firm(s) will enroll in one of the University approved methods for receipt of electronic payments. Accordingly, the Selected Firm agrees to accept Bank of America’s (“BoA”) ePayables® method of electronic payment or BoA’s PayMode® method of electronic payment.

- The Selected Firm registering and accepting eVA Terms and Conditions prior to award.

- The University’s Mandatory Contractual Provisions:

- The University’s Preferred Contractual Provisions:

  **Note:** Unless a firm explicitly and specifically states its exception to any of the Preferred Provisions in its written proposal, then the proposal from the firm will automatically be deemed to include those Provisions.

- The University's Procedure for Resolution of Contractual Claims

F. OTHER INFORMATION

**Insurance**
Listed below is the insurance the Selected Firm must maintain under any Agreement resulting from this RFP. In no event should the Selected Firm construe these minimum required limits to be their limit of liability to the University. The Selected Firm will maintain insurance which meets or exceeds the
requirements of the University with insurance companies that hold at least an A- financial rating with A.M. Best Company. No Agreement will be executed by the University until the Selected Firm satisfies the insurance requirements of the University. The Selected Firm may be required to provide the University with a valid Certificate of Insurance before providing any goods or services to the University. The University reserves the right to approve any insurance proposed by the Selected Firm.

Commercial General Liability:
The Selected Firm and any Subcontractor will provide a minimum combined single Limit of Liability for bodily injury and property damage of $1,000,000 per occurrence and a $3,000,000 aggregate, with coverage for the following:

- Premises/Operations
- Products/Completed Operations
- Contractual
- Independent Contractors
- Personal Injury
- Additional Insured

Automobile Insurance:
The Selected Firm and any Subcontractor will provide a minimum combined single Limit of Liability for bodily injury and property damage of $500,000 per occurrence with the following coverages for vehicles operated by their employees.

- Any Automobile
- Owned and Non-Owned Automobiles

*Additional Insured:
The University will be named as an Additional Insured, and the proper name is: "The Commonwealth of Virginia, and the Rector and Visitors of the University of Virginia, its officers, employees, and agents."

Formation of the Agreement with the Selected Firm

All proposals received will first be carefully evaluated by the University, and then the University intends to conduct negotiations with two or more firms. After negotiations have been conducted, if the University chooses to make award, the University will select the firm which, in its opinion, best meets the needs of the University. Alternately, if the University determines in writing and in its sole discretion that only one firm is fully qualified, or that one firm is clearly more highly qualified than the others under consideration, it may decide to negotiate and award an agreement to that single firm. In either event, the University intends to execute a mutually satisfactory written agreement which will reflect and largely incorporate this RFP as reconciled with any pertinent documents, such as the proposal submitted and relevant negotiation correspondence.

Because the University may choose to negotiate and award to a single firm as discussed above, each firm must include in its written proposal all requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add such matters after the proposal is submitted.

Any firm(s) invited to negotiations should note that the University reserves the right to begin negotiations by combining the best aspects of submitted proposals from all responding firms as the basis for subsequent formation of any Agreement resulting from this RFP.

Firms should also note that, as described above, certain matters will automatically be deemed part of the proposal.
Greetings:

The quality of service the University of Virginia is able to deliver to its customers is directly related to the excellent support we receive from you and many other outstanding suppliers of goods and services. Without you, we would not be able to fulfill our educational, health care and research missions. An important part of our procurement program involves our commitment to doing business with small, women- and minority-owned (SWaM) businesses. As one of our most important vendors, we look to you to help us achieve this objective.

We conduct substantial business with small firms. We have a particular institutional focus on developing long-term business relationships with minority-and women-owned businesses. We count on our majority firms to help us achieve our goal.

I seek your assistance in two areas. First, to the extent practical, I ask that you involve small, women-and minority-owned businesses in the delivery of services you provide to UVa. The office of Procurement and Supplier Diversity Services is ready to assist you in identifying qualified diverse business partners. Second, I seek your help in reporting your results through our quarterly subcontracting reports. The terms and conditions previously provided to your organization outlined this process.

This effort is important to us. We depend on you in so many ways – this is another way that we can partner with your company to make things better.

Sincerely,

Colette Sheehy
Vice President for Management and Budget
Attachment 2  
Firm Information

| Full Legal Name (Company name as it appears with your Federal Taxpayer Number): |
| Address: |
| Telephone Number: | FAX Number: |
| Web Address: |
| Email Address: |
| DUNS Number: |

**SWAM Information:**  
Is your firm certified with the Commonwealth of Virginia’s Department of Minority Business Enterprises (DMBE):  
☐ Yes ☐ No  

| Minority-Owned Business: | ☐ Yes ☐ No |
| Women-Owned Business: | ☐ Yes ☐ No |
| Small-Owned Business: | ☐ Yes ☐ No |

Is your firm registered as a vendor in the Commonwealth of Virginia’s e-procurement system (eVA)?  
☐ Yes ☐ No  

**Point of Contact for this Proposal:**  
Name:  
Address:  
Office No. | Mobile No. | FAX No.  
Email Address: