

**Request for Proposals**  
**Healthcare Janitorial Services**  
**Branch-Hillsdale-St. Joseph Community Health Agency**

**I. Description of the Project:**

The Branch-Hillsdale-St. Joseph Community Health Agency, hereafter called BHSJCHA, is requesting proposals (RFP) from qualified firms (Contractors) for the cleaning and general sanitary maintenance of the health department facilities located at 20 Care Drive, Hillsdale, Michigan. The building is approximately 16,000 square feet. The facility is typically open Monday-Friday 8:00 a.m. to 4:00 p.m., but there are days when there are late clinics and meetings, which could alter the cleaning time on those days.

**II. Scope of Work:**

The successful Contractor must provide the minimum Healthcare Janitorial Services outlined in Exhibit A, attached. Normal cleaning operations should be scheduled after open business hours.

The successful Contractor must furnish all equipment, machinery, transportation and all other implements necessary to execute this contract. This includes, but is not limited to, scrubbing machines, buffers, vacuum cleaners, carpet cleaners, dust mops, brooms, rags, and brushes. The Contractor will also supply all other cleaning materials needed to perform the services, including, but not limited to, floor finish, cleaning agents, and trash liners.

The Contractor will stock and supply all paper products, hand soaps, hand sanitizer, and similar products. BHSJCHA will reimburse the contractor for these products with an itemized expense report and receipt.

BHSJCHA requires the successful Contractor to secure all doors prior to leaving the premise. Violation of this responsibility may lead to immediate termination of the contract.

**Safety Data Sheets:**

The successful Contractor shall furnish to the Representative of BHSJCHA copies of Safety Data Sheets (SDS) for all products used prior to beginning service and must update copies of the SDS on an annual basis. In addition, each time a new chemical or cleaning product is introduced into the Facility, a copy of that product's SDS must be provided to the Representative of BHSJCHA, prior to the product being used.

The successful Contractor and all employees will be required to sign and abide by a confidentiality agreement and observe all rules and requirements of the Health Information Portability and Accountability Act (HIPAA).

**III. Qualifications of Contractors:**

The Contractor must provide qualifications as to its ability to provide healthcare janitorial services to BHSJCHA. Qualifications include, but are not limited to, previous experience, current cleaning contracts; length of time the Contractor has been providing healthcare janitorial services, length of time employees have been employed by the Contractor, and any special qualifications employees may have.

The successful bidder shall provide a copy of the employee's driver's license or work permit and a copy of their I-9 E-Verification documentation for employee prior to performing any work within the Facility. Each employee of the Vender shall have had a criminal background check.

**IV. References:**

Please provide a list of relevant projects, including client contact names, titles, and phone Numbers. A minimum of two (2) references is required.

**V. Schedule:**

BHSJCHA intends to adhere to the following schedule:

Issue RFP July 13, 2018

Walkthrough by appointment, please call 517-279-9561 extension 0107#.

Proposal due date Friday, July 27, 2018, 2:00 pm

Contract Award Friday, August 3, 2018

**VI. Due Date:**

Proposals must be delivered in sealed envelopes and received at:

Branch-Hillsdale-St. Joseph Community Health Agency

Theresa Fisher, Administrative Services Director

570 N. Marshall Rd.

Coldwater, MI 49036

no later than 2:00 p.m. on Friday, July 27, 2018. Envelopes must be clearly marked "Proposal for Hillsdale Custodial Services". Contractors are fully responsible for timely delivery of proposals. Any proposal received after the stated closing time will be returned unopened. If proposals are sent by mail, the Contractor is responsible for assuring actual delivery of the proposal to the above address before the advertised date and hour.

**VII. Binding Offers:**

All proposals submitted are required to be binding offers, enabling acceptance by BHSJCHA to form a binding contract.

The BHSJCHA reserves the right to accept or reject any or all Proposals or to select the Proposer(s) that, in the opinion of the BHSJCHA, will be in the best interest of and/or the most advantageous to the BHSJCHA. The BHSJCHA also reserves the right to reject the Proposal of any Proposer(s) who has previously failed to properly perform under the terms and conditions of a contract, to deliver on time contracts of a similar nature, and who is not in a position to perform the requirements defined in this RFP. The BHSJCHA reserves the right to waive any irregularities and technicalities and may, at its discretion, withdraw and/or re-advertise the RFP.

**VIII. Subcontracts Not Permitted:**

Contractor may not assign or subcontract any part of its duties, obligations, or Rights.

**VIII. Independent Contractor:**

The employees, officers and agents of the Contractor are not, nor shall they be deemed for any purpose, employees or agents of BHSJCHA, nor are they entitled to any rights, benefits, or privileges of BHSJCHA employees.

#### **X. Requirements of the Independent Contractor:**

Ensure all his/her employees shall observe all rules and regulations when conducting businesses on the premises. To inform of any problems (cleaning, security, lighting, maintenance, employees, tenants, etc.) the day after it occurs or immediately if necessary. Contractor's employees may not bring children to facilities while performing services.

Contractor shall employ bondable employees who shall be of stable emotional character. Contractor shall defend and hold BHSJCHA harmless for the actions, implied actions or omission of Contractor employees towards any tenant, guest or invitees of the building.

#### **XI. Conduct of Work:**

Any work that is unsatisfactory to BHSJCHA's representative will be called to the attention of the contractor and the contractor will be required to properly service the area in question and take steps to improve the overall results in the future. Failure by the contractor to comply with such requests will result either in the corrective work being done by others with the cost charged to the contractor, or by deductions being imposed. If the contractor fails to rectify the unsatisfactory conditions, the contract will be terminated. The successful contractor shall conduct cleaning in such a manner that there will be no interruption in or interference with the proper execution of BHSJCHA business.

Failure to provide services in accordance with the specifications may result in non- payment of services by adjustment of monthly fees. Failure to provide services may be cause for termination of contract.

All trash and waste products must be taken to dumpsters daily, lids of dumpsters are to be left in a closed position.

#### **XII. Confidentiality:**

Proposals will be kept confidential and will not be disclosed as they may contain proprietary or confidential information.

Upon award of the contract Contractor will provide BHSJCHA with list of staff names and social security numbers for the issuance of keys and access fobs. The Contractor must update BHSJCHA immediately of staff changes. Contractor is required to maintain an accurate inventory and notify BHSJCHA immediately if custodial staff fails to return keys and access fobs upon termination of employment either voluntary or involuntary. Contractor will be charged for replacement keys, fobs, and any other additional charges incurred.

#### **XIII. Pricing:**

The subsequent contract is considered a FIRM FIXED-PRICE CONTRACT. The fee proposed shall remain firm and must include all charges that may be incurred in fulfilling the terms of the contract. In the event the contract is renewed, the contract unit price must be firm for the duration of the contract, unless otherwise stipulated in these Special Provisions:

1. The Awarded Contractor price to be paid is subject to increase or decrease upon approval of the Contractor's written request to BHSJCHA. Written requests must be received sixty (60) days prior to the expiration of term in force. The request must include the cause for

adjustment and must include the amount of change requested with documentation to support the requested adjustment.

2. The requested contract price increase is effective only upon approval of BHSJCHA.

### **XIII. Payments:**

The successful Contractor will submit invoices at the end of each monthly billing period. Invoice amounts will be based upon Contractor's services as rendered. Invoices must be detailed and must be submitted no later than thirty (30) calendar days after the date of services have been rendered. Invoices received after this time will be considered null and void. Payments will be paid to Contractor within thirty (30) days following receipt of a properly detailed invoice.

### **XV. Term:**

The term of the agreement is one (1) year, subject to earlier termination or extension pursuant to the Agreement provisions. The Agreement will renew automatically for two (2) additional one-year terms unless notice is given by either party to the other of its intent not to renew at least sixty (60) days prior to the expiration of the term in force.

### **XVI. Proposal Format Requirements:**

Contractors must follow the format outlined in this section. Failure to do so may result in rejection of the submittal. Proposals must be organized as follows:

1. Request for Proposal Form (**Exhibit B**)
2. Cover Letter
3. Table of Contents
4. Approach to the Scope of Services
5. Qualifications and Experience of Contractor
6. Proof of workers' compensation coverage or exemption from such
7. Proof of general liability insurance

BHSJCHA reserves the right to reject any and/or all submittal, to waive technicalities, to re-advertise, or to otherwise proceed when the best interest of the agency will be realized.

### **XVII. Contents of Proposal:**

The Request for Proposal form, Exhibit B, must be completed, signed, and incorporated into the submitted proposal. Failure to do so may result in disqualification.

The Cover letter should contain the following information:

- Designation of the entity that will contract with BHSJCHA;
- A brief identification of the roles of all Contractor team members;
- A clear statement indicating that the attached proposal constitutes a clear and binding offer by the Contractor to BHSJCHA; and
- A clear statement indicating that all information in support of the proposal is accurate, truthful, and factual.

The Table of Contents should be detailed and list major sections and subsections which correspond to the requirements of the RFP. It should list all tables, exhibits, figures, etc. contained in the proposal.

The Approach will include a description of how services will be provided or what tasks will be done in response to the Scope of Work and tasks outlined in **Exhibit A**. The description should show how the Contractor intends to perform services.

The Contractor should provide detailed information on the qualifications and experience of the company and the staff who will be providing the services. Contractor must also provide a listing of at least two (2) client references to which the same or similar types of services are being provided.

Proof of workers' compensation coverage or exemption from coverage should come in the form of a copy of coverage certification or an exemption certificate or letter. Proof of general liability insurance should come in the form of a certificate of coverage listing limits, deductibles and any self-insured retentions.

### **XXIII. Proposal Evaluation:**

Proposals for consideration must contain evidence of the Contractor's experience and abilities in the specified area and other disciplines directly related to the proposed services. The selection committee will only consider the response to this solicitation for selection of finalists. It is critical, therefore, that Contractors provide information completely, accurately, and clearly. Evaluation of the responses will be based on the following criteria:

- 50 points – Completeness of the proposed approach to the Scope of Services.
- 25 points – Price
- 15 points – Qualification of the firm to perform the services
- 10 points – Responsiveness to RFP

**EXHIBIT A**  
**Hillsdale Custodial Services**  
**Branch-Hillsdale-St. Joseph Community Health Agency**

Branch-Hillsdale-St. Joseph Community Health Agency requires that the facility be cleaned and maintained at a level of quality commensurate with the highest standards of professional healthcare janitorial services. The minimum service is as follows:

**GENERAL SPECIFICATIONS**

Daily Service:

1. Vacuum all carpeted areas (as needed).
  - a. Vacuum under tables and other large furniture
  - b. Vacuum edges and corners of floors
  - c. Vacuum with crevice tool behind doors and furniture
2. Sweep and/or dust mop all floor surfaces
3. Corners/edges free of debris (baseboards)
4. Mop all tile floor surfaces
5. Spot clean carpet stains, spills
6. Spot clean walls especially in hallways, exam rooms, conference rooms
7. Check all overhead light lenses and clean as necessary
8. Empty all trash receptacles inside the building and exterior cans near the entry doors
9. Items not in the receptacle are not to be thrown out unless specifically marked for disposal
10. Leave extra bags in bottom of trash cans
11. Place all collected trash in outside dumpsters
12. Pick up any trash on the sidewalk or parking lot near the building
13. Wipe down and sanitize all counters, exam tables, chairs etc. in all exam rooms
14. Wipe down and sanitize waiting room chairs, tables, cabinets and counter surfaces
15. Clean transaction windows both sides in all waiting areas
16. Dust all ledges and other flat surfaces within reach (not including desks)
17. Remove fingerprints from doors and partition glass
18. Recycling- empty the recycling bins in the designated locations
19. Clean restrooms, wash basins, dispensers and chrome fittings
20. Clean mirrors and frames
21. Sanitize toilets, toilet seats
22. Disinfect hardware on bathroom doors and stalls
23. Remove any soap scum or residue left from dispenser soap.
24. Fill floor drains with germicidal solution, filling p-trap to alleviate sewer gas smell
25. Clean and wipe break area/kitchen tables
26. Scour kitchen sink, Disinfect and shine faucets
27. Wipe down and sanitize refrigerator and microwave exterior door handles
28. Soap, tissues, etc. well-stocked and replenished
29. Stock paper products in all areas
30. Disinfectants must be hospital grade
31. Check all doors and lock upon completion of work  
NOTE: Lock all doors during cleaning and upon leaving.
32. Report to Agency liaison areas not working properly or need maintenance

Weekly Service:

1. Wipe down hall baseboards
2. Wipe down bathroom walls
3. Disinfect all back-splash walls and cabinet doors/drawers in kitchens and break areas
4. Clean edges of all tiled floors
5. Dust all surfaces in conference rooms
6. Wipe down office/conference room window sills and blinds
7. Clean chair legs and armrests
8. Clean base of chairs and tables
9. Dust all surfaces in conference rooms
10. Polish or clean door kick plates and thresholds

Monthly Service:

1. Dust exit signs
2. Dust lights, ceilings, wall corners, etc.,
3. Wipe walls in entry ways, hallways, and conference rooms
4. Clean floor chair pads

Annual Service:

1. Clean windows
2. Shampoo all carpets including offices, hallways and waiting rooms
3. Wax all floor tiles
4. Strip and wax all linoleum floors.

Closing Instructions:

1. Turn off all designated lights
2. Lock all designated doors
3. Leave report on any designated problems

**EXHIBIT B  
REQUEST FOR PROPOSALS**

**RFP TITLE: HILLSDALE CUSTODIAL SERVICES**

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PROPOSAL OPENING DATE: Friday, July 13, 2018, 8:00 am.

**IMPORTANT – PROPOSALS MUST BE SUBMITTED IN A SEALED ENVELOPE RFP NAME AND OPENING DATE CLEARLY INDICATED ON THE FRONT OF THE ENVELOPE OR BOX.**

**FAXED PROPOSALS WILL NOT BE ACCEPTED.**

Sealed proposals will be received no later than 2:00 pm Friday, July 27, 2018. The opening of proposals will be conducted in private to maintain the confidentiality of the contents of all proposals during the negotiation process.

CONTRACTOR MUST COMPLETE THE FOLLOWING  
(Please Print)

Company Name	Contact Person
Mailing Address/City/State/Zip	
Phone Number	Email Address (if available)



# EXHIBIT C BUILDING DIAGRAMS



