



**COLORADO
MOUNTAIN COLLEGE**

REQUEST FOR PROPOSAL

825-18P

Professional Custodial Services
Central Services and Morgridge Commons

Due:

11/16/2018
2:00 p.m. MST

Buyer:

CMC Purchasing Department



REQUEST FOR PROPOSAL

#825-18P Professional Custodial Services

802 Grand Avenue / Glenwood Springs, CO 81601 / bids@coloradomtn.edu

Section I: Introduction

Colorado Mountain College (“CMC”) is a statutory local college district established in 1965. The district and service area cover 12,000 square miles in all or part of nine counties. CMC offers 77 certificates, 54 associate degrees and 5 bachelor’s degrees.

The long-standing investment from our communities allows us to keep our quality high, our tuition affordable and our access wide open. Eleven world-class mountain locations in central Colorado enable big-school opportunities in small, personal settings. Our unusually strong local partnerships create rich experiences for real-world learning and careers. The result? Proven student success that makes Colorado Mountain College a choice that’s uniquely smart. For additional information, please visit our website at www.coloradomtn.edu.

CMC reserves the right to make multiple awards resulting from this RFP or to award no contract at all.

All documents, Addendum, and Bid Sheet are posted at www.coloradomtn.edu/purchasing. This site will have all documents and updates.

Bid responses must be submitted prior to close on Rocky Mountain E-Purchasing System (“BidNet”). CMC cannot accept a response that did not come through the right channel on time. Visit <http://www.bidnetdirect.com/colorado> for help with customer service or other questions. Please make sure to leave time for unexpected technical or other trouble. You are encouraged to submit a day early. Sometimes submittals take longer to load than expected; if you run out of time before you are finished with your entire upload CMC will not be presented with the response.

Please do not directly contact any member of CMC’s staff or faculty, or any member of the Selection Committee other than the Buyer listed in this document regarding this proposal. Any attempt to do so will result in your firm’s disqualification at the discretion of the Director of Purchasing and Contracts.

▶ SCOPE OF PROJECT

Colorado Mountain College (“CMC”) is requesting quotes from qualified firms and/or individuals to provide professional custodial services to the Central Services building located at 802 Grand Ave., Glenwood Springs for the 1st floor CMC offices, the Glenwood Springs Chamber of Commerce space and the US Bank space, and for Morgridge Commons second floor located at 815 Cooper Ave., Glenwood Springs. The lower level and 2nd and 3rd floors of 802 Grand Ave. are not included in the Scope of Work.

▶ SPECIFICATIONS

The Contractor shall provide all the necessary management, supervision, labor, transportation, tools, equipment and any other resources and materials necessary and required to perform custodial services. CMC will provide all cleaning products, toilet paper, hand towels, trash can liners, etc. that will be necessary for the facility.

#825-18P Professional Custodial Services

1. Work Schedule

A. Custodial services shall be provided up to five (5) days per week, Monday through Friday. General cleaning shall be performed between the hours of 4:00 p.m. and 10:00pm. Cleaning shall not interfere with instruction or other normal activities within the facilities. Classes are scheduled from 8:00 a.m. until 9:00 p.m. Monday through Friday.

B. Holidays: CMC is closed for the Christmas holiday beginning Christmas Day through New Year's Day. The college is also closed on the following days:

- Independence Day
- Labor Day
- Memorial Day
- Thanksgiving (Wednesday through Friday)

2. Equipment and Supplies

A. All Contractor furnished equipment shall be engraved or otherwise permanently identified, so that ownership can be readily determined. All Contractor equipment shall be kept in good working order.

B. Contractor shall furnish and keep in good working order all necessary tools and equipment including, but not limited to, mops, brooms, buffers, ladders, hoses, vacuum cleaners, etc. CMC's Facilities Maintenance Manager, or designee, must approve all supplies and/or equipment prior to their use under the resulting agreement. Any non-complying equipment or supplies shall be changed out immediately at the request of the Facilities Maintenance Manager or designee. Custodial closets located within the facility may be used by the Contractor and shall be kept clean and free of debris and odor at all times. Supplies and equipment stored in any the janitorial custodial closets shall be stored in a neat and orderly manner and in such a way as to prevent injury to College staff, the public, or Contractor's employees. Contractor's on-site supervisor shall maintain an equipment inventory and a copy shall be given to the CMC facility maintenance manager or designee, upon request.

C. CMC will provide secure storage areas for all Contractor furnished equipment and supplies. Control of all equipment and supplies shall be the sole responsibility of the Contractor.

D. CMC has limited custodial equipment. An inventory can be taken with CMC staff upon award. CMC and vendor will coordinate what equipment can be purchased by CMC or needs to be provided by vendor.

3. Cleaning Activity Specifications

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. At a minimum, all custodial services must be provided and performed to meet or exceed the requirements of APPA's Level 2 cleaning (This standard is being provided to describe the level of cleanliness, not the mandatory staffing requirements). It is the Contractor's responsibility to determine the adequate staffing to meet the cleaning requirements. The cleaning activities are included in Appendix I, "Cleaning Requirements and Frequency Schedule."

#825-18P Professional Custodial Services

A. General Cleaning:

- Pick-up trash, bag and place in designated areas, leaving area neat and free of trash. Do not remove items that do not appear to be trash. Leave items that appear to be placed purposefully (such as desk items, test papers, etc.), and leave or turn in items that appear to be lost, such as coats, books, notebooks, etc.

B. Hard Surface Floors:

- Sweep using soft hair brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with the broom shall be loosened sufficiently to permit removal by sweeping.
- Dust mop using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt, including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dust mopping.
- Damp mop using a clean mop and clean water or neutral detergent. Dust mop floors immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If strong cleaning solution is used, floor shall be rinsed with clean water.
- Scrub and disinfect floors using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor and film. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with a clean cloth or sponge and germicidal cleaner.
- Floor and base molding shine and or are bright and clean. Colors are fresh. There is no build-up of grime along the walls and furniture.

C. Carpeted Floors:

- Vacuum carpeted floors using a vacuum cleaner that incorporates brushing or beating action. Carpets shall be left clean of all dust, and loose and imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains.

D. Walls and Doors:

- Dust walls, moldings, doorframes, and tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt and webs.

#825-18P Professional Custodial Services

- Spot clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains and streaks.
- Scrub and disinfect walls, including incidental hardware and vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor and film.
- All vertical and horizontal surfaces have a freshly clean or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.

E. Fixtures and Furniture:

- Empty trash cans, bag trash daily, and place in the appropriate dumpster.
- All specified recyclable materials must also be collected a minimum of one (1) time per week or when the container is nearing capacity, maintaining separation into appropriate containers. Once collected, materials are to be moved to the proper designated locations for disposal into an identified recycling container.
- Replace trash can Liners with liners compatible with trash can size.
- Wash trash cans using a neutral detergent solution, germicidal cleaner for restroom trashcans, leaving the trashcan clean and free of odor.
- Clean and disinfect water fountains by cleaning metal type fountains using a germicidal cleaner and polishing sides of fountain with a clean cloth, leaving the water fountain clean using a germicidal cleaner and dry with clean cloth. If necessary, porcelain type fountains shall be scoured with abrasive cleaner to remove mineral deposits. Metal fountains shall be cleaned and polished with appropriate stainless steel cleaner.
- Dust and clean light fixtures using a clean dry cloth, or water and a neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.
- Dust furniture, including shelves, windowsills, computers and all other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. While dusting, do not disturb papers or books located on desks, tables or shelves.
- Dust blinds using a cloth treated with a non-oily cleaner to remove all dust, loose dirt, and webs.
- Clean hardware using a clean cloth dampened with a neutral cleaner. Wipe dry and polish metal surfaces.
- Clean rug type mats by vacuuming or sweeping to leave mat clean of all loose dirt and soil.
- Clean handrails and accessories using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

#825-18P Professional Custodial Services

- Clean whiteboards using clean water or pre-approved whiteboard cleaner and wipe dry with a clean cloth leaving whiteboard clean and free of residue. Also wipe out chalk trays.

F. Restroom Fixtures and Accessories:

- Clean and disinfect toilet fixtures including toilet bowls, urinals, sinks, air freshener dispensers, etc., using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixture, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.
- Clean and disinfect toilet accessories including dispensers, disposals, shelves, mirrors, partitions, etc., using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor and film. Empty sanitary napkin disposals prior to cleaning Wipe all surfaces dry with a clean cloth and polish metal surfaces.
- Replace toilet supplies as necessary to keep supplies from running out; including toilet paper, toilet seat covers, paper towels, urinal cakes/screens and soap.
- Restroom tile and fixtures gleam and are odor-free. Floor grout to remain its intended color.

G. Glass:

- Clean door glass, both sides, and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.
- Clean entrance door and/or hallway door glass and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.
- Clean interior windows and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Vendor should not, and is not responsible to, remove personal items on window sills in order to clean them.

H. Exterior Area: Exterior area is not included in scope of work except as noted below.

- Clean exterior of glass entrance area and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass adjacent to the entrance doors.

#825-18P Professional Custodial Services

I. RESTROOMS:

- Cleaning frequency at a minimum of once per a day;
 - Collect trash and litter from the floor and other surfaces and place in waste receptacle or waste collection bag on the cart;
 - Empty waste receptacles that are full or nearly full;
 - Refill paper products, hand soap dispensers, sanitary napkins and urinal screens / cakes as necessary;
 - Check all basins and rinse or wipe clean those that are soiled;
 - Check all urinals, flush as needed, and clean those that are soiled;
 - Check unoccupied stalls, flush fixtures as needed, and clean those that are soiled, and clean soiled partitions and stall doors;
 - Clean wet or heavily soiled floor areas with a mop and germicidal detergent solution;
 - Spot clean mirrors, walls and doors;
 - Spot mop floors.

4. Required Major Equipment for Routine Work

A. The Contractor shall be responsible for maintaining the proper equipment required to complete the stated work objectives contained in this proposal.

B. Equipment used to complete the stated work objectives must meet the manufacturer's mechanical and safety specifications.

C. **Contractors must provide a list of all major equipment with their quote submission.**

5. Chemicals / Supplies

A. If not provided by CMC, the Contractor shall submit the list of chemicals by type and brand that they propose to use to the Facilities Maintenance Manager, or designee. No other chemicals of any brand or type may be used unless the Contractor has obtained written permission to change in accordance with the following procedure. CMC reserves the right to reject any brand or type and order the Contractor to substitute another product acceptable to CMC. The Contractor must have yearly training for all its employees on hazardous chemicals and provide signed documentation by the employee of such training to the College Facilities Manager or designee.

B. Awarded vendor will provide all cleaning supplies, materials, equipment and labor necessary for the completion of the services covered in the contract with the following exceptions to be supplied by the college according to our awarded purchasing agreements:

- Trash can liners / bags / sanitary napkin disposal bags
- Paper towels
- Toilet tissue

#825-18P Professional Custodial Services

- Liquid hand soap
- Floor cleaner
- Floor Finish

The above products will be provided according to monthly consumption rates as established in purchasing history and recorded inventories. Excessive product consumption may result in a review of this contract.

C. The Contractor shall maintain an onsite copy of OSHA Form 20, Material Safety Data Sheet (MSDS), or equivalent forms, for all chemicals that will be present at each location and used in the performance of the contract. An additional copy shall be provided to the Facilities Maintenance Manager or his/her designee.

D. The MSDS shall be posted in all closets where cleaning chemicals are stored. The MSDS must be multilingual, to sufficiently accommodate non-English speaking employees, assigned by the Contractor to the building. The hazardous chemical list must be kept updated.

E. All hazardous materials must be properly labeled.

F. All chemicals used by the Contractor must have the manufacturer's quality control batch numbers included on the cases or containers.

G. Chemical Substitution Requests. Prior to substituting chemical products, the Contractor shall submit a written request to the Facilities Manager, or designee, for review and concurrence. The written request shall identify the product use, the brand name and the manufacturer's name along with a sample for onsite evaluation. If the alternate product is accepted for substitution, then the MSDS book and postings must be updated to reflect the change.

H. Prohibited Chemicals. No ammonia, powdered cleanser or any other type of corrosive or damaging chemical agents shall be used in the performance of the work requirements without the written concurrence of the Facilities Manager, or designee.

6. Task Performance Standards

A. **General Cleaning:** Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the process of disinfecting, if required by CMC.

Standard: When properly cleaned, an area, fixture or item will be free of all dirt, soil, stains or other foreign material and will present a clean, safe, healthful, and pleasant appearance.

B. **Specific Elements of Routine Task Custodial Performance Standards:** The preceding tasks are general in nature and are not intended to eliminate any specific elements of the housekeeping routine. However, the specific elements of the housekeeping routine will be judged against the general task description and standard.

Standard: If during the course of cleaning and a process or chemical damages the intended surface to be cleaned or any other surface, the Contractor shall be responsible for the replacement of the damaged item or damaged area to its original condition prior to the damage.

#825-18P Professional Custodial Services

C. **Sweeping:** Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

Standard: When properly completed, a swept area will be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt will be returned to their original location.

D. **Wet Mopping:** Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfecting detergent and water solution. This will include rinsing if required or recommended by the detergent manufacturer.

Standard: When properly completed, a wet mopped floor will be free of all dirt, debris, soil, liquids or other foreign material. It will present a uniform appearance free of streaks, smudges, heel-marks or any other marks that can be reasonably removed through this cleaning method. All splash marks/spots on walls and furniture/fixtures must be removed upon the proper completion of the wet mopping task. All items moved to accomplish this task will be returned to their original positions.

E. **Damp Mopping:** Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

Standard: When properly completed, damp mopping will be held to the same quality standard as wet mopping.

F. **Spot Cleaning:** Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors, walls, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

Standard: When properly completed, spot cleaning will completely remove any evidence of the soiling which necessitated the cleaning and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

I. **Vacuuming:** Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and other items which lend themselves to this method of cleaning (Examples: couches, chairs, walls, curtains/drapes).

Standard: When properly vacuumed, there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process shall be returned to their original positions.

J. **Dusting:** Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which

#825-18P Professional Custodial Services

may accumulate airborne particles. Normal or low dusting is all levels up to and including six (6) feet in height. All high dusting will be all levels above six (6) feet high.

Standard: When properly dusted, an item will be free of any laden airborne materials, streaks, and smudges. Laden airborne matter will be removed by either mechanical, chemical or manual means except that devices that merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task will be returned to their original position.

K. **Glass/Window Cleaning:** Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass windows, doors, partitions, or any other items which may consist in whole or part of glass or similar material, including mirrors.

Standard: When properly cleaned, glass objects will be free of all dirt, soil, smudges, streaks, smears or any other substances that will interfere with the passage or reflection of light rays as may be applicable to the particular object. All excess spray/solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.

L. **Trash/Waste Removal:** Trash/Waste removal is defined as the collection and disposal of all materials that have been placed into appropriate containers dedicated for disposal. This service also includes the separation of identified recyclable materials and placement into an identified recycling container.

M. **Recycling:** All specified recyclable materials must be collected, maintaining separation into appropriate containers. Once collected, materials are to be moved to the proper designated locations for transportation.

Standard: When properly removed, the waste receptacles will be free of all waste and disposed materials. When any liner is used in a waste receptacle it shall be replaced if there is any evidence of soiling, tearing or other damage or contamination. When any receptacle has been used for disposal of liquid or wet wastes the liner shall be replaced regardless of its age or appearance. If the liner leaked or otherwise allowed wastes to contact the receptacle, the receptacle will be cleaned and disinfected. Recyclable materials will be kept separated and placed into their appropriate containers.

N. **Metal Cleaning/Polishing:** Metal cleaning/polishing is defined as the removal of dirt, soil, fingerprints, smudges, streaks, watermarks, scale and other foreign material from metal surfaces and textures.

Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish, the metal surface will present a clean uniform appearance free from all dirt, soil, marks, smudges, streaks, scale, etc.

O. **Disinfecting:** Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated, through the application of an approved disinfectant by either manual or mechanical methods.

#825-18P Professional Custodial Services

Standard: When properly disinfected, surfaces shall be as free as possible of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the agency or through an independent testing facility.

P. **Woodwork Cleaning/Polishing:** Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

Standard: When properly cleaned and polished, the wood will exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material that would detract from a clean and appealing appearance.

Q. **Dispenser Service:** Dispenser service is defined as the checking, and refilling of all towel, toilet tissue, toilet seat covers, soap, air fresheners or any other dispensers which may be identified by CMC.

Standard: When properly serviced, dispensers will have an adequate, at least one (1) day, supply of dispensed product or will be identified as needing a follow-up check to insure that the dispenser does not remain empty for an extended period of time. At no time will additional supplies be left for patrons/clients/students/employees to install in the dispensers.

R. **White Board Cleaning:** White board cleaning shall include the erasure with an approved board erasure or soft cloth of all visible marks. Boards shall be conditioned with an approved product applied on a weekly basis per the board manufacturer's instructions or as needed, due to excessive use of the boards.

Standard: When the boards have been cleaned properly, there shall be no marker residue on the boards nor shall there be any visible marker or shadow of marker left on the boards. When conditioner is applied it shall be applied according to the manufacturer's instructions.

7. Special Conditions

A. **Services and Frequency Schedule:** It shall be the responsibility of the Contractor to be familiar with good custodial procedures and practices and to perform the required services accordingly. The Contractor shall be familiar with the requirements of the various areas and shall have examined the premises and understands the conditions under which the Contractor will be obligated to perform. Supervisors shall provide a weekly checklist to ensure items have been completed. The cleaning requirements and frequency schedule are outlined under Cleaning Requirements.

B. **Snow Removal:** CMC grounds is responsible for snow removal on the campus. The contractor will not need to provide assistance with removing snow.

C. **Security:** It is the responsibility of the Contractor to assure that all offices and buildings are secured upon completion of their work. If the Contractor's personnel is unable to activate the alarm or secure the building, they must contact the local facilities maintenance manager before leaving the facility. The contractor is also responsible for any keys that are issued to them or their staff. They will be responsible for any deposits

#825-18P Professional Custodial Services

required for said keys in accordance with CMC policy. If key are lost, the Contractor will be responsible for replacement of any keys and replacement of any locks necessary due to lost keys.

- D. **Emergency Contact:** In case of an emergency at a campus location, the Contractor must provide a 24 hour, 7 day a week contact number with response time within one (1) hour after notification and staffing on- site within two (2) hours if required.
- E. **Contractor Representative:** Prior to the start of contract performance, the contractor shall advise CMC, in writing, of the primary and alternate representative (including phone number) who will have management responsibility for the total contract effort to receive, act on and resolve problems of a contractual nature.
- F. **Contractor's Employees:**
- The Contractor shall screen all employees and is required to conduct a pre-employment criminal background check on all employees prior to their assignment to this contract. Any falsification of application information or credentials or failure to make full disclosure of criminal history shall be grounds to remove and bar the contractor's employee from any and all CMCs facilities;
 - All Contractors' employees while on duty at any CMC facility shall wear, in plain view, name tag or company identification, indicating their affiliation with the contracting firm.
 - All employees shall be neatly attired at all times, and in a manner that will reflect credit both upon the Contractor and CMC.
 - Persons employed by the contractor to perform services under this contract shall be legally authorized to work in the United States.
 - When working in CMC facilities, the Contractor shall prohibit their employees from disturbing papers on desks, opening desk drawers or using any office equipment including telephones, computers, fax machines, copiers, etc.
 - All CMC facilities are non-smoking buildings. Contractor employees are prohibited from smoking in all non- designated areas.
 - Sleeping on the job is prohibited.
 - Theft or aiding in the theft of any CMC or tenant's property by the contractor's employees is prohibited. The contractor shall be financially liable for all thefts by its employees.
 - Use of any CMC or tenant's computer, telephone, fax, television, etc. equipment is prohibited.

#825-18P Professional Custodial Services

- The contractor shall require their employees to comply with the instructions pertaining to conduct and other regulations called to the attention of the contractor by the Facilities Manager or designee.
 - At the request of the Facilities Maintenance Manager, the contractor shall remove an employee from their work force that is found unacceptable or unsatisfactory by the CMC Facilities Maintenance Manager. It shall be the contractor's responsibility to find a suitable replacement for the removed employee;
 - CMC may periodically request additional custodial personnel to perform services not covered by this specification. Normally notification to provide extra services will be given at least twenty-four (24) hours in advance. The cost for the additional personnel will be based rate quoted on Cost Sheet, the Schedule of Items and Prices.
- G. Quality Control:** The Contractor shall conduct walk-through inspections of the facilities at least monthly with CMC Facilities Maintenance Manager, or their designee. The Contractor shall, at all times, employ and maintain an adequate staff on the CMC premises for consistent and efficient performance of all services as specified in this Contract. CMC shall notify the Contractor of custodial tasks that are not being performed in a satisfactory manner, as specified in the Contract. In the event of such notification, the Contractor shall take all necessary steps to correct non-performance or unsatisfactory performance within twenty-four (24) hours
- H. Safety:** The Contractor shall submit for approval a plan for safety training within thirty (30) days of award. This program shall include the specific action that will be taken to train employees in:
- Safe work habits;
 - Safe use of cleaning chemicals;
 - Safe use of cleaning equipment;
 - The use of equipment signs, in particular, wet floor signs, barriers, or other devices, to protect the building occupants or equipment;
 - Recognizing hazardous or other materials that are not allowed for use in this contract;
 - Contractor shall submit Material Safety Data Sheets (MSDS) to the CMC Safety Officer in advance for all materials being used by the Contractor on the premises of CMC; and
 - In addition to the above, the Contractor is responsible for obeying all rules and regulations of any governing agency having jurisdiction.
- I. Security:** The Contractor is responsible for training its employees in the security requirements of CMC and is responsible for enforcing the security rules of CMC as they

#825-18P Professional Custodial Services

apply to its employees. In addition to any other security rules and regulations, the Contractor shall inform its employees of the following:

- No guns, knives, or other dangerous weapons are allowed on CMC premises.
 - No dangerous drugs, or other prohibited substances, including alcohol, are allowed on premises. Contractor will not allow employees to work while under the influence of prohibited substances.
 - The Contractor will be furnished keys to the facilities and loading dock gates as applicable and shall be held responsible for their use or misuse. All keys shall remain the property of CMC and shall not be duplicated by the Contractor or its employees. All keys shall be returned to the Facilities Maintenance Manager upon request. The Contractor will be liable for the cost of any keys not returned, for replacement keys, and for the cost of any re-keying of locks necessitated by loss of keys. The Contractor will be charged \$50.00 for each key misplaced or lost.
 - Keys shall not be left in doors or on service carts at any time.
 - All exterior doors must remain as they are found when entering the building by the Contractor's employees.
 - Failure to maintain a secure environment and set the security alarm (where applicable) will result in issuance of a complaint and possible cancellation of the Contract.
 - Any cost incurred from a security service or local police for false alarms caused by failure of the Contractor to properly set the security alarm will be the responsibility of the Contractor.
 - No one is allowed into the facility other than those individuals responsible for performing services.
- J. **Waste Removal:** All trash collected by the Contractor must be removed via designated exit points to areas designated by the Facilities Manager or designee.
- K. **CMC-furnished Storage Space:** The Contractor shall store its supplies, materials, and equipment in storage areas and custodial closets designated by the Facilities Manager or designee. The Contractor agrees to keep these areas neat and clean at all times in accordance with all applicable fire regulations. Also, all cleaning equipment shall be kept clean and in good repair at all times. Be aware that on-site storage is very limited.
- L. **Reporting Needed Repairs:** The Contractor's employees will be required to actively seek out and report to their on-site supervisor, any needed repairs to the building, its furnishing, its fixtures and its mechanical equipment, etc. within the area covered by this Contract. Any item of a critical priority or an emergency nature will be reported upon discovery to the Facilities Manager.

#825-18P Professional Custodial Services

- M. **Supervisory Requirements:** The Contractor shall have a supervisor on-site directly in charge of the work that shall represent the Contractor and communicate with and coordinate the work with the Facilities Maintenance Manager or designee. The Contractor's Supervisor shall be approved by the Facilities Maintenance Manager or designee and shall not be replaced without prior consent of the same.
- N. **Removal of Employees:** The Facilities Maintenance Manager, or designee, may request removal from the CMC premises any employee for cause, including but not limited to, poor or non-performance of work, theft, abusive language and behavior or improper attire. The Contractor shall immediately remove the employee from the premises upon receipt of such request to do so.

▶ **TIMELINE**

Initial contract will be through the fiscal year - June 30, 2019 – and may be extended upon mutual agreement of the parties.

▶ **PROPOSAL CONTENT**

The information provided herein is intended to assist Bidders with a proper response to this RFP. CMC believes that this RFP provides interested Bidders with sufficient information to submit proposals that meet minimum requirements. However, the RFP is not intended to limit a proposal's content or to exclude any relevant or essential data. Bidders are encouraged to include additional information that will substantiate their service capabilities, product quality, and commitment to support your product or service. Any exceptions or alternate offerings to this request must be communicated. CMC reserves the sole right to determine what is considered to be "equivalent" or "equal". CMC also reserves the right to request samples for testing and evaluation.

Additionally, CMC recognizes you as the expert in this industry and we appreciate ideas that may improve the design or implementation of our project. Please submit your bid to the specifications provided and include information or ideas you may have that CMC should consider to improve our project. Our selection committee will carefully review these ideas and we will contact you with questions.

#825-18P Professional Custodial Services

Section II: Timeline

- a. **JOB WALKTHROUGH.** There will be a **mandatory** walkthrough on per timeline below. Please note: **The walkthrough will gather in the lobby of 802 Grand Ave. in the Glenwood Springs Chamber** space and depart promptly as scheduled. Any contractor not present when the initial group leaves may not join the walkthrough.
- b. **TIMELINE MODIFICATION.** CMC reserves the right to modify this timeline at any time. Any changes will be posted to the CMC Purchasing Department's website as soon as the information is available. All times are Mountain.

TIMELINE	DATE	TIME
Issue date	OCTOBER 23, 2018	4:00 p.m.
Mandatory Pre-Proposal Walkthrough	OCTOBER 31, 2018	10:00 a.m.
Questions and Clarifications Due (bids@coloradomtn.edu)	NOVEMBER 5, 2018	2:00 p.m.
Questions Answered	NOVEMBER 9, 2018	4:00 p.m.
Request for Proposals (RFP) Due http://www.bidnetdirect.com/colorado	NOVEMBER 16, 2018	2:00 p.m.
Short List of Vendors Announced	TBD	4:00 p.m.
Candidate Interview (if necessary – save the date)	TBD	TBD
Target Award Date (Subject to Change)	DECEMBER 3, 2018	4:00 p.m.

Section III: Instructions to Bidders

- a. Bidders are encouraged to attend all job walkthroughs. Walkthroughs that are mandatory must have your firm name on the official sign-in sheet distributed at the walkthrough to be eligible to bid. This process is expected to be competitive with numerous vendors participating. CMC endeavors to provide a uniform distribution of information to vendors and conduct a fair selection process. We ask that you please follow these instructions carefully. Any submittal that does not meet the requirements set forth in this document and any addenda will not be considered by the Selection Committee.
- b. Please upload your submittal to BidNet in one single PDF file (this may require you to convert files and then combine them into the one PDF file), including the following in this order:
- 1) Name, title, and contact information of the official representative submitting your proposal.
 - 2) Legal company name, address, phone, and email.
 - 3) RFP number and name as it appears on this document.
 - 4) Number of years in business and brief description of your company's experience and qualifications. Please include resumes of professionals that you expect to have primary responsibility if you win this award if possible.

#825-18P Professional Custodial Services

- 5) Description of the following:
 - i. custodial training certification of staff;
 - ii. description of any experience working in an educational environment;
 - iii. your firm's capacity to provide the services successfully. Include quality assurance procedures to be utilized;
 - iv. typical organization structure to be used to staff our facilities and the responsibilities of each staff member;
 - v. safety program/training of personnel;
 - vi. the key metrics you propose to use to measure your performance in delivering services to CMC.
- 6) Your bid. Please break out each campus and provide a Unit Price (sq ft) for (1) Hallways, (2) Classrooms, (3) Offices, (4) Restrooms and (5) General Building Ares. Also provide a total monthly price per campus. Please provide a fee schedule for additional services beyond the daily, monthly, or quarterly services proposed in an hourly rate or per service performed.
- 7) Other information or supporting documentation that you think our selection committee would benefit from reviewing in the decision process. Please submit as little as possible but as much as necessary.
- 8) Minimum of three references with contact information for recent work that is similar in nature.
- 9) Insurance certificate (for evidence of coverage only).

c. Visit the Purchasing Department's website at www.coloradomtn.edu/purchasing for additional information on doing business with CMC.

d. Bidders should carefully read the information contained herein, and in any addenda, and submit a complete proposal to all requirements and questions as directed.

e. Questions regarding this RFP should be submitted via email to bids@coloradomtn.edu. CMC will attempt to answer all relevant questions submitted to this email address prior to the question deadline in the timeline above. All such addenda issued by CMC prior to the time that proposals are received shall be considered part of the RFP. It shall be the Bidder's responsibility to view all documents posted at www.coloradomtn.edu/purchasing. Inquiries seeking information that is already posted on the College website or available in this RFP document will not be answered. Only those inquiries that CMC replies to which are made by formal written addenda shall be binding. Oral and other types of interpretations or clarifications will be without legal effect.

f. Once you've uploaded your response to BidNet per the instructions in this document the RFP will be governed by the established timeline. CMC staff cannot see who or how many responses have been submitted to BidNet prior to the closing date so we are unable to confirm receipt. However, you may assume your upload was successful if BidNet accepts the document.

g. Along with your RFP submit a certificate of liability insurance per the attached requirements for evidence only. If your proposal is successful and a contract awarded, a compliant certificate of insurance will be required with all endorsements at that time.

#825-18P Professional Custodial Services

- h. CMC makes no guarantee that an award will be made as a result of this RFP, and reserves the right to accept or reject any or all proposals, waive any formalities or technical inconsistencies, or delete any item/requirements from this RFP or resulting contract when deemed to be in CMC's best interest.
- i. Representations made within the proposal will be binding on Bidder. Failure to comply with the requirements contained in this RFP will result in the rejection of your proposal.
- j. Bidder recognizes and understands that any costs incurred by the Bidder from submitting a response to this RFP are the responsibility of the bidder.

Section IV: Selection Criteria

The Selection Committee for this project will evaluate proposals to identify the best value for CMC. Specifically, the Selection Committee will select the successful Bidder based on the following criteria in no order of importance:

- a. Overall quality of response and services/products proposed
- b. Company qualifications, experience and demonstration of technical and management competence
- c. Pricing
- d. References and reputation
- e. Environmental policy and "Green" initiatives, if applicable
- f. Service capability including evaluation of past performance and number and scope of any conditions included in the proposal

Note: Criteria may be modified in subsequent addenda. CMC is not bound to accept the lowest priced proposal if that proposal is not the best value for CMC in the sole discretion of the CMC Selection Committee. Submission of a proposal indicates Bidder's acceptance of the evaluation technique and recognition that some subjective judgments must be made by CMC during the selection process.

Section V: RFP Terms & Conditions

▶ SUBMITTAL INSTRUCTIONS.

All submittals must adhere to the instructions provided above to be considered by the Selection Committee.

▶ PROPRIETARY INFORMATION.

It is understood that CMC is a public institution and, as such, is subject to the Colorado Open Records Act, CRS §§ 24-72-101 et. seq. ("CORA"). Except as otherwise agreed prior to the award or finalization of any vendor transaction, College shall provide upon request by any third party all information pertaining to such transaction which must be disclosed pursuant to CORA, and CMC's obligations under CORA supersede its obligations under any agreement, contract, purchase order or negotiated transaction. Please contact the CMC Purchasing Department if you feel you need to submit confidential information. Any information uploaded to BidNet or otherwise submitted to CMC may be posted on our website or made available to third parties.

#825-18P Professional Custodial Services

▶ **REFUSAL.**

CMC reserves the right to refuse any and/or all proposals or any part thereof.

▶ **WITHDRAW PROPOSAL.**

You may withdraw your proposal at any time prior to the date and time set for closing.

▶ **DISCUSSIONS/NEGOTIATIONS.**

CMC reserves the right to contact any Bidder for clarification of information submitted; CMC reserves the right to conduct discussions with Bidders, to accept or not accept revisions of Proposals, and to negotiate any point in the proposal or the subsequent contract at the sole discretion of the Director of Purchasing & Contracts.

▶ **AWARD.**

Awards shall be made to any or all responsible Bidders whose submittals are determined to be advantageous to CMC based on the evaluation factors described above. Price, although a consideration, will not be the sole determining factor. CMC reserves the right to ask for the “Best and Final Offer” from any or all Bidders.

▶ **PRE-AWARD PRESENTATIONS.**

The College reserves the right to require presentations from the highest-ranking Bidders, in which they may be asked to provide additional information and answer questions from the Selection Committee.

▶ **CONTRACT.**

The successful Bidder is expected to enter into a standard contract with CMC that includes standard terms and conditions. CMC may choose to add additional terms to this contract.

▶ **INDEMNIFICATION.**

Successful Bidders shall indemnify and save CMC harmless from any and all claims, demands, suits, and actions which may arise from errors or omissions caused by the Bidder in conjunction with its contractual obligations including, but not limited to, obligations for the preparation of any and all documents required by CMC in conjunction therewith, and shall defend all suits, in the name of CMC when applicable, and shall pay all costs and judgments which may issue thereon.

▶ **INSURANCE.**

Successful Bidders shall have their insurance company send the CMC Department of Risk Management a compliant certificate of liability insurance.

▶ **PAYMENT AND PERFORMANCE BOND.**

CMC requires payment and performance bonds for all construction projects greater than \$50,000. Please price the bonds separately when you submit your response.

▶ **ILLEGAL ALIENS.**

By submitting a proposal, a Bidder certifies pursuant to C.R.S. § 8-17.5-102(1) that, at the time of proposal submission, it does not knowingly employ or contract with an illegal alien and that the contractor has participated or attempted to participate in the Basic Pilot Program that is administered by the United States Department of Homeland Security in order to verify that it does not employ any illegal aliens.



REQUEST FOR PROPOSAL

#825-18P Professional Custodial Services

▶ **LIMITATION OF MULTIPLE-FISCAL YEAR OBLIGATIONS.**

All financial obligations of CMC under a contract resulting from this proposal subsequent to the fiscal year in which signed are contingent upon funds for this purpose being appropriated, budgeted, and otherwise made available by the CMC Board of Trustees. This contract shall not be deemed to create any multiple-fiscal year direct or indirect debt or other financial obligation whatsoever for purposes of Section 20(4) (b) of the State Constitution (Amendment 1).

#825-18P Professional Custodial Services

Section VI: Warranties, Representations and Acknowledgements of Bidder

- a. By submitting a proposal, Bidder acknowledges and agrees that (1) this RFP is a solicitation for proposal and is not a contract or an offer to contract and (2) the submission of a proposal by Bidder in response to this RFP will not create a contract between CMC and Bidder.
- b. By submitting a proposal, Bidder offers and agrees to furnish to CMC the products and/or services described in its proposal, at the prices quoted in the proposal, and to comply with all terms, conditions, and requirements set forth in the RFP documents and contained herein.
- c. By submitting a proposal, Bidder represents and warrants that (1) Bidder is a reputable company regularly engaged in providing products and/or services necessary to meet the terms, conditions, and requirements of the RFP; (2) Bidder has the necessary experience, knowledge, abilities, skills, and resources to satisfactorily perform the terms, conditions and requirements of the RFP; (3) Bidder is aware of, is fully informed about, and is in full compliance with all applicable federal, state, and local laws, rules, regulations, and ordinances; (4) Bidder understands the requirements and specifications set forth in this RFP and the terms and conditions set forth; and (5) all statements, information, and representations prepared and submitted in response to this RFP are current, complete, true, and accurate. Bidder acknowledges that CMC will rely on such statements, information, and representations in selecting the successful Bidder. If selected by CMC as the successful Bidder, Bidder will notify CMC immediately of any material change in any matters with regard to which Bidder has made a statement or representation or provided information.
- d. By submitting a proposal, Bidder agrees to be in compliance with all federal laws and regulations pertaining to Equal Employment Opportunities and Affirmative Action.

#825-18P Professional Custodial Services

Cleaning Requirements & Frequency Schedule	Daily	Weekly	Monthly	Quarterly	Semiannual
Entrances, Lounges, Lobbies, Hallways & Vending & Storage Areas					
Empty wastebaskets, remove trash & recycling	X				
Spot dust all horizontal surfaces	X				
Damp wipe all wastebaskets & replace plastic liners as needed	X				
Complete dusting - all areas		X			
Spot clean: desks, counters, chairs, floors & tables	X				
Complete clean: desks, counters, chairs, etc.		X			
Clean and sanitize microwave ovens, refrigerators, etc. in break room/lounge (inside & out)	X				
Empty and clean refrigerator in break room/lounge (last Friday of every month)			X		
Clean & disinfect drinking fountains and bottle water dispensers	X				
Clean glass, mirrors and spot clean windows	X				
Polish hardware	X				
Spot clean walls, wall switches, doors, door glass & halls	X				
Clean furniture, vacuum/polish			X		
Spot clean upholstered furniture	X				
Shampoo furniture			X		
Straighten chairs & furniture	X				
Vacuum & spots clean/water extraction carpets to remove stains. Including walk-off mats.	X				
Shampoo carpets				X	
Sweep and damp mop, as needed, concrete floors	X				
Scrub & sanitize tile floors. Apply wax.	X				
Strip and re-wax tile floors.				X	
Empty outside cigarette urns & clean	X				
Sweep & pick up outside of all entrances	X				
Police parking lot for trash & debris	X				
Turn off all lights. Secure all doors and windows.	X				

#825-18P Professional Custodial Services

Cleaning Requirements & Frequency Schedule	Daily	Weekly	Monthly	Quarterly	Semiannual
Washroom					
Spot clean/sanitize bowls, basins, etc.	X				
Clean and sanitize all fixtures with disinfection solution	X				
Complete clean/ sanitize bowls, basins, etc.		X			
Empty wastebaskets & remove trash	X				
Damp wipe wastebaskets and replace plastic liners as needed	X				
Disinfect waste receptacles		X			
Polish all metal and mirrors	X				
Clean partitions and tile walls with disinfecting solution		X			
Complete clean/sanitize partitions and walls.				X	
Spot Dusting	X				
Complete dusting			X		
Sweep, damp mop & sanitize floors	X				
Surface scrub & sanitize floors	X				
Fill & maintain dispensers (soap, paper towels, seat covers and hand towels)	X				
Clean Mirrors	X				
Vacuum vents & gratings on walls and ceilings		X			
Classrooms/Computer lab					
Empty wastebaskets - deposit recyclable materials into appropriate bins	X				
Damp wipe all wastebaskets & replace plastic liners as needed	X				
Spot clean glass	X				
Vacuum carpets	X				
Clean whiteboard	X				
Spot clean: desks, counters, chairs, floors & tables	X				
Complete clean: desks, counters, chairs, etc.		X			
Shampoo carpet				X	
Spot clean/water extraction carpets to remove stains	X				
Clean light fixtures				X	
Spot clean walls, wall switches, doors, door glass & halls	X				
Reset furniture	X				

#825-18P Professional Custodial Services

Cleaning Requirements & Frequency Schedule	Daily	Weekly	Monthly	Quarterly	Semiannual
General					
Dust ledges & window sills	X				
Perform low dusting	X				
Perform high dusting, i.e. door sashes & tops of partitions		X			
Dust picture frames & window blinds	X				
Clean & polish all hardware	X				
Clean all light fixtures		X			
Damp clean all vents (HVAC)		X			
Spot clean all interior glass panels, classroom doors & entrances	X				
Remove debris & trash from exterior	X				

Colorado Mountain College Insurance Requirements

All vendors/companies/groups (herein referred to as "Vendor") providing services to or doing business with Colorado Mountain College, a Local College District ("CMC") must maintain the following types of insurance with minimum limits of liability as stated below for the duration of the contract. Please send these requirements to your insurance agent or broker and have them provide a compliant Certificate of Liability Insurance (preferably a standard Acord form) to CMC.

Certificates of Liability Insurance evidencing the coverage, limits and endorsements outlined below must be issued by the insurance agent or carrier at least (5) working days prior to contract execution or work commencing.

Note: Additional coverage may be required dependent upon the nature and scope of services provided and/or work performed. Requests for exceptions to these requirements must be discussed with and approved by CMC Risk Management prior to contract execution or work commencing.

Coverage

Minimum Limit

Commercial General Liability (CGL)

**\$1,000,000 Occurrence/\$2,000,000 aggregate
\$2,000,000 Products / Completed Operations aggregate**

The Vendor shall maintain CGL coverage for itself and all additional insureds for the duration of the services performed for CMC and maintain Completed Operations coverage required herein in full force and effect until the expiration of any applicable statutes of limitations. Colorado Mountain College, a Local College District and its affiliates shall be listed as an additional insured. The insurance shall include a provision that such insurance afforded by the policy for the benefit of the additional insureds shall be primary and non-contributory to any insurance or self-insurance maintained by the additional insureds. In addition, a Waiver of Subrogation shall be issued in favor of CMC.

Commercial Crime Including Third Party Coverage \$100,000 Minimum Limit

Vendor shall maintain commercial crime insurance or fidelity bond, including employee dishonesty and third party (client) coverage, with limits of not less than \$100,000. Colorado Mountain College, a Local College District shall be named Loss Payee.

Automobile Liability

Vendor shall ensure automobile liability is in force as required by state law for all vehicles used in performing services under this agreement. Proof of coverage may be required upon request.

Workers' Compensation

Statutory Limits (\$100,000/\$500,000/\$100,000)

Vendor shall maintain the coverage required by the state for Workers' Compensation / Employer's Liability insurance. The policy shall contain a Waiver of Subrogation in favor of CMC. If Vendor is not required by the state to carry Workers' Compensation / Employer's Liability insurance and officers have rejected coverage, Vendor is required to complete a Declaration of Independent Contractor Status form.

Additional Provisions

CMC requires insurance carriers be licensed to conduct business in the State of Colorado and a minimum A.M. Best Rating of A-.

Vendor shall require in all Vendor's subcontracts, if any, the same limits and coverage required herein.

Each insurance policy shall state that CMC will receive thirty (30) days prior written notice of any cancellation, non-renewal, or material alteration of the Vendor's insurance policies. Renewal certificates should be automatically sent to CMC.

Certificate Holder:

Colorado Mountain College, a Local College District
Risk Management Department
802 Grand Avenue
Glenwood Springs, CO 81601

Questions regarding CMC's Insurance Requirements should be directed to:
gpdrick@coloradomtn.edu Phone: 970-947-8375