



**STANDARD CONTRACT**

Contract Number: RU21042

Contract Title: Supplemental Cleaning Services

This contract entered into this 1st day of June, 2021, by **Thompson Services, Inc. dba ServiceMaster Commercial Cleaning**, located at 6580 Valley Center Drive, Suite 332, Radford, VA 24141 hereinafter called the "Contractor" and Commonwealth of Virginia, **Radford University**, called the "Purchasing Agency or Radford University", located at 801 East Main Street, Radford, VA. 24142."

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide Supplemental Cleaning Services to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT:** From June 1, 2021 through April 30, 2022 with four (4) year renewal options or as negotiated, to include all contractual provisions contained herein.
4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**
  - A. This signed Radford University Standard Contract Document;
  - B. Radford University's Request for Proposal (RFP) R21-007 dated February 8, 2021, Addendum 1 dated February 19, 2021, Addendum 2 dated February 23, 2021 and Addendum 3 dated March 2, 2021 (Attachment A);
  - C. Contractor's Proposal signed and dated March 1, 2021 (Attachment B);
  - D. Negotiation Points: (Attachment C)  
 Negotiation Points and Responses dated April 7, 2021  
 Follow Up Negotiation Points and Responses dated May 17, 2021
5. **COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents.

**PRICING SCHEDULE:** The pricing schedule includes all costs associated with providing the services as specified in the contract documents

A. **Flat Rate Apartment Carpet Cleaning Pricing:**

**Per Bedroom - \$20.00**

**Per Common Living Space - \$25.00**

## B. Apartment Cleaning Rates:

Line Item	Apartment Type			Rate Per Apartment for the Services Below		
	Bedroom(S)	Bath(S)	Laundry	Touch Up Apartment Cleaning	Turnover Apartment Cleaning	Post Remodel Apartment Cleaning
1	1	1	No	\$75.00	\$125.00	\$100.00
2	2	1	No	\$90.00	\$150.00	\$120.00
3	2	1	Yes	\$90.00	\$150.00	\$120.00
4	2	2	No	\$96.00	\$160.00	\$128.00
5	3	1	No	\$105.00	\$175.00	\$140.00
6	3	1.5	No	\$111.00	\$185.00	\$185.00
7	3	1.5	Yes	\$111.00	\$185.00	\$148.00
8	3	2	No	\$114.00	\$190.00	\$152.00
9	3	2	Yes	\$114.00	\$190.00	\$152.00
10	4	2	No	\$120.00	\$200.00	\$160.00
11	4	2	Yes	\$120.00	\$200.00	\$160.00
12	4	2.5	No	\$126.00	\$210.00	\$168.00
13	4	2.5	Yes	\$126.00	\$210.00	\$168.00
14	5	2	No	\$135.00	\$225.00	\$180.00
15	5	2	Yes	\$135.00	\$225.00	\$180.00
16	5	2.5	No	\$141.00	\$235.00	\$188.00
17	5	2.5	Yes	\$141.00	\$235.00	\$188.00
18	5	3	Yes	\$147.00	\$245.00	\$196.00

**C. Various Cleaning Services Rates:**

<b>Service</b>	<b>Unit of Measure</b>	<b>Rate</b>	<b>Unit of Measure</b>	<b>Rate</b>	<b>Unit of Measure</b>	<b>Rate</b>
Carpet Cleaning	Square Foot	<b>\$0.10</b>	N/A	N/A	N/A	N/A
Resilient Floor Cleaning	Square Foot	<b>\$0.35</b>	N/A	N/A	N/A	N/A
Tile/VCT/Grout Cleaning	Square Foot	<b>\$0.28</b>	N/A	N/A	N/A	N/A
Tile/VCT/Grout Sealing	Square Foot	<b>\$0.17</b>	N/A	N/A	N/A	N/A
Worker	Hourly (Regular Time)	<b>\$24.00</b>	Hourly (Weekend/Night)	<b>\$24.00</b>	Hourly (Emergency Rate)	<b>\$40.00</b>
Crew Leader / Supervisor	Hourly (Regular Time)	<b>\$28.00</b>	Hourly (Weekend/Night)	<b>\$28.00</b>	Hourly (Emergency Rate)	<b>\$40.00</b>
Upholstery Cleaning	Couch/Sofa	<b>\$10.00</b>	Bench/Loveseat	<b>\$7.00</b>	Chair (Single)	<b>\$5.00</b>
Water Extraction	Hourly (Regular Time)	<b>\$24.00</b>	Hourly (Weekend/Night)	<b>\$24.00</b>	Hourly (Emergency Rate)	<b>\$40.00</b>
Pressure Washing	Hourly	<b>\$30.00</b>	N/A	N/A	N/A	N/A
Window Washing	Hourly	<b>\$30.00</b>	N/A	N/A	N/A	N/A

**6. NEGOTIATION SUMMATION:**

- A. Contractor agrees the terms and conditions as published in the RFP solicitation shall govern this contract.
- B. Contractor agrees that the initial contract is for a period of a period of one (1) year.
- C. Contractor agrees the contract may be renewed by Radford University upon written agreement by both parties for four (4) one year renewal periods, under the terms of the current contract.
- D. Contractor agrees to only request price increases at the time of annual contract renewal per the requirements in Special Term and Conditions 9. Renewal of Contract of RFP R21-007 and that such requests must not increase prices more than the services category of the CPI-U section of the Consumer Price Index or any wage/benefit increase(s) as required by law, whichever is greater.
- E. Contractor agrees to provide documentation explaining price calculations if requesting price increases based on a wage/benefit increase(s) as required by law.
- F. Contractor agrees to maintain certification as Small, Woman-Owned, and/or Minority-Owned (SWaM) vendor with the Virginia Department of Small Business and Supplier Diversity (SBSD) throughout the term of this contract.
- G. The University agrees to clearly communicate with the Contractor regarding scope and scheduling of work, including expected start dates and completion dates, which would need to be completed and also provide the points of contact for the handling and completion of jobs.
- H. Contractor agrees to remain flexible in the selection of chemicals for apartment cleaning if/when the University requests changes in the future.
- I. SEE ATTACHMENT C FOR ALL NEGOTIATION POINTS

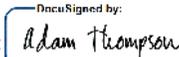
- 7. This Standard Contract identifies terms as negotiated and as agreed by both parties. In the event there is a conflict between the Standard Contract, Request for Proposal # R21-007, the Contractor's Proposal or Negotiation/Clarification points, the Standard Contract shall prevail.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

**CONTRACTOR:**

**Print Name:** Adam Thompson \_\_\_\_\_

**Title:** Pres. \_\_\_\_\_

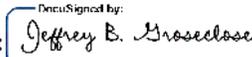
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**Date:** 6/6/2021 | 5:10 PM PDT \_\_\_\_\_

**RADFORD UNIVERSITY**

**Print Name:** Jeffrey B. Groseclose \_\_\_\_\_

**Title:** Senior Contract Officer \_\_\_\_\_

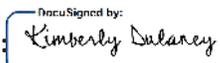
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**Approved By:**

**Print Name:** Kimberly DuLaney \_\_\_\_\_

**Title:** Executive Director of Strategic Sourcing \_\_\_\_\_

**Signature:**  \_\_\_\_\_  
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**Date:** 6/7/2021 | 9:25 AM EDT \_\_\_\_\_

## **ATTACHMENT A**

Request for Proposal (RFP) R21-007 dated February 8, 2021 including all Terms and Conditions and the following Addenda:

Addendum 1 dated February 19, 2021

Addendum 2 dated February 23, 2021

Addendum 3 dated March 2, 2021



REQUEST FOR PROPOSAL # R21-007

SUPPLEMENTAL CLEANING SERVICES

FEBRUARY 8, 2021

**Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* §2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

**REQUEST FOR PROPOSAL (RFP)**  
**RFP # R21-007**

**GENERAL INFORMATION FORM**

**QUESTIONS/INQUIRIES:** All questions/inquiries for information regarding this solicitation should be directed to:

Name: Jeff Groseclose  
 Phone: (540) 831-5634  
 Email: jbgrosec@radford.edu

Written questions to be submitted via email no later than: Tuesday, February 16, 2021, 5:00 pm Eastern Time

**DUE DATE:** Proposals will be received until Thursday, March 4, 2021, 3:00 pm up to and including 3:00 PM Eastern Time.

**LATE PROPOSALS:** To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will **not** be given consideration. The University is **not** responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. **It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time.**

**ADDRESS:** Proposals should be mailed or hand delivered to:

Radford University, Procurement and Contracts Department  
 P. O. Box 6885 (if via mail)  
 David E. Armstrong Complex, 501 Stockton St. (if via courier)  
 Radford, VA 24142-6885.

**\*Radford University is operating under COVID19 guidance. Visitors are not allowed into campus offices without first pre-registering; therefore, you are encouraged to submit your proposal via courier service or via mail.**

Identify the envelope package as instructed in **Attachment A** – Terms and Conditions.

**UNIVERSITY CLOSINGS:** If the University is closed as a result of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the vendor to check the website at [www.radford.edu](http://www.radford.edu) for said notifications. If the University is closed on the day proposals are due, proposals will be accepted same time the next scheduled business day the University is open. If the University is closed on the day of a scheduled pre-proposal conference a written addendum will be issued to officially reschedule the conference.

**TYPE OF BUSINESS: (Please check all applicable classifications).** In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSBD certification number: \_\_\_\_\_. For assistance with SWaM certification, visit the SBSBD website at <https://www.sbsd.virginia.gov/>

\_\_\_\_\_ **Large**

\_\_\_\_\_ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

\_\_\_\_\_ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

**Minority-owned business.** A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

<b>FULL LEGAL NAME (PRINT)</b> (Company name as it appears with your Federal Taxpayer Number)		<b>FEDERAL TAXPAYER NUMBER (ID#)</b>	
<b>BUSINESS NAME /DBA NAME/TA NAME</b> (If different than the Full Legal Name)		<b>BILLING NAME</b> (Company name as it appears on your invoice)	
<b>PURCHASE ORDER ADDRESS</b>		<b>PAYMENT ADDRESS</b>	
<b>CONTACT NAME/TITLE (PRINT)</b>		<b>EMAIL ADDRESS</b>	
<b>TELEPHONE NUMBER</b>	<b>TOLL FREE TELEPHONE NUMBER</b>	<b>FAX NUMBER</b>	<b>EVA VENDOR ID NUMBER</b>
			<b>VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER</b>

**I acknowledge that I have received the following addenda posted for this solicitation.**

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ (Please check all that apply.)

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

1. **PURPOSE:**

The intent and purpose of this Request for Proposal (RFP) is to establish a contract(s) through competitive negotiations for Supplemental Cleaning Services for Radford University located at 801 East Main Street, Radford, Virginia 24142, an agency of the Commonwealth of Virginia.

*Please note: If your firm has an existing contract with a Virginia Higher Education Institution (VASCUPP), that includes cooperative language making it available for use by other entities, you do not need to respond to this solicitation. Please contact the buyer listed on this solicitation for any questions.*

2. **SMALL, WOMEN-OWNED AND MINORITY OWNED - SWaM BUSINESS PARTICIPATION:**

The mission of Radford University is to ensure strategic business development practices are in place to promote Small, Women-Owned and Minority-Owned (SWaM) businesses to the maximum extent. Radford University encourages prime suppliers, Contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

Radford University has established SWaM goals that are posted on the Procurement and Contract website. Links to the University's SWaM initiative can be located at: [Procurement and Contracts | Radford University](#).

3. **CONTRACT PERIOD:**

The term of this contract is for one (1) year or as negotiated. There will be an option for four (4) one-year renewals, or as mutually negotiated.

4. **BACKGROUND****Radford University Background:**

Radford University is a comprehensive public university of 11,870 students that has received national recognition for many of its undergraduate and graduate academic programs, as well as its sustainability initiatives. Radford University serves the Commonwealth of Virginia and the nation through a wide range of academic, cultural, human service and research programs. Well known for its strong faculty/student bonds, innovative use of technology in the learning environment and vibrant student life on a beautiful 204-acre American classical campus, Radford University offers students many opportunities to get involved and succeed in and out of the classroom. The University offers 76 bachelor's degree programs in 47 disciplines, three associate degrees, and six certificates at the undergraduate level; 27 master's programs in 22 disciplines and six doctoral programs at the graduate level; and 13 post-baccalaureate certificates and one post-master's certificate. A Division I member of the NCAA and Big South Conference, Radford University competes in 16 men's and women's varsity athletics. With over 300 clubs and organizations, Radford University offers many opportunities for student engagement, leadership development and community service. In addition to robust academic offerings and engaging student experiences on the main campus located in Radford, Virginia, Radford University also offers a clinical-based educational experience for more than 1,000 students living and learning in Roanoke, Virginia as part of Radford University Carilion, a public-private partnership focused on the cutting-edge delivery of health sciences programming, outreach and service.

**Specific Background:** Radford University oversees and maintains the janitorial services for all administrative, residential, and academic buildings on campus as well as leased properties in the cities of Radford and Roanoke, Virginia. To supplement our in-house housekeeping and custodial services, we seek the services of an outside agency or agencies to support the upkeep of these areas on and off campus on an as-needed, per assignment basis working under the direction of Facilities Management.

As Radford University provides these services on a routine basis, the supplemental services may be performed in any area and may require different services to include, but not limited to, full-service, turn-key apartment turnover cleaning services, touch up apartment cleaning services, post remodel apartment cleaning services, general cleaning of campus administrative and academic buildings, resilient floor refinishing services, and/or apartment or campus deep cleaning carpet services.

Firms submitting proposals in response to the solicitation should outline which areas they are able to provide services in, along with pricing related to that specific expertise. See Statement of Needs for additional information.

5. **EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:** The eVA internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Radford University, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. We are therefore requesting that your firm register as a **self-registered** vendor in the eVA system.

There are transaction fees involved with the use of eVA. These fees must be considered within the provision of quotes, bids, and price proposals offered to Radford University. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <https://eva.virginia.gov/register-now.html> and register with eVA. This process needs to be completed before Radford University can issue your firm a Purchase Order or contract. If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at <http://www.eva.virginia.gov>, or call eVA Customer Care at 866-289-7367 or 804-371-2525. Email [eVACustomerCare@DGS.Virginia.gov](mailto:eVACustomerCare@DGS.Virginia.gov)

6. **CONTRACT PARTICIPATION-COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES**

Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (see <https://vascupp.org/rules.pdf>), it is the intent of this solicitation and resulting contracts to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions or lead issuing institution's affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with the contract terms. The Contractor shall notify Radford University in writing of any such entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor. The Contractor will provide semi-annual usage reports for all entities accessing the contract. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Radford University. Radford University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Radford University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

7. **CONTRACT ADMINISTRATION:** Radford University assigns Contract Administrators to each contract awarded. The Contract Administrator shall be the initial point of contact for the Contractor. Contract Administrators are charged with ensuring the terms and conditions of the contract are followed, payments are made in accordance to the contractual pricing schedule, and reporting noncompliance issues to the Procurement and Contracts Department at Radford University. Contract Administrators **do not** have the authority to authorize changes and/or modifications to the contract. Should noncompliance issues exist and cannot be resolved at this level or changes/modifications to the contract are required, the assigned Contract Officer in the Procurement and Contracts Department must be notified immediately by the Contract Administrator. The assigned Contract Administrator is Director of Housekeeping.
8. **DEFINITIONS: INTENTIONALLY LEFT BLANK**

A. Services

The University seeks the services of a contractor to provide general cleaning services in different capacities depending on the area serviced or supplemented. Contractor should provide services for off-campus apartments in accordance with the requirements outlined in Attachment C, Service Categories. These categories are identified as Touch Up, Turnover, and Post Remodel. There is also a category for Carpet Cleaning and Resilient Floor Cleaning and Refinishing. Contractor should provide all supplies and equipment required to complete services for off-campus locations. Contractor should provide general housekeeping services in administrative and academic buildings on campus, including but not limited to, dusting, sweeping, vacuuming, mopping, emptying trash cans, and glass cleaning. The University will provide supplies and equipment for work completed in campus buildings.

B. Coverage

Locations may include academic and administrative areas both on and off campus, and residential areas off campus. For details regarding the off-campus apartments, see Attachment D., Off-Campus Apartment Detail. Apartment addresses will be provided upon contract award and at the time services are requested.

C. Level of Service

The Contractor shall provide a level of service that is at least equal to standards defined by The Association of Higher Education Facilities Officers (APPA) for Ordinary Tidiness-Level 2. This level of cleaning is expected for all areas assigned and shall be to the complete satisfaction of the University. .

D. Staffing

1. Contractor to provide required work force and supervisory personnel to perform the requested services on a consistent basis. The contractor shall be responsible for the conduct and performance of their employees at all times and shall comply with the codes of conduct of the University. This includes, but is not limited to:
  - Employees appearing to be under the influence of alcohol or drugs shall not be permitted on the property
  - No loud or boisterous conduct will be permitted
  - Contractor's employees shall not open desk drawers or cabinets at any time
  - Contractor's employees shall not use or tamper with office machines, computers or equipment or personal property at any time
  - Contractor's employees shall not use University telephones at any time
  - Contractor's employees shall not prop open any doors
  - Contractor's employees shall not remove any items marked as trash from the assigned building or judge any items as trash and remove them from the assigned building; these items will be address by University personnel
2. Contractor shall obtain and maintain criminal background checks on all personnel working on University property, either owned or leased. The contractor shall inform the University immediately (within 2 days) that the background checks have been performed and the results received. Contractor shall provide a form to the University stating that there is no criminal record, OR there is non-work related convictions OR there are work related convictions. The University will make the decision to approve or disapprove any Contractor's employees working on University properties either owned or leased.
3. Contractor shall be responsible for all dealings with its employees in all matters, including disciplinary action. Contractor shall be responsible for the supervision of its employees at all times.
4. At no time will Contractor's employees be assumed University employees. Contractor's employees shall be easily identified by name tag and/or uniform at all times.
5. All contractor vehicles parked on the Radford University campus must be registered with the Parking Services Department and display a valid contractor's parking pass, which may be obtained by filling out an application and submitting it to the Parking Services Department. Vehicles parked on campus without a permit are subject to ticketing. For more information, visit <https://www.radford.edu/content/parking-transportation/home.html>. Parking Services is located in Heth Hall 152 and may also be contacted by emailing [parking@radford.edu](mailto:parking@radford.edu) or calling 540-831-6361,
6. Contractor may be issued a ONE Card (swipe card) or keys for access to assigned buildings or property. These cards and keys must be turned back into Facilities Management at the end of the shift. The

Radford University Contract # R21-007 (Supplemental Cleaning Services) If a key is lost, the Contractor will be charged for the replacement of the key and any locks which are required to be re-keyed or replaced inclusive of material and labor costs incurred by the University.

7. Hours of work and work schedule will be determined by the University and may vary based on specific cleaning assignment and location.
  8. Contractor's employees shall be informed of all OSHA, State and Federal regulations and shall perform duties in compliance with all Federal, State and University safety requirements. Contractors employees shall be trained in proper operation of all equipment used as well as proper housekeeping protocols.
  9. The University reserves the right to refuse Contractors employees access to any University properties, either owned or leased. If the University requests that a Contractors employee be removed, Contractor shall comply with request immediately. University reserves the right to give final approval of Contractors employees assigned to properties, either owned or leased by the University.
- E. Equipment, Supplies and Utilities
1. Contractor shall supply all supplies, materials, and equipment for off-campus cleaning, including apartments and other leased properties. All supplies, materials, and equipment shall be kept in good operating condition, be made available for inspection and approval for use by the University, and meet OSHA requirements.
  2. The University will supply all supplies, materials, and equipment for on-campus cleaning in academic and administrative buildings. The Contractor may provide supplies, materials, and equipment if they present a comparable alternative and is authorized by the Radford University Director of Housekeeping prior to use.
  3. Electrical power (120volt, single phase) and water required for performance of services will be provided by the University.
- F. Protection of Persons and Property: The Contractor will be responsible to take every precaution at all times for the protection of persons and property; will have safety precautions and programs in place; and will protect the University's property from injury or loss arising in connection with the contract. Any damage, including damage to finished surfaces, resulting from the performance of the contract shall be repaired to the University's satisfaction at the Contractor's expense.

## 10. **SPECIFIC REQUIREMENTS:**

Proposals should be as thorough and detailed as possible so that Radford University may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

- a. **Qualifications and Experience:**
  1. Provide an overview of your firm including company history and years of experience providing services for commercial customers.
  2. Provide industry organization affiliations and certifications.
  3. Outline your company's organizational structure. Describe how you will provide services outlined in Section 9. Statement of Needs.
  4. Outline staffing levels and employee to supervisor ratio.
  5. Outline your company's service delivery plan including service capacity.
  6. Describe your company's quality assurance plan.
  7. Describe your training and safety plan for employees.
- b. **Quality of Products/Services offered:**
  1. Outline measures in place to maintain equipment that will be used to perform services.
  2. State the capacity of services you can provide and identify any limits or time constraints to providing services.
  3. Outline how much notice is needed to provide services. Define response times.
  4. Confirm your company can provide proof of insurance and criminal background checks as outlined in this solicitation.
  5. Confirm all work will be provided by your company and employees.

- Costs:**
1. Provide pricing for each outline of services provided in attachments.
  2. Provide hourly rates per person. Define regular rates, weekend/night rates, and emergency rates.
  3. Outline additional services that could also be provided along with rates, including but not limited to;
    - a. Upholstery Cleaning
    - b. Water Extraction
    - c. Wood floor cleaning and polishing
    - d. Tile/VCT/Grout cleaning and sealing
    - e. Pressure Washing
    - f. Window Washing
  4. Complete Attachment E., Pricing
  5. Identify any additional charges that may be incurred during an assignment
- d. **References:** Provide four (4) references, either educational (preferred) or governmental, for whom you have provided the type of services described herein. Include the date(s) services were furnished, the client name, address, and the name and phone number of the individual Radford University has your permission to contact.
- e. **\*Participation of Small, Women-owned and Minority-owned business (SWaM) Business:** If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSBD website at <http://www.sbsd.virginia.gov>.

## 11. SELECTION CRITERIA AND AWARD

### A. Selection Criteria:

Proposals will be evaluated by Radford University using the following weighted evaluation criteria.

	<b>Evaluation Criteria</b>	<b>Percentage of Points</b>
1	Qualifications and experience of Offeror in providing the goods/services.	25%
2	Quality of products/services offered and suitability for the intended purposes.	20%
3	Specific plans or methodology to be used to provide the products/services.	20%
4	Financial (Cost)	25%
5	Participation of Small, Women-Owned and Minority-Owned (SWaM) Businesses.	10%
	TOTAL	100%

### B. Award

Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation criteria included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offers so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, Radford University shall select the Offeror(s) which, in its opinion, has made the best proposal(s), and shall award the contract to that Offeror. Radford University may cancel this Request for Proposal or reject proposals at any time prior to award. Should Radford University determine in writing and in its sole discretion that only one Offeror has made the best proposal a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated. See **Attachment B** for sample contract form.

**Radford University reserves the right to award multiple contracts as a result of this solicitation.**

**A. GENERAL INSTRUCTIONS:**

1. **RFP Responses:** In order to be considered for selection, Offerors shall submit a complete response to this RFP to include.
  - a. **One (1) original paper copy of the entire proposal, INCLUSIVE OF ALL ATTACHMENTS.** Any proprietary information should be clearly marked in accordance with section 10.A.1.c below.
  - b. **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS** mailed along with the hard copy above. Any proprietary information should be clearly marked in accordance with 10.A.1.c below.
  - c. Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF (USB/Flash Drive) of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This USB/Flash Drive should be marked **“Redacted Copy”**
  - d. Response shall be submitted to:

Radford University  
**Procurement and Contracts Department**  
**Attn: Jeff Groseclose**  
P.O. Box 6885  
David E. Armstrong Complex  
501 Stockton Street  
Radford, VA 24142-6885

**Identify the envelope/package as instructed in Attachment A – Terms and Conditions**  
No other distribution of the proposal shall be made by the Offeror.

**B. PROPOSAL PREPARATION:**

- a. **Sign and Complete:** Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Radford University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Radford University. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. **Concise & Clear:** Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. **Organization:** Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the attachment, paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.
- d. **Word Usage:** As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “must” and “shall” identify requirements whose absence will have a major impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an Offeror to satisfy a “must” or “shall” requirement does not

- e. **Binding:** The original proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
- f. **Ownership:** Ownership of all data, materials and documentation originated and prepared for Radford University pursuant to the RFP shall belong exclusively to Radford University and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia of Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in the rejection of the proposal.
- g. **Legal Agreement:** Unless noted in the proposal, a signed and submitted proposal certifies that the firm's principals or legal counsel has reviewed the Request for Proposal General Terms and Conditions and the Special Terms and Conditions and agrees that these provisions will become a part of any final agreement, and that the principals or legal counsel has reviewed and approved the firm's entire proposal prior to submission to the University.

- C. **ORAL PRESENTATIONS:** Offerors who submit a proposal in response to this RFP may be invited to give an oral presentation of their proposal to Radford University. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but in no way will change the original proposal. The University will schedule the time and location of these presentations. Oral presentations may be conducted at the option of Radford University; therefore, proposals should be complete.

13. **PRE-PROPOSAL CONFERENCE:** Intentionally Left Blank

14. **INVOICES and PAYMENT:**

Invoices for goods or services provided under any contract resulting from this solicitation should be submitted by email to [acctspayable@radford.edu](mailto:acctspayable@radford.edu). Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. **Email is the preferred method of invoice receipt.**

**RADFORD UNIVERSITY  
ACCOUNTS PAYABLE  
POST OFFICE BOX 6906  
RADFORD, VA 24142-6906**

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the [Commonwealth of Virginia Prompt Payment Act](#).

15. **ADDENDUM:**

Any **ADDENDUM** issued for this solicitation may be accessed on Virginia Business Opportunities by going to [www.eva.virginia.gov](http://www.eva.virginia.gov). Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

16. **COMMUNICATIONS:**

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement and Contracts Department at Radford University rejects all proposals. Formal communications will be directed to the Contract Officer listed on this solicitation. Reference General Information – Questions/Inquiries. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement and Contracts Department representative may result in the offending Offeror's proposal being rejected.

17. **TERMS AND CONDITIONS:**  
Radford University Contract R021042 - Supplemental Cleaning Services

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This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions. See **Attachment A.**

18. **ATTACHMENTS:**

- Attachment A – Terms and Conditions
- Attachment B – Sample of Standard Contract Form
- Attachment C- Service Categories
- Attachment D – Off-Campus Apartment Detail
- Attachment E – Pricing

**TERMS AND CONDITIONS****GENERAL TERMS AND CONDITIONS:****See:**[GENERAL TERMS AND CONDITIONS.pdf](#)**ADDITIONAL TERMS AND CONDITIONS:**

1. **ADDITIONAL GOOD AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services, under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the contract.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Radford University, its authorized agents, and/or state auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Radford University shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.
4. **CANCELLATION OF CONTRACT:** Radford University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all addendums thereof, the proposal submitted by the Contractor, the written results of negotiations, the University Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelop or package and identified as follows:

**From**

<b>Name of Offeror</b>	<b>Due Date</b>	<b>Time Due</b>
<b>Street or Box Number</b>	<b>Solicitation Number</b>	
<b>City, State, Zip Code</b>	<b>Solicitation Title</b>	
<b>Name of Procurement Officer:</b>		

RADFORD UNIVERSITY  
Procurement and Contracts Department  
P.O. Box 6885  
501 Stockton Street  
Radford, Virginia 24142

The Offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered, mailed or electronically submitted to the address of the respective party at the following address:

**If to the Contractor:** Address Shown on the RFP Cover Page  
**Attention:** Name of Person Signing RFP

**If to Radford University:**

RADFORD UNIVERSITY  
Procurement and Contracts Department  
Attn: Jeff Groseclose, Senior Contract Officer  
P.O. Box 6885  
501 Stockton Street  
Radford, Virginia 24142

8. **PUBLIC POSTING:** Radford University maintains a web-based contract database with a public gateway access. Any resulting cooperative contract(s) to this solicitation will be posted to the publicly accessible website. Contents identified and mutually negotiated, as proprietary information will not be made public.
9. **SEVERAL LIABILITY:** Radford University will be severally liable to the extent of its purchase made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

**SPECIAL TERMS AND CONDITIONS:**

1. **CONTRACTOR PERSONNEL:** All employees of the Contractor shall comply with the rules, regulations, policies and procedures of Radford University and shall maintain proper conduct. In the event the University finds, at its sole discretion, that an employee of the Contractor is objectionable to the University that employee shall be removed by the Contractor from University grounds and shall not again be employed by the Contractor on University grounds until approved by the University.
2. **CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Radford University Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Radford University campus. Contractor shall ensure subcontractors conduct similar background checks. Radford University reserves the right to audit a Contractor's background check process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Radford University campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Radford University Contract Administrator within 5 days. If at any time during the term of the contract Radford University discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the Contractor shall remove that employee's access to the Radford University campus, unless Radford University consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the Contract.
3. **INSPECTION OF JOB SITE:** My signature on this solicitation constitutes certification that I have inspected the job site and am aware of the conditions under which the work must be accomplished. Claims, as a result of failure to inspect the job site, will not be considered by Radford University.

Radford University's Compensation - Statutory requirements and benefits.

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Employers Liability - \$100,000.00

Commercial General Liability - \$1,000,000.00 per occurrence and \$2,000,00 in the aggregate to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. Radford University shall be named as an additional insured to the policy by endorsement.

Automobile Liability - \$1,000,000 combined single limit.

Builders Risk – For all renovation and new construction projects under \$100,000 Radford University will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the Contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the Contract and name Radford University as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.

\*The Contractor agrees to be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the Contract, including but not limited to claims under the Worker's Compensation Act. The Contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Radford University, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the Contract.

5. **LABELING OF HAZARDOUS SUBSTANCES:** If the items or products requested by this solicitation are "Hazardous Substances" as defined by the § 10.1-1400 of the Code of Virginia (1950), as amended, or #§ 1261 of Title 15 of the United States Code, then the Offeror, by submitting its Proposal, certifies and warrants that the items or products to be delivered under this Contract shall be properly labeled as required by the foregoing sections and that by delivering the items or products the Offeror does not violate any of the prohibitions of the Virginia Waste Management Act, Title 10.1, Chapter 15 of the Code of Virginia. or Title 15 U.S.C. § 1263.
6. **Lead:** The Contractor is contracted by Radford University to perform work in buildings where lead-containing materials such as lead-based paint may be located. Work performed under this Contract may impact these lead materials (for example, during building renovations), but does not include lead abatement or de-leading operations. The Contractor will be informed by Radford University project coordinator/manager of the location of suspect and known lead containing materials in the work area(s) to which the Contractor is assigned. The Contractor shall provide all training and equipment required by §29 CFR 1926.62 for the safe performance of the work. The Contractor may not perform de-leading or lead abatement unless they hold a valid Virginia Lead Contractor license and have been specifically retained to perform this work as a part of the contract. The Contractor shall submit to Radford University Facilities Management Department for review and approval his written Lead Work Plan which outlines work practices, precautions, procedures, and engineering controls to be used during work that disturbs lead prior to commencement of this work. Work will not proceed until the Lead Work Plan has been approved by Radford University Facilities Management
7. **MATERIALS CONTAINING ASBESTOS:** The Offeror shall not incorporate any materials into the work containing asbestos. The Offeror shall not incorporate any material known by the Offeror to contain a substance known to be hazardous to health when the building is occupied unless specifically approved by Radford University or required by the specifications. If the Offeror becomes aware that a material required by the specifications contains asbestos, it shall notify Radford University immediately and shall take no further steps to acquire or install any such material.
8. **PRIME CONTRACTOR RESPONSIBILITIES:** The Contractor shall be responsible for completely supervising and directing the work under this Contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this Contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
9. **RENEWAL OF CONTRACT:** This Contract may be renewed by Radford University for a period of 4, one-year periods only under the terms and conditions of the original Contract except as stated in A, B, C, & D below. Price increases may be negotiated only at the time of renewal. Written notice of Radford University's intention to renew shall be given (approximately 90 day) prior to the expiration date of each Contract period.

- Radford University, c/o Office of Procurement Services, 2102 Supplemental Cleaning Services, Page 15 of 17
- Contract price(s) for the additional year shall not exceed the contract prices of the original Contract increased/decreased by no more than the percentage increase/ decrease of the services category of the CPI-U section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
- B. If during the first one-year renewal Radford University elects to exercise the option to renew the Contract for the contract price(s) of the first one-year renewal period increased/decreased by no more than the percentage increase/decrease of the services category of the CP-U section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
  - C. If during the second one-year renewal Radford University elects to exercise the option to renew the Contract for the third additional one-year period, the Contract price(s) for the third additional one-year period shall not exceed the contract price(s) of the second one-year CPI-U renewal period increased/decreased by no more than the percentage increase/decrease of the services category of the section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
  - D. If during the third one-year renewal Radford University elects to exercise the option to renew the Contract for the fourth additional one-year period, the Contract price(s) for the fourth additional one-year period shall not exceed the contract price(s) of the third one-year renewal period increased/decreased by no more than the percentage increase/decrease of the services category of the CPI-U section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

- 10. **SAFETY:** The Contractor bears sole responsibility for the safety of its employees. The Contractor shall take all steps necessary to establish, administer, and enforce safety rules that meet the regulatory requirements of the Virginia Department of Labor and Industry (VDLI) and the Occupational Safety and Health Administration (OSHA). The Contractor shall take steps as necessary to protect the safety and health of University employees, students, and visitors during the performance of their work. In addition, the Contractor must also provide the University with a written safety program that it intends to follow in pursuing work under this contract. No work under this Contract will be permitted until the university is assured that the Contractor has an adequate safety program in effect.
- 11. **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of Radford University. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish Radford University the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by his subcontractor(s) and shall assure compliance with all requirements of the Contract.
- 12. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this Contract shall be repaired to the Owner's satisfaction at the Contractor's expense

**SAMPLE CONTRACT FORM**  
**Standard Contract form for reference only**  
**Offerors do not need to fill in this form.**



**STANDARD CONTRACT**  
Contract Number: **Rxxxxx**

This contract entered into this \_\_\_ day of \_\_\_\_\_, 20\_\_\_, by \_\_\_\_\_, located at (**insert complete physical address**), hereinafter called the “Contractor” and Commonwealth of Virginia, **Radford University**, called the “Purchasing Agency or Radford University”, located at 801 East Main Street, Radford, VA. 24142.”

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide \_\_\_\_\_ to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT:** From \_\_\_\_\_ through \_\_\_\_\_ with \_\_\_\_\_ **(number of years) year renewal options or as negotiated, to include all contractual provisions contained herein.**
4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**

This signed Radford University Standard Contract. Document;

Radford University’s Request for Proposal (RFP) **Rxx-xxx** dated \_\_\_\_\_, Addendum **xxx** dated \_\_\_\_\_  
**(list all addendums in this format).**

Contractor’s Proposal signed and dated \_\_\_\_\_

Negotiation Summation: **(List each document by title and execution date)**

5. **COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents. **(\*Note: If advantageous you can list compensation here.)**

**IN WITNESS WHEREOF**, the parties have caused this Contract to be duly executed intending to be bound thereby.

**CONTRACTOR:**

**RADFORD UNIVERSITY**

**Print Name:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Service Categories****Apartment Carpet Cleaning Service Scope of Work**

*Note: The following scope requests carpet cleaning via van, truck, or trailer mounted high pressure hot water extraction, a rotary machine for cleaning of trouble spots, and a deodorant application.*

**Apartment**

- ❖ Schedule work with Director of Housekeeping Services.
- ❖ Coordinate with Director of Housekeeping Services that central air is working properly before carpet cleaning commences.
- ❖ Relocate room furniture to another room or storage closet where available.
- ❖ Carpet should be vacuumed from turnover cleaning.
- ❖ Extract carpet in each room with a carpeted surface.
- ❖ Utilize a rotary machine on trouble spots or tough stains where necessary.
- ❖ Replace room furniture and clean carpet where furniture was previously stored.
- ❖ Apply a deodorizer to carpeted surfaces.
- ❖ Ensure that carpet will dry properly by placing fans for air flow while cleaning carpet and after carpet cleaning has concluded if necessary.
- ❖ If fans are left behind after carpet cleaning, please arrange to pick up equipment left behind.
- ❖ Place foam blocks under any furniture that is being moved back onto wet carpet to eliminate stains on furniture or transferring spots onto the carpet.



### Touch Up Cleaning Service Scope of Work

*Note: The intent of the following scope is to inspect previous cleaning and provide a "touch up" to apartments before they are occupied by incoming students and their parents/guests.*

#### Kitchen

- ❖ Inspect and clean, if necessary, the following items:
  - Surfaces, walls and corners of ceilings checking for cobwebs.
  - Interior and exterior of cupboards.
  - Interior and exterior of drawers.
  - Sink, water tap, and drains.
  - Stove and hood.
  - Dishwasher.
  - Refrigerator. Inspect wall around refrigerator.
  - Sweep and then mop kitchen floor with neutral floor cleaner.

#### Bathrooms

- ❖ Inspect and clean, if necessary, the following items:
  - Shower lining, bath basin, skirting boards, grout lines, wall tile, drains, traps, knobs and fixtures.
  - Toilet bowl, base, seat and behind toilet.
  - Bathroom sink and countertop.
  - Mirror shelf and glass.
  - Exhaust, air vents, door frame, and hinges.
  - Sweep and then mop bathroom floor with a neutral floor cleaner.

#### Bedrooms

- ❖ Inspect and clean, if necessary, the following items:
  - Blinds, window sills, ledges and window tracks paying close attention to signs of bugs.
  - Bedroom windows.
  - Air vents, smoke detector and light cover.
  - Door frame, closet door frame, closet shelving, hinges and knobs.
  - Furniture (dresser with three drawers, desk, desk chair, bed and mattress).
  - Baseboards.
  - Vacuum bedroom carpet.

❖ Respect and Clean, if Necessary, the following items: Services

- Blinds, window sills, ledges and window tracks paying close attention to signs of bugs.
- Common area and living room window.
- Ceiling fan and blades, air vents, smoke detector and light cover.
- Door frames, hinges and knobs.
- Baseboards and vacuum living room, common area, and entrance carpet.
- Sweep and then mop entrance way floor with a neutral floor cleaner.

HVAC Closet

## ❖ Inspect and clean, if necessary, the following items:

- HVAC closet - paying close attention to walls of closet and closet door vents as applicable.

Laundry Room and Closets

## ❖ Inspect and clean, if necessary, the following items:

- Laundry rooms and communal laundry sites as applicable.
- Corners and high spots for lint and dust.
- Walls behind washers and dryers.
- Lint traps in dryers.
- Dryer door, sides, surfaces and faceplate.
- Washer surface, faceplate and around washer lids, fabric softener and detergent reservoirs.
- Air vents, smoke detector and light cover.
- Laundry room door frame, hinges and knobs.
- Window sills, ledges, blinds and window tracks as applicable.
- Baseboards and floor.
- Sweep and then mop laundry floor with a neutral floor cleaner.



### Turnover Cleaning Service Scope of Work

*Note: The following scope represents a traditional turnover cleaning (deep cleaning). Residents have moved out and apartments may have received preventative maintenance. No Cleaning has occurred.*

#### Walls, Doors and Trim

- ❖ Inspect all vertical surfaces throughout apartment, including walls, doors, around door knobs, light switches and trim/molding.
- ❖ Clean away bodily oil residues like handprints and other marks with a muscle cleaner.
- ❖ If spots can't be removed, notify Housekeeping Manager or Housekeeping Director to assess for possible painting needs.

#### Kitchen

- ❖ Clean and disinfect surfaces.
- ❖ Clean and disinfect interior and exterior of cupboards. Remove any items left behind.
- ❖ Clean and disinfect interior and exterior of drawers. Remove any items left behind.
- ❖ Clean and disinfect sink, water tap, drains, and remove any deposit buildup.
- ❖ Pull stove from encasement and degrease sides of island and wall. Remove any items left behind.
- ❖ Clean interior and exterior of oven using oven cleaner. Knobs, trays, grill racks, etc.
- ❖ Remove buildup and clean grill and hood.
- ❖ Dust and wipe down fan or air vents.
- ❖ Run dishwasher cycle then clean after draining. Clean rubber seals and soap reservoir.
- ❖ Pull refrigerator away from wall. Dust and wipe down any cobwebs along the back of the refrigerator. Dust and wipe down wall behind refrigerator. Wall should be free off any cobwebs.
- ❖ Remove any debris left underneath the refrigerator after moving.
- ❖ Clean and disinfect Refrigerator/Freezer. Remove any food left behind. Clean any mildew from rubber seals.
- ❖ Clean skirting boards in kitchen.
- ❖ Dust edges of electrical outlets.
- ❖ Sweep, mop and machine scrub kitchen floor with neutral floor cleaner.
- ❖ Wipe down walls with disinfectant.

#### Bathrooms

- ❖ Remove any buildup or deposits from shower lining, bath basin, wall tile, drains, traps, knobs and fixtures. Clean and disinfect the aforementioned surfaces.
- ❖ Dry and polish shower fixtures.
- ❖ Clean and disinfect toilet bowl, base, seat and behind toilet.
- ❖ Clean and disinfect bathroom sink and countertop. Remove any deposits and buildup from drain. Dry sink fixtures and polish.
- ❖ Remove any clutter from bathroom mirror storage and bathroom cabinets.
- ❖ Clean mirror glass.
- ❖ Dust and wipe down any fan or air vents.
- ❖ Dust and wipe down door frame, hinges and knob. Remove any smudges or fingerprints from door.
- ❖ Clean skirting boards in bathroom.
- ❖ Clean and disinfect grout line along shower base of bathroom floor.
- ❖ Sweep, mop and machine scrub bathroom floor with a neutral floor cleaner.
- ❖ Wipe down walls with disinfectant.

- ❖ ~~Thorough dusting of bedroom.~~ - Supplemental Cleaning Services
- ❖ Dust and wipe down air vents.
- ❖ Dust smoke detector.
- ❖ Dust or clean out light cover if applicable.
- ❖ Dust and wipe down door frame, hinges and knob.
- ❖ Dust and wipe down window sills and ledges.
- ❖ Dust blinds.
- ❖ Dust along baseboards.
- ❖ Remove any smudges or fingerprints from bedroom door and closet door.
- ❖ Dust and wipe down closet door frame, hinges and knob.
- ❖ Furniture should be moved and vacuumed underneath.
- ❖ Move mattress and vacuum underneath mattress and frame.
- ❖ Thoroughly vacuum all bedroom carpet, utilizing crevice tool along edges and doorways.
- ❖ Vacuum sliding window tracks.
- ❖ Vacuum interior drawers of desks.
- ❖ Vacuum interior drawers of dressers.
- ❖ Vacuum window tracks.
- ❖ Clean window tracks with an all-purpose cleaner.
- ❖ Clean inside windows with glass cleaner.
- ❖ Wipe down walls with disinfectant.

#### Common Area/Living Room/Entrance

- ❖ Dust and wipe down air vents.
- ❖ Dust smoke detector.
- ❖ Dust and wipe down ceiling fan, ceiling fan lights and blades.
- ❖ Dust or clean out light cover if applicable.
- ❖ Dust and wipe down door frame, hinges and knobs.
- ❖ Dust and wipe down window sills and ledges.
- ❖ Dust blinds.
- ❖ Dust and wipe down ceiling fan and blades.
- ❖ Dust along baseboards.
- ❖ Remove any smudges or fingerprints from front door and closet doors.
- ❖ Dust and wipe down closet door frame, hinges and knob.
- ❖ Furniture should be moved and vacuumed underneath.
- ❖ Thoroughly vacuum all living room and common area carpet, utilizing crevice tool along edges and doorways.
- ❖ Vacuum sliding window tracks.
- ❖ Clean inside windows with glass cleaner.
- ❖ Clean out window tracks after vacuuming with an all-purpose cleaner.
- ❖ Sweep, mop and machine scrub entrance way floor with a neutral floor cleaner.
- ❖ Wipe down walls with disinfectant.

#### HVAC Closet

- ❖ Dust, vacuum and wipe down walls of HVAC closet.
- ❖ Dust, vacuum and wipe down water heater, air handler and any fittings, pipes or fixtures.
- ❖ Vacuum or sweep out HVAC closet as applicable.
- ❖ Dust and wipe down door frame, hinges and knob. Remove any smudges or fingerprints from door.
- ❖ Dust and wipe down interior and exterior vent in HVAC closet door.
- ❖ Wipe down walls with disinfectant.

- ❖ Provide thorough dusting, vacuuming and wiping of laundry rooms and communal laundry sites as applicable.
- ❖ Inspect corners and high spots for lint and dust and remove with an extension duster or vacuum.
- ❖ Remove any lint or cobwebs from walls and surfaces. Provide careful attention to walls behind washers and dryers.
- ❖ Utilize a vacuum with an extension and crevice tool/wand to vacuum around, in between and beneath washers and dryers.
- ❖ Clean lint traps in dryers. Remove lint and wipe grills and traps with a damp cloth.
- ❖ Clean around dryer doors, removing lint and dust buildup around the seal of the dryer door.
- ❖ Wipe down the sides, surface and faceplate of dryer.
- ❖ Clean around washer lids. Remove any buildup underneath the lid.
- ❖ Clean out fabric softener and detergent reservoirs, remove any buildup.
- ❖ Wipe down the sides, surface and faceplate of washer.
- ❖ Dust and wipe down air vents.
- ❖ Dust smoke detector.
- ❖ Dust or clean out light cover if applicable.
- ❖ Dust and wipe down laundry room door frame, hinges and knobs.
- ❖ Dust and wipe down window sills and ledges.
- ❖ Dust blinds.
- ❖ Dust along baseboards.
- ❖ Sweep, mop and machine scrub laundry floor with a neutral floor cleaner.
- ❖ Any and all closets should be cleaned to same standards as other spaces.
- ❖ Wipe down walls with disinfectant.



### Post Remodel Turnover Cleaning Service Scope of Work

*Note: The following scope is identical to normal turnover cleaning checklist, however, please consider that apartments identified as "Post Remodel" may have new carpet, flooring, appliances and paint. Debris related to the remodel will be removed by Radford University staff prior to cleaning.*

#### Kitchen

- ❖ Clean and disinfect surfaces.
- ❖ Clean and disinfect interior and exterior of cupboards. Remove any items left behind.
- ❖ Clean and disinfect interior and exterior of drawers. Remove any items left behind.
- ❖ Clean and disinfect sink, water tap, drains, and remove any deposit buildup.
- ❖ Pull stove from encasement and degrease sides of island and wall. Remove any items left behind.
- ❖ Clean interior and exterior of oven using oven cleaner. Knobs, trays, grill racks, etc.
- ❖ Remove buildup and clean grill and hood.
- ❖ Dust and wipe down fan or air vents.
- ❖ Run dishwasher cycle then clean after draining. Clean rubber seals and soap reservoir.
- ❖ Pull refrigerator away from wall. Dust and wipe down any cobwebs along the back of the refrigerator. Dust and wipe down wall behind refrigerator. Wall should be free off any cobwebs.
- ❖ Remove any items left underneath the refrigerator after moving.
- ❖ Clean and disinfect Refrigerator/Freezer. Remove any food left behind. Clean any mildew from rubber seals.
- ❖ Clean skirting boards in kitchen.
- ❖ Dust edges of electrical outlets.
- ❖ Sweep, mop and machine scrub kitchen floor with neutral floor cleaner.

#### HVAC Closet

- ❖ Dust, vacuum and wipe down walls of HVAC closet.
- ❖ Dust, vacuum and wipe down water heater, air handler and any fittings, pipes or fixtures.
- ❖ Vacuum or sweep out HVAC closet as applicable.
- ❖ Dust and wipe down door frame, hinges and knob. Remove any smudges or fingerprints from door.
- ❖ Dust and wipe down interior and exterior vent in HVAC closet door.

#### Bathrooms

- ❖ Remove any buildup or deposits from shower lining, bath basin, wall tile, drains, traps, knobs and fixtures. Clean and disinfect the aforementioned surfaces.
- ❖ Dry and polish shower fixtures.
- ❖ Clean and disinfect toilet bowl, base, seat and behind toilet.
- ❖ Clean and disinfect bathroom sink and countertop. Remove any deposits and buildup from drain. Dry sink fixtures and polish.
- ❖ Remove any clutter from bathroom mirror storage and bathroom cabinets.
- ❖ Clean mirror glass.
- ❖ Dust and wipe down any fan or air vents.

- ❖ Clean skirting boards in Bathroom
- ❖ Clean and disinfect grout line along shower base of bathroom floor.
- ❖ Sweep, mop and machine scrub bathroom floor with a neutral floor cleaner.

### Bedrooms

- ❖ Thorough dusting of bedroom.
- ❖ Dust and wipe down air vents.
- ❖ Dust smoke detector.
- ❖ Dust or clean out light cover if applicable.
- ❖ Dust and wipe down door frame, hinges and knob.
- ❖ Dust and wipe down window sills and ledges.
- ❖ Dust blinds.
- ❖ Dust along baseboards.
- ❖ Remove any smudges or fingerprints from bedroom door and closet door.
- ❖ Dust and wipe down closet door frame, hinges and knob.
- ❖ Furniture should be moved and vacuumed underneath.
- ❖ Move mattress and vacuum underneath mattress and frame.
- ❖ Thoroughly vacuum all bedroom carpet, utilizing crevice tool along edges and doorways.
- ❖ Vacuum sliding window tracks.
- ❖ Vacuum interior drawers of desks.
- ❖ Vacuum interior drawers of dressers.
- ❖ Vacuum window tracks.
- ❖ Clean window tracks with an all-purpose cleaner.
- ❖ Clean inside windows with glass cleaner.

### Common Area/Living Room/Entrance

- ❖ Dust and wipe down air vents.
- ❖ Dust smoke detector.
- ❖ Dust and wipe down ceiling fan, ceiling fan lights and blades.
- ❖ Dust or clean out light cover if applicable.
- ❖ Dust and wipe down door frame, hinges and knobs.
- ❖ Dust and wipe down window sills and ledges.
- ❖ Dust blinds.
- ❖ Dust and wipe down ceiling fan and blades.
- ❖ Dust along baseboards.
- ❖ Remove any smudges or fingerprints from front door and closet doors.
- ❖ Dust and wipe down closet door frame, hinges and knob.
- ❖ Furniture should be moved and vacuumed underneath.
- ❖ Thoroughly vacuum all living room and common area carpet, utilizing crevice tool along edges and doorways.
- ❖ Vacuum sliding window tracks.
- ❖ Clean inside windows with glass cleaner.
- ❖ Clean out window tracks after vacuuming with an all-purpose cleaner.
- ❖ Sweep, mop and machine scrub entrance way floor with a neutral floor cleaner.

- ❖ Provide thorough dusting, vacuuming and wiping of laundry rooms and communal laundry sites as applicable.
- ❖ Inspect corners and high spots for lint and dust and remove with an extension duster or vacuum.
- ❖ Remove any lint or cobwebs from walls and surfaces. Provide careful attention to walls behind washers and dryers.
- ❖ Utilize a vacuum with an extension and crevice tool/wand to vacuum around, in between and beneath washers and dryers.
- ❖ Clean lint traps in dryers. Remove lint and wipe grills and traps with a damp cloth.
- ❖ Clean around dryer doors, removing lint and dust buildup around the seal of the dryer door.
- ❖ Wipe down the sides, surface and faceplate of dryer.
- ❖ Clean around washer lids. Remove any buildup underneath the lid.
- ❖ Clean out fabric softener and detergent reservoirs, remove any buildup.
- ❖ Wipe down the sides, surface and faceplate of washer.
- ❖ Dust and wipe down air vents.
- ❖ Dust smoke detector.
- ❖ Dust or clean out light cover if applicable.
- ❖ Dust and wipe down laundry room door frame, hinges and knobs.
- ❖ Dust and wipe down window sills and ledges.
- ❖ Dust blinds.
- ❖ Dust along baseboards.
- ❖ Sweep, mop and machine scrub laundry floor with a neutral floor cleaner.
- ❖ Any and all closets should be cleaned to same standards as other spaces.

# RADFORD UNIVERSITY

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## Facilities Management

### **Campus Resilient Floor Refinishing Service Scope of Work**

*Note: The following scope represents floor refinishing, i.e. stripping and refinishing or scrubbing and recoating. Stripping or scrubbing process to be discussed between Radford University Housekeeping Director and Vendor. Refinishing will include but may not be limited to dorm rooms, laundry rooms, hallways, offices, classrooms, etc.*

#### Dorm Room

- ❖ Schedule work with Director of Housekeeping Services.
- ❖ Coordinate with Director of Housekeeping Services that central air is working properly before floor refinishing commences.
- ❖ Relocate room furniture to another room or storage closet where available.
- ❖ Sweep debris from floors.
- ❖ Apply stripper solution to floor and complete stripping process.
- ❖ Apply minimum of four coats of finish to floor.
- ❖ Replace room furniture.

**Attachment D****Off-Campus Apartment Detail**

ADDRESS	UNIT	BED QTY.	BATH QTY.	LAUNDRY
Location 2	C	5	2	YES
Location 2	D	3	2	NO
Location 2	E	4	2	YES
Location 2	F	5	2	YES
Location 2	G	3	2	NO
Location 2	H	4	2	YES
Location 2	I	5	2	YES
Location 2	J	3	2	NO
Location 2	K	4	2	YES
Location 3	A	2	1	NO
Location 3	B	2	1	NO
Location 3	C	2	1	NO
Location 3	D	2	1	NO
Location 3	E	4	2	NO
Location 3	F	4	2	NO
Location 3	G	4	2	NO
Location 3	H	4	2	NO
Location 4	B	2	1	NO
Location 4	C	2	1	NO
Location 4	D	2	1	NO
Location 4	E	2	1	NO
Location 4	F	2	1	NO
Location 4	G	2	1	NO
Location 4	H	2	1	NO
Location 4	I	2	1	NO
Location 4	J	2	1	NO
Location 4	K	2	1	NO
Location 4	L	2	1	NO
Location 4	M	2	1	NO
Location 5	B	2	1	NO
Location 5	C	2	1	NO
Location 5	D	2	2	NO
Location 5	E	2	2	NO
Location 5	F	2	1	NO
Location 5	G	2	1	NO
Location 5	LAUNDRY ROOM			
Location 6	A	3	1	NO
Location 6	B	5	2	NO

Location 6	C	5	2	NO
Location 6	D	4	2	YES
Location 6	E	3	2	NO
Location 6	F	5	2	NO
Location 6	G	5	2	NO
Location 6	H	4	2	YES
Location 6	I	3	2	NO
Location 6	J	5	2	NO
Location 6	K	5	2	NO
Location 6	L	4	2	YES
Location 6	LAUNDRY ROOM			
Location 7	A	1	1	NO
Location 7	B	2	1	NO
Location 7	C	3	2	NO
Location 7	D	3	2	NO
Location 7	E	1	1	NO
Location 7	F	2	1	NO
Location 7	G	3	2	NO
Location 7	H	3	2	NO
Location 7	I	1	1	NO
Location 7	J	2	1	NO
Location 7	K	3	2	NO
Location 7	L	3	2	NO
Location 7	M	2	1	NO
Location 7	N	1	1	NO
Location 7	O	0	0	YES
Location 7	P	1	1	NO
Location 7	Q	1	1	NO
Location 7	R	1	1	NO
Location 7	T	3	2	YES
Location 7	U	3	2	YES
Location 7	V	3	2	YES
Location 7	W	3	2	NO
Location 7	X	3	2	NO
Location 9	A	5	2	YES
Location 9	B	3	2	NO
Location 9	C	3	2	YES
Location 9	D	3	2	NO
Location 9	E	3	2	YES
Location 10	LAUNDRY ROOM			YES
Location 10	B	3	1.5	YES
Location 10	C	3	1.5	YES
Location 10	D	1	1	NO

Location 10	E	1	1	NO
Location 10	F	2	1	YES
Location 10	G	1	1	NO
Location 10	H	2	2	NO
Location 10	I	1	1	NO
Location 10	J	1	1	NO
Location 10	K	2	1	YES
Location 10	L	1	1	NO
Location 10	M	2	1	NO
Location 10	O	4	2	NO
Location 10	P	5	2.5	NO
Location 11	A	3	1.5	NO
Location 11	B	3	1.5	NO
Location 11	C	3	2	YES
Location 11	D	3	1.5	NO
Location 11	E	3	2	NO
Location 11	F	3	2	NO
Location 11	G	3	1.5	NO
Location 11	H	3	2	NO
Location 11	I	2	1	NO
Location 11	J	4	2.5	YES
Location 11	K	4	2.5	YES
Location 11	L	4	2.5	YES
Location 11	M	4	2.5	YES
Location 11	N	2	1	NO
Location 11	O	5	2.5	YES
Location 11	P	5	2.5	YES
Location 11	Q	5	2.5	NO
Location 11	R	2	1	NO
Location 11	S	2	1	NO
Location 11	T	2	1	NO
Location 11	U	2	1	NO
Location 12	A	5	2	NO
Location 12	B	2	1	NO
Location 12	C	2	1	NO
Location 12	D	2	1	NO
Location 12	E	2	1	NO
Location 12	F	2	1	NO
Location 12	G	2	1	NO
Location 12	H	2	1	NO
Location 12	I	2	1	NO
Location 12	J	2	1	NO
Location 12	LAUNDRY ROOM	0	0	YES
Location 13	A	3	2	YES

Location	Category	Count	Value	Requirement
Location 13	D	4	2	YES
Location 13	C	4	2	YES
Location 13	D	3	2	YES
Location 13	E	3	2	YES
Location 13	F	4	2	YES
Location 13	G	4	2	YES
Location 13	H	3	2	YES
Location 13	I	3	2	YES
Location 13	J	4	2	YES
Location 13	K	4	2	YES
Location 13	L	3	2	YES
Location 14	A	4	2.5	YES
Location 14	B	4	2.5	NO
Location 14	C	4	2	YES
Location 14	D	3	2	NO
Location 14	E	3	2	NO
Location 14	F	3	2	NO
Location 14	G	2	1	NO
Location 14	H	2	1	NO
Location 14	I	2	1	NO
Location 15	A	2	1	YES
Location 15	B	2	1	YES
Location 15	C	2	1	YES
Location 15	D	2	1	YES
Location 15	E	2	1	YES
Location 15	F	2	1	YES
Location 16	G	2	1	YES
Location 16	H	2	1	YES
Location 16	I	2	1	YES
Location 16	J	2	1	YES
Location 16	K	2	1	YES
Location 16	L	2	1	YES
Location 16	M	2	1	YES
Location 16	N	2	1	YES
Location 17	A	2	1	YES
Location 17	B	2	1	YES
Location 17	C	2	1	YES
Location 17	D	2	1	YES
Location 17	E	2	1	YES
Location 17	F	2	1	YES
Location 18	A	4	2	YES
Location 18	B	4	2	YES
Location 18	C	4	2	YES
Location 18	D	4	2	YES
Location 18	E	4	2	YES

Location ID	F	5	2	YES
Location 18	G	4	2	YES
Location 18	H	4	2	YES
Location 18	I	4	2	YES
Location 18	J	5	2	YES
Location 18	K	4	2	YES
Location 18	L	4	2	YES
Location 18	M	4	2	YES
Location 18	N	4	2	YES
Location 18	O	4	2	YES
Location 18	P	4	2	YES
Location 18	Q	4	2	YES
Location 18	R	4	2	YES
Location 19	A	1	1	NO
Location 19	B	3	1	NO
Location 20	A	2	1	NO
Location 20	B	2	1	NO
Location 20	C	2	1	NO
Location 20	D	2	1	NO
Location 20	E	1	1	NO
Location 21	A	2	1	YES
Location 21	B	2	1	YES
Location 21	C	3	2	YES
Location 21	D	3	2	YES
Location 21	E	2	1	YES
Location 21	F	2	1	YES
Location 21	G	3	2	YES
Location 21	H	3	2	YES
Location 21	I	2	1	YES
Location 21	J	2	1	YES
Location 21	K	3	2	YES
Location 21	L	3	2	YES
Location 22	A	1	1	NO
Location 22	B	1	1	NO
Location 22	C	2	1	NO
Location 22	D	1	1	NO
Location 22	E	1	1	NO
Location 22	F	1	1	NO
Location 22	G	2	1	NO
Location 22	H	1	1	NO
Location 22	I	1	1	NO
Location 22	J	1	1	NO
Location 22	K	2	1	NO
Location 22	L	1	1	NO
Location 22	M	3	1	NO

Location 22	N	3	1.5	NO
Location 22	O	3	1.5	NO
Location 24	A	2	1	NO
Location 24	B	2	1	NO
Location 24	C	2	1	NO
Location 24	D	2	1	NO
Location 24	G	1	1	NO
Location 24	H	3	1	NO
Location 24	I	5	3	YES
Location 24	J	5	3	YES
Location 24	LAUNDRY ROOM			YES
Location 26	C	3	2	YES
Location 26	D	3	2	YES
Location 26	E	5	2.5	YES
Location 26	F	4	2.5	YES
Location 26	G	5	2.5	YES
Location 26	C	3	2	YES
Location 26	D	3	2	YES
Location 26	E	5	2.5	YES
Location 26	F	4	2.5	YES
Location 26	G	5	2.5	YES
Location 28	A	4	2	NO
Location 28	B	3	2	NO
Location 29	A	3	2	NO
Location 29	B	4	2	NO
Location 29	C	4	2	NO
Location 29	D	4	2	NO
Location 29	E	3	2	NO
Location 29	F	4	2	NO
Location 29	G	4	2	YES
Location 29	H	4	2	NO
Location 29	I	3	2	NO
Location 29	J	4	2	NO
Location 29	K	4	2	NO
Location 29	L	4	2	NO

### Attachment E PRICING SCHEDULE

Attachment E should be completed and submitted by the Offeror as part of a complete Proposal. Offerors shall identify **all** costs associated with providing the services as specified in the Request for Proposal. Offerors should indicate any allowed discounts with the pricing schedule, including any discounts for payment terms less than n30 days.

**\*Note:** The Pricing schedule may be applied to the Offeror's form/template and included in their proposal, but should include of the Request for Proposal

#### A. Apartment Cleaning Rates

Line Item	Apartment Type			Rate Per Apartment for the Services Below		
	Bedroom(S)	Bath(S)	Laundry	Touch Up Apartment Cleaning	Turnover Apartment Cleaning	Post Remodel Apartment Cleaning
1	1	1	No	\$	\$	\$
2	2	1	No	\$	\$	\$
3	2	1	Yes	\$	\$	\$
4	2	2	No	\$	\$	\$
5	3	1	No	\$	\$	\$
6	3	1.5	No	\$	\$	\$
7	3	1.5	Yes	\$	\$	\$
8	3	2	No	\$	\$	\$
9	3	2	Yes	\$	\$	\$
10	4	2	No	\$	\$	\$
11	4	2	Yes	\$	\$	\$
12	4	2.5	No	\$	\$	\$
13	4	2.5	Yes	\$	\$	\$
14	5	2	No	\$	\$	\$

Line Item	Apartment Type			Rate Per Apartment for the Services Below		
	Bedroom(S)	Bath(S)	Laundry	Touch Up Apartment Cleaning	Turnover Apartment Cleaning	Post Remodel Apartment Cleaning
15	5	2	Yes	\$	\$	\$
16	5	2.5	No	\$	\$	\$
17	5	2.5	Yes	\$	\$	\$
18	5	3	Yes	\$	\$	\$

### B. Various Cleaning Services

Service	Unit of Measure	Rate	Unit of Measure	Rate	Unit of Measure	Rate
Carpet Cleaning	Square Foot	\$	N/A	N/A	N/A	N/A
Resilient Floor Cleaning	Square Foot	\$	N/A	N/A	N/A	N/A
Wood Floor Cleaning/Polishing	Square Foot	\$	N/A	N/A	N/A	N/A
Tile/VCT/Grout Cleaning	Square Foot	\$	N/A	N/A	N/A	N/A
Tile/VCT/Grout Sealing	Square Foot	\$	N/A	N/A	N/A	N/A
Worker	Hourly (Regular Time)	\$	Hourly (Weekend/Night)	\$	Hourly (Emergency Rate)	\$
Crew Leader / Supervisor	Hourly (Regular Time)	\$	Hourly (Weekend/Night)	\$	Hourly (Emergency Rate)	\$
Upholstery Cleaning	Couch/Sofa	\$	Bench/Loveseat	\$	Chair (Single)	\$
Water Extraction	Hourly (Regular Time)	\$	Hourly (Weekend/Night)	\$	Hourly (Emergency Rate)	\$
Pressure Washing	Hourly	\$	N/A	N/A	N/A	N/A
Window Washing	Hourly	\$	N/A	N/A	N/A	N/A

**Addendum No. 1****Date: February 19, 2021****TO ALL OFFERORS:**

<b>Reference:</b>	<b>R21-007</b>
<b>Title:</b>	<b>Supplemental Cleaning Services</b>
<b>Dated:</b>	<b>February 8, 2021</b>
<b>For Delivery To:</b>	<b>RADFORD UNIVERSITY Procurement and Contracts David E. Armstrong Complex 501 Stockton Street Radford, Virginia 24142-6885</b>
<b>Proposal Due Date/Time:</b>	<b>March 4, 2021 at 3:00 PM</b>

**Amendments:**

1. **OPTIONAL SITE VISIT:** There will be an optional site visit held on **Monday, February 22, 2021 at 10:30 am EST**. Following are the details regarding the site visit:
  - A. Offerors planning to attend the site visit should email Jeff Groseclose at [jbgrosec1@radford.edu](mailto:jbgrosec1@radford.edu) by 9:00 am on Monday, February 22, 2021 to advise of their plan to attend.
  - B. Due to COVID-19, offerors must register as a visitor before coming to campus. Use this link to open the registration form: <https://www.radford.edu/content/radfordcore/home/reopening/visitor-information.html>
  - C. Due to COVID-19 offerors are asked to limit their representation at the site visit to **ONE PERSON**.
  - D. Site visit attendees must wear a mask while on campus. **NO EXCEPTIONS** Offerors should review the Radford University Campus Reopening page for more information on COVID-19 guidance at the university. <https://www.radford.edu/content/radfordcore/home/reopening.html>
  - E. Offerors should arrive at the Armstrong Complex located at 501 Stockton Street, Radford, VA 24142 prior to 10:30 am. Offerors should call Jeff Groseclose at 540-831-5634 when they arrive for the site visit to be given instructions on where to meet. **Do not come in to the building.**

2. Written questions may be submitted to [jbgrosec1@radford.edu](mailto:jbgrosec1@radford.edu) until the close of business on Wednesday, February 24, 2021

**Clarification:**

1. **Question:** The scope for carpet cleaning on page 17 of the RFP requests carpet cleaning via van, truck, or trailer mounted high pressure hot water extraction. Would a portable hot water extraction machine also be okay to use?

**Radford University Response:** The University prefers a van, truck, or trailer mounted high pressure hot water extraction system. Offerors should submit the type of equipment they intend to use to meet the Statement of Needs and should also submit a list of equipment in their inventory that will be available to meet the Statement of Needs.

2. **Question:** Please provide square footage for administrative and leased buildings that may require cleaning.

**Radford University Response:** The university intends to use this service as supplemental to in house services so the buildings that may require cleaning could vary and are unknown at this time. Offerors may submit rates per square foot for this service in addition to hourly rates for future consideration. At this time the University intends to use an hourly labor rate for cleaning in academic and administrative buildings. Apartments should be priced per the time of apartment in the pricing schedule.

3. **Question:** Please clarify supplies, materials, and equipment the contractor is to provide for off campus housing and leased properties. Reference STATEMENT OF NEEDS paragraph 9.E.1 on page 7 of the RFP.

**Radford University Response:** Below is a list inclusive of, but not exclusive to, supplies, materials, and equipment the contractor will be expected to provide for off campus apartments and other leased properties. The contract administrator, or their designee, must approve these and any other equipment, materials, supplies, and tool to be use to meet the Statement of Needs and offerors must be able to provide SDS sheets for all items.

A. Equipment:

1. Upright Vacuum cleaner
2. Back pack vacuum cleaner
3. Carpet cleaning equipment/vehicles
4. Portable Carpet Cleaning machines
5. Rotary floor scrubbing machines
6. Orbital floor scrubbing machine
7. Moto-mop/Moto scrubber for hard floors
8. Floor fans
9. Wet floor signs
10. Closed signs

B. Materials:

1. Microfiber cleaning cloths for general purpose cleaning
2. Microfiber cleaning cloths for bathrooms

3. Microfiber cleaning cloths for kitchens
4. Microfiber cleaning cloths for windows
5. Microfiber cleaning cloths for stainless
6. Microfiber cleaning cloths for furniture
7. Disposable cleaning "rags" for dirty spot cleaning
8. Mop heads for bathroom cleaning
9. Mop heads for general purpose cleaning
10. Flat Mop Heads for LVT
11. Glass cleaning pads and trowels
12. Brillo pads
13. Scouring pads
14. Scotch Brite pads
15. Dusters, extension dusters
16. Disposable dusters
17. Mop bucket
18. Mop handle
19. Johnny Brush/Stiff Bristle brush
20. Bunny tail/soft brush
21. Counter brush
22. Utility Brush
23. Grout Brush
24. Radiator/Grill brush
25. Thumb scraper
26. Magic Erasers
27. Broom
28. Dust Mop
29. Dust Pan
30. Vacuum bags
31. Cleaning caddy's
32. Method of transporting dirty cleaning cloths
33. Trash bags
34. Gloves
35. Goggles
36. Masks
37. Face Shields
38. Tyvek suits/booties/hoods
39. Other PPE
40. First Aid kits
41. Sharps containers or boxes for sharp object trash
42. SDS information/Binders/Digital Presentation
43. Extra labels for empty spray bottles

C. Supplies and Chemicals:

1. Disinfectants efficacious against COVID-19 as established by the EPA List N.
2. Oven cleaner
3. Glass cleaners
4. Stainless cleaner/polish

5. Furniture cleaning polish
6. General purpose cleaner
7. "Muscle" cleaner
8. Floor cleaner for LVT, linoleum, ceramic, plank, rubber/composite flooring.
9. Deodorizers
10. Limescale remover
11. Hard Water remover
12. Soap Scum/Grime Remover
13. Degreaser
14. Mildewstat/Fungicide
15. Grout Cleaner
16. Gum Remover
17. Graffiti Remover
18. Baking Soda
19. Dawn Detergent/Degreaser

Respectfully,

Jeff Groseclose  
Senior Contract Officer  
Email: [jbgrosec@radford.edu](mailto:jbgrosec@radford.edu)

**Addendum No. 2****Date: February 23, 2021****TO ALL OFFERORS:**

<b>Reference:</b>	<b>R21-007</b>
<b>Title:</b>	<b>Supplemental Cleaning Services</b>
<b>Dated:</b>	<b>February 8, 2021</b>
<b>For Delivery To:</b>	<b>RADFORD UNIVERSITY Procurement and Contracts David E. Armstrong Complex 501 Stockton Street Radford, Virginia 24142-6885</b>
<b>Proposal Due Date/Time:</b>	<b>March 4, 2021 at 3:00 PM</b>

**Amendments:**

1. **OPTIONAL SITE VISIT:** There will be an optional site visit held on **Thursday February 25, 2021 at 1:30 pm EST**. Following are the details regarding the site visit:
  - A. Offerors planning to attend the site visit should email Jeff Groseclose at [jbgrosec1@radford.edu](mailto:jbgrosec1@radford.edu) by 10:00 am on Thursday February 25, 2021 to advise of their plan to attend.
  - B. Due to COVID-19, offerors must register as a visitor before coming to campus. Use this link to open the registration form: <https://www.radford.edu/content/radfordcore/home/reopening/visitor-information.html>
  - C. Due to COVID-19 offerors are asked to limit their representation at the site visit to **ONE PERSON**.
  - D. Site visit attendees must wear a mask while on campus. **NO EXCEPTIONS** Offerors should review the Radford University Campus Reopening page for more information on COVID-19 guidance at the university. <https://www.radford.edu/content/radfordcore/home/reopening.html>
  - E. Offerors should arrive at the Armstrong Complex located at 501 Stockton Street, Radford, VA 24142 prior to 1:30 pm. Offerors should call Jeff Groseclose at 540-831-5634 when they arrive for the site visit to be given instructions on where to meet. **Do not come in to the building.**

2. Written questions may be submitted to [jbgrosec1@radford.edu](mailto:jbgrosec1@radford.edu) until the close of business on Friday, February 26, 2021

Respectfully,

Jeff Groseclose  
Senior Contract Officer  
Email: [jbgrosec1@radford.edu](mailto:jbgrosec1@radford.edu)

**Addendum No. 3****Date: March 2, 2021****TO ALL OFFERORS:**

<b>Reference:</b>	<b>R21-007</b>
<b>Title:</b>	<b>Supplemental Cleaning Services</b>
<b>Dated:</b>	<b>February 8, 2021</b>
<b>For Delivery To:</b>	<b>RADFORD UNIVERSITY Procurement and Contracts David E. Armstrong Complex 501 Stockton Street Radford, Virginia 24142-6885</b>
<b>Original Proposal Due Date/Time:</b>	<b>March 4, 2021 at 3:00 PM <b>**Changing to March 12, 2021 up to and including 3:00 PM Eastern Time.**</b></b>

**Amendments:**

- 1. DUE DATE CHANGE:** Proposals will be received until Friday, **March 12, 2021 up to and including 3:00 PM Eastern Time.**
- No further questions will be accepted after the issuance of this Addendum.

**Clarification:**

- 1. Question:** How often do campus academic and administrative buildings require cleaning? Is there a specific schedule for daytime and nighttime porters or will the university continue in-house cleaning for campus academic and administrative buildings?

**Radford University Response:** Any facility operated and maintained by Radford University Facilities Management requires cleaning and disinfection daily unless, otherwise directed by Radford University Facilities Management. As a response to COVID\_19, cleaning and disinfection task frequencies are currently established in the *Specialized Cleaning and Disinfection Guidelines*. At the discretion of the university, cleaning and disinfection task frequencies may resume at APPA level II Standards of Cleanliness. At this time, there are no Housekeeping services after 9pm.

2. **Question:** Is disinfection required as part of off campus apartment cleaning?

**Radford University Response:** Yes.

3. **Question:** Will the university require disinfection in on campus or off campus buildings with an electrostatic fogger and/or sprayer in case of a COVID-19 outbreak?

**Radford University Response:** At this time, electrostatic technology is the preferred method. A comparable substitute may be considered by Radford University Facilities Management.

4. **Question:** Will the off campus apartments require post construction clean up only during the summer or is this all year round?

**Radford University Response:** The vast majority of this work occurs May 15-August 10, however, it will occur sporadically throughout the year.

5. **Question:** Will the turnover clean up and carpet extraction for the off campus apartments only occur during the summer or year round?

**Radford University Response:** The vast majority of this work occurs May 15-August 10, however, it will occur sporadically throughout the year.

6. **Question:** How often are carpets cleaned in academic and administrative buildings?

**Radford University Response:** Frequencies are established for need and by request. Carpet cleaning has to be scheduled with building occupants through Radford University Facilities Management. This would not be a part of routine supplemental services but would instead be a separately scheduled task between Radford University Facilities Management and the contractor.

7. **Question:** How often are carpets cleaned in apartments?

**Radford University Response:** The vast majority of this work occurs May 15-August 10 during the annual turnover cleaning. Any other instances of carpet cleaning are considered by Radford University Facilities Management on a case by case basis when an apartment is vacated.

8. **Question:** Is upholstery cleaning a part of routine cleaning or only upon request?

**Radford University Response:** Frequencies are established for need and by request. Upholstery cleaning has to be scheduled with building occupants through Radford University Facilities Management. This would not be a part of routine supplemental services but would instead be a separately scheduled task between Radford University Facilities Management and the contractor. Offerors should take into account that a general cleaning (wipe down or dusting) of University furniture should not be considered upholstery cleaning. As an example, the university would still expect classroom chairs to be cleaned and disinfected even if the chair had fabric.

9. **Question:** How many total apartments are there?

**Radford University Response:** Refer to spreadsheet.

Respectfully,

Jeff Groseclose  
Senior Contract Officer  
Email: [jbgrosec1@radford.edu](mailto:jbgrosec1@radford.edu)

## **ATTACHMENT B**

Contractor's Proposal signed and dated March 1, 2021



## REQUEST FOR PROPOSAL # R21-007

## SUPPLEMENTAL CLEANING SERVICES

FEBRUARY 8, 2021

**Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* §2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

**REQUEST FOR PROPOSAL (RFP)**  
**RFP # R21-007**

**GENERAL INFORMATION FORM**

**QUESTIONS/INQUIRIES:** All questions/inquiries for information regarding this solicitation should be directed to:

Name: Jeff Groseclose  
Phone: (540) 831-5634  
Email: jbgrosec@radford.edu

Written questions to be submitted via email no later than: Tuesday, February 16, 2021, 5:00 pm Eastern Time

**DUE DATE:** Proposals will be received until Thursday, March 4, 2021, 3:00 pm up to and including 3:00 PM Eastern Time.

**LATE PROPOSALS:** To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will **not** be given consideration. The University is **not** responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. **It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time.**

**ADDRESS:** Proposals should be mailed or hand delivered to:

Radford University, Procurement and Contracts Department  
P. O. Box 6885 (if via mail)  
David E. Armstrong Complex, 501 Stockton St. (if via courier)  
Radford, VA 24142-6885.

**\*Radford University is operating under COVID19 guidance. Visitors are not allowed into campus offices without first pre-registering; therefore, you are encouraged to submit your proposal via courier service or via mail.**

Identify the envelope package as instructed in **Attachment A – Terms and Conditions**.

**UNIVERSITY CLOSINGS:** If the University is closed as a result of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the vendor to check the website at [www.radford.edu](http://www.radford.edu) for said notifications. If the University is closed on the day proposals are due, proposals will be accepted same time the next scheduled business day the University is open. If the University is closed on the day of a scheduled pre-proposal conference a written addendum will be issued to officially reschedule the conference.

**TYPE OF BUSINESS: (Please check all applicable classifications).** In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSD certification number: \_\_\_\_\_. For assistance with SWaM certification, visit the SBSD website at <https://www.sbsd.virginia.gov/>

**Large**

**Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

**Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

**Minority-owned business** - A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

<b>FULL LEGAL NAME (PRINT)</b> (Company name as it appears with your Federal Taxpayer Number) Thompson Services Inc.		<b>FEDERAL TAXPAYER NUMBER (ID#)</b> 	
<b>BUSINESS NAME /DBA NAME/TA NAME</b> (If different than the Full Legal Name) ServiceMaster Commercial Cleaning		<b>BILLING NAME</b> (Company name as it appears on your invoice) Thompson Services Inc.	
<b>PURCHASE ORDER ADDRESS</b> 6580 Valley Center Dr., Suite 332 Radford, VA 24141		<b>PAYMENT ADDRESS</b> 6580 Valley Center Dr., Suite 332 Radford, VA 24141	
<b>CONTACT NAME/TITLE (PRINT)</b> Adam Thompson, President		<b>EMAIL ADDRESS</b> adam@svmcommercialclean.com	
<b>TELEPHONE NUMBER</b> 434-258-3223	<b>TOLL FREE TELEPHONE NUMBER</b>	<b>FAX NUMBER</b> n/a	<b>EVA VENDOR ID NUMBER</b> E31659
		<b>VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER</b>	

I acknowledge that I have received the following addenda posted for this solicitation.

1  2  3  4  5  6  (Please check all that apply.)

SIGNATURE: Ad Thompson DATE: 3/1/21

**1. PURPOSE:**

The intent and purpose of this Request for Proposal (RFP) is to establish a contract(s) through competitive negotiations for Supplemental Cleaning Services for Radford University located at 801 East Main Street, Radford, Virginia 24142, an agency of the Commonwealth of Virginia.

*Please note: If your firm has an existing contract with a Virginia Higher Education Institution (VASCUPP), that includes cooperative language making it available for use by other entities, you do not need to respond to this solicitation. Please contact the buyer listed on this solicitation for any questions.*

**2. SMALL, WOMEN-OWNED AND MINORITY OWNED - SWaM BUSINESS PARTICIPATION:**

The mission of Radford University is to ensure strategic business development practices are in place to promote Small, Women-Owned and Minority-Owned (SWaM) businesses to the maximum extent. Radford University encourages prime suppliers, Contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

Radford University has established SWaM goals that are posted on the Procurement and Contract website. Links to the University's SWaM initiative can be located at: [Procurement and Contracts | Radford University](#).

**3. CONTRACT PERIOD:**

The term of this contract is for one (1) year or as negotiated. There will be an option for four (4) one-year renewals, or as mutually negotiated.

**4. BACKGROUND****Radford University Background:**

Radford University is a comprehensive public university of 11,870 students that has received national recognition for many of its undergraduate and graduate academic programs, as well as its sustainability initiatives. Radford University serves the Commonwealth of Virginia and the nation through a wide range of academic, cultural, human service and research programs. Well known for its strong faculty/student bonds, innovative use of technology in the learning environment and vibrant student life on a beautiful 204-acre American classical campus, Radford University offers students many opportunities to get involved and succeed in and out of the classroom. The University offers 76 bachelor's degree programs in 47 disciplines, three associate degrees, and six certificates at the undergraduate level; 27 master's programs in 22 disciplines and six doctoral programs at the graduate level; and 13 post-baccalaureate certificates and one post-master's certificate. A Division I member of the NCAA and Big South Conference, Radford University competes in 16 men's and women's varsity athletics. With over 300 clubs and organizations, Radford University offers many opportunities for student engagement, leadership development and community service. In addition to robust academic offerings and engaging student experiences on the main campus located in Radford, Virginia, Radford University also offers a clinical-based educational experience for more than 1,000 students living and learning in Roanoke, Virginia as part of Radford University Carilion, a public-private partnership focused on the cutting-edge delivery of health sciences programming, outreach and service.

**Specific Background:** Radford University oversees and maintains the janitorial services for all administrative, residential, and academic buildings on campus as well as leased properties in the cities of Radford and Roanoke, Virginia. To supplement our in-house housekeeping and custodial services, we seek the services of an outside agency or agencies to support the upkeep of these areas on and off campus on an as-needed, per assignment basis working under the direction of Facilities Management.

As Radford University provides these services on a routine basis, the supplemental services may be performed in any area and may require different services to include, but not limited to, full-service, turn-key apartment turnover cleaning services, touch up apartment cleaning services, post remodel apartment cleaning services, general cleaning of campus administrative and academic buildings, resilient floor refinishing services, and/or apartment or campus deep cleaning carpet services.

Firms submitting proposals in response to the solicitation should outline which areas they are able to provide services in, along with pricing related to that specific expertise. See Statement of Needs for additional information.

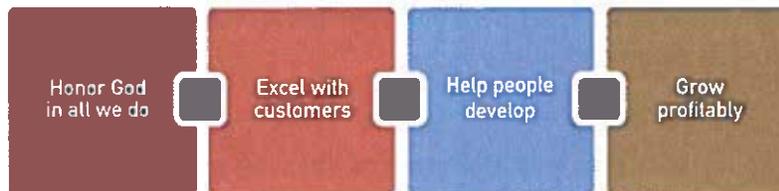
## Qualifications and Experience

### ServiceMaster Clean

1. Originally founded as a mothproofing company in 1929 by Marion E. Wade, a former minor league baseball player, ServiceMaster had its beginnings in Chicago where Wade worked out of his home. Wade had a strong personal faith and a desire to honor God in all he did.

Translating this into the marketplace, Mr. Wade and his successors Ken Hansen and Ken Wessner shaped what became our company objectives:

#### WE ARE ACCOUNTABLE TO:



ServiceMaster expanded to carpet cleaning in 1952, establishing one of America's first franchise businesses. Today, ServiceMaster Clean provides carpet, window, furniture, and drapery cleaning; janitorial services; and disaster restoration services to over 700,000 customers through over 3,000 franchises in the United States, Canada and 14 other countries throughout the world. ServiceMaster has since built on the original franchise business, expanding from our consumers business to form a network of quality service companies.

#### **Local Franchise: ServiceMaster Commercial Cleaning**

ServiceMaster Commercial Cleaning began in Danville, VA in 1996. Additional locations were established in Christiansburg in 2004 and Roanoke in 2006. Currently, janitorial service is being provided to over 175 facilities with a staff of over 125 employees. Great pride is taken in customer retention by providing prompt quality service. Our very first customer is still a loyal customer after 24 years.

2. ServiceMaster Commercial Cleaning has several local and national organizations. President, Adam Thompson, has complete a 2 week training period called ServiceMaster University at ServiceMaster Clean corporate headquarters in Memphis, TN. SMC is also members of Building Service Contractors Association International. We are also a Certification Training for Surgical Cleaning Technicians which is the leading certification for cleaning operating rooms.

We also have affiliation with local Chamber of Commerce organizations.

3. Please see the attached Organizational Chart. Supplemental Cleaning Services will be lead by Nick Samson, who is our Project Manager that heads up all one off cleaning,

floor care, carpet care, window cleaning, post construction cleaning and industrial cleaning services. Under his supervisor, SMC will provide a Project Lead and a Crew Leader. This will provide the flexibility to run multiple crews in different areas of campus.

4. Staffing per supervisor will be based on the task at hand. For example, touch up and post remodel cleaning services will be a small group of highly detailed cleaners that will make sure all areas are ready for use.

Turnover cleaning would ideally be provided by a group of 4-6 trained staff that would work as a team through an apartment or living space. Each Project Lead will be able to oversee 8-12 staff members.

5. Our delivery plan will begin with determining the number of apartments and the scope of work for each. While we will cross train employees, each member will be responsible for a specific task within each apartment. This will provide consistency throughout each task. General cleaning will be completed first with an carpet and floor cleaning being the last tasking leaving the apartment complete and ready for move in.

Given the timeframe, May 15-Aug 10, SMC could complete 50 plus units.

6. ServiceMaster uses P.A.C.T., a quality control system, to ensure customer satisfaction. P.A.C.T. is an acronym for Plan, Act, Communicate and Track. An agreed upon plan is established with the customer and an action plan is put in place to achieve the desired results. Regular inspections are conducted and communicated with the ServiceMaster employee and the customer to ensure that everyone is informed of the results of the inspections. Quality inspections scores are tracked to determine if the desired results are being obtained. Customer's requests are also tracked by using the Immediate Concern Urgent Form. A written agreed upon task schedule will be made available for each work shift. Inspections results are compared to the written task schedule.
7. Acceptable applicants are invited to participate in the ServiceMaster Commercial Cleaning training program. The training is a combination of classroom and job site training. During the classroom training, employee expectations are reviewed and company systems are discussed. Job site training is task demonstration and review of equipment and supplies. The trainee then demonstrates task to the trainer. On day three and four of training, the trainee works on the job with a current employee. Feedback is obtained from the employee as to how the trainee completed the cleaning task.

## **Quality of Products/Services Offered**

1. The project lead will do a safety inspection of equipment prior to each shift.
2. ServiceMaster Commercial Cleaning can provide all services listed in this RFP and don't see any limits or time constraints.
3. We would prefer 2 weeks' notice prior to starting services. Once started we can be flexible daily if we need to make changes to meet customers completion needs.
4. Yes, we will be able to provide both COI and criminal background checks for each employee.
5. Yes, all work will be provided by ServiceMaster Commercial Cleaning and its employees.



  
**Adam Thompson**  
Pres  
Role

  
**Nick Samson**  
Specialty Project Manager  
Role

  
**Angie Fowlkes**  
Operations Manager  
Role

  
**Angelina Caldwell**  
Operations Manager  
Role

  
**Lorene Fisher**  
Operations Manager  
Role

  
**Jeremy Clerk**  
Project Lead  
Role

  
**Jenny Frith**  
Supervisor  
Role

  
**Lauren Duncan**  
Supervisor  
Role

  
**Kiana Fullilove**  
Supervisor  
Role

  
**Amanda Janney**  
Supervisor  
Role

  
**Service Partners**  
Role

  
**Project Crew Lead**  
Role

  
**Service Partners**  
Role

  
**Service Partners**  
Role

  
**Service Partners**  
Role

  
**Service Partners**  
Role

  
**Project Crew**  
Role

**TERMS AND CONDITIONS**

**GENERAL TERMS AND CONDITIONS:**

See:

[GENERAL TERMS AND CONDITIONS.pdf](#)

**ADDITIONAL TERMS AND CONDITIONS:**

1. **ADDITIONAL GOOD AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services, under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the contract.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Radford University, its authorized agents, and/or state auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Radford University shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.
4. **CANCELLATION OF CONTRACT:** Radford University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all addendums thereof, the proposal submitted by the Contractor, the written results of negotiations, the University Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelop or package and identified as follows:

From Thompson Services Inc.      3/4/21      3:00 PM  
 Name of Offeror      Due Date      Time Due

501 Stockton St.      R21-007  
 Street or Box Number      Solicitation Number

Radford, VA 24142-6885      Supplemental Cleaning Services  
 City, State, Zip Code      Solicitation Title

Name of Procurement Officer: Jeff Groseclose

17. **TERMS AND CONDITIONS:**  
Radford University Contract RU21042 - Supplemental Cleaning Services

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions. See **Attachment A.**

18. **ATTACHMENTS:**

- Attachment A – Terms and Conditions
- Attachment B – Sample of Standard Contract Form
- Attachment C- Service Categories
- Attachment D – Off-Campus Apartment Detail
- Attachment E – Pricing

## PRICING SCHEDULE

Attachment E should be completed and submitted by the Offeror as part of a complete Proposal. Offerors shall identify **all** costs associated with providing the services as specified in the Request for Proposal. Offerors should indicate any allowed discounts with the pricing schedule, including any discounts for payment terms less than n30 days.

**\*Note:** The Pricing schedule may be applied to the Offeror's form/template and included in their proposal, but should include of the Request for Proposal

## A. Apartment Cleaning Rates

Line Item	Apartment Type			Rate Per Apartment for the Services Below		
	Bedroom(S)	Bath(S)	Laundry	Touch Up Apartment Cleaning	Turnover Apartment Cleaning	Post Remodel Apartment Cleaning
1	1	1	No	\$ 75. <sup>00</sup>	\$ 125. <sup>00</sup>	\$ 100. <sup>00</sup>
2	2	1	No	\$ 90. <sup>00</sup>	\$ 150. <sup>00</sup>	\$ 120. <sup>00</sup>
3	2	1	Yes	\$ 90. <sup>00</sup>	\$ 150. <sup>00</sup>	\$ 120. <sup>00</sup>
4	2	2	No	\$ 96. <sup>00</sup>	\$ 160. <sup>00</sup>	\$ 128. <sup>00</sup>
5	3	1	No	\$ 105. <sup>00</sup>	\$ 175. <sup>00</sup>	\$ 140. <sup>00</sup>
6	3	1.5	No	\$ 111. <sup>00</sup>	\$ 185. <sup>00</sup>	\$ 148. <sup>00</sup>
7	3	1.5	Yes	\$ 111. <sup>00</sup>	\$ 185. <sup>00</sup>	\$ 148. <sup>00</sup>
8	3	2	No	\$ 114. <sup>00</sup>	\$ 190. <sup>00</sup>	\$ 152. <sup>00</sup>
9	3	2	Yes	\$ 114. <sup>00</sup>	\$ 190. <sup>00</sup>	\$ 152. <sup>00</sup>
10	4	2	No	\$ 120. <sup>00</sup>	\$ 200. <sup>00</sup>	\$ 160. <sup>00</sup>
11	4	2	Yes	\$ 120. <sup>00</sup>	\$ 200. <sup>00</sup>	\$ 160. <sup>00</sup>
12	4	2.5	No	\$ 126. <sup>00</sup>	\$ 210. <sup>00</sup>	\$ 168. <sup>00</sup>
13	4	2.5	Yes	\$ 126. <sup>00</sup>	\$ 210. <sup>00</sup>	\$ 168. <sup>00</sup>
14	5	2	No	\$ 135. <sup>00</sup>	\$ 225. <sup>00</sup>	\$ 180. <sup>00</sup>

Line Item	Apartment Type			Rate Per Apartment for the Services Below		
	Bedroom(S)	Bath(S)	Laundry	Touch Up Apartment Cleaning	Turnover Apartment Cleaning	Post Remodel Apartment Cleaning
15	5	2	Yes	\$ 135. <sup>00</sup>	\$ 225. <sup>00</sup>	\$ 180. <sup>00</sup>
16	5	2.5	No	\$ 141. <sup>00</sup>	\$ 235. <sup>00</sup>	\$ 188. <sup>00</sup>
17	5	2.5	Yes	\$ 141. <sup>00</sup>	\$ 235. <sup>00</sup>	\$ 188. <sup>00</sup>
18	5	3	Yes	\$ 147. <sup>00</sup>	\$ 245. <sup>00</sup>	\$ 196. <sup>00</sup>

### B. Various Cleaning Services

Service	Unit of Measure	Rate	Unit of Measure	Rate	Unit of Measure	Rate
Carpet Cleaning	Square Foot	\$ .10	N/A	N/A	N/A	N/A
Resilient Floor Cleaning	Square Foot	\$ .35	N/A	N/A	N/A	N/A
Wood Floor Cleaning/Polishing	Square Foot	\$	N/A	N/A	N/A	N/A
Tile/VCT/Grout Cleaning	Square Foot	\$ .28	N/A	N/A	N/A	N/A
Tile/VCT/Grout Sealing	Square Foot	\$ .17	N/A	N/A	N/A	N/A
Worker	Hourly (Regular Time)	\$ 24. <sup>00</sup>	Hourly (Weekend/Night)	\$ 24. <sup>00</sup>	Hourly (Emergency Rate)	\$ 40. <sup>00</sup>
Crew Leader / Supervisor	Hourly (Regular Time)	\$ 28. <sup>00</sup>	Hourly (Weekend/Night)	\$ 28. <sup>00</sup>	Hourly (Emergency Rate)	\$ 40. <sup>00</sup>
Upholstery Cleaning	Couch/Sofa	\$ 10. <sup>00</sup>	Bench/Loveseat	\$ 7. <sup>00</sup>	Chair (Single)	\$ 5. <sup>00</sup>
Water Extraction	Hourly (Regular Time)	\$ 24. <sup>00</sup>	Hourly (Weekend/Night)	\$ 24. <sup>00</sup>	Hourly (Emergency Rate)	\$ 40. <sup>00</sup>
Pressure Washing	Hourly	\$ 30. <sup>00</sup>	N/A	N/A	N/A	N/A
Window Washing	Hourly	\$ 30. <sup>00</sup>	N/A	N/A	N/A	N/A

## About ServiceMaster

Radford University Contact RU21042 - Supplemental Cleaning Services

Originally founded as a mothproofing company in 1929 by Marion E. Wade, a former minor league baseball player, ServiceMaster had its beginnings in Chicago where Wade worked out of his home. ServiceMaster expanded to carpet cleaning in 1952, establishing one of America's first franchise businesses. Today, ServiceMaster Clean provides carpet, window, furniture, and drapery cleaning; janitorial services; and disaster restoration services to over 700,000 customers through over 3,000 franchises in the United States, Canada and 14 other countries throughout the world.

## About Our Franchise

ServiceMaster Commercial Cleaning began in Danville, VA in 1996. Additional locations were established in Christiansburg in 2004 and Roanoke in 2006. Currently, janitorial service is being provided to over 175 facilities with a staff of over 125 employees. Great pride is taken in customer retention by providing prompt quality service. Our very first customer is still a loyal customer after 18 years.

## Meet our Director of Operations

Adam Thompson has served as the Director of Operations for ServiceMaster since 2005 in the New River Valley and since 2007 in Roanoke.



He is a graduate of Radford University and has completed several advanced training programs with ServiceMaster, including the ServiceMaster Clean Healthcare Advanced Training course.



## Janitorial Cleaning Services

- › We serve over 175 facilities in the area from a variety of industries, including healthcare, education, and manufacturing.
- › Our performance-based cleaning method and the proprietary Capture and Removal Cleaning system developed by ServiceMaster ensure that you get the best results possible.
- › We offer Day Cleaning services to clients who want to lower energy costs, reduce their environmental impact, and improve building security.

## Commercial Cleaning Services

We can clean the following areas as part of a regular janitorial service plan or on an as-needed basis:

- › Tile & Grout
- › Upholstery
- › Hard Surface Floors
- › Windows
- › Carpets
- › Pressure Washing

## Post Construction Clean-up

Our post-construction cleaning services are available at the end of a project or in between stages of construction.

## Industrial Cleaning Services

- › Dry ice blasting is a very safe and efficient way to thoroughly clean many types of industrial equipment. It's a non-abrasive method that is recommended by the EPA over many types of solvent-based chemicals.
- › Explosion-proof vacuuming helps reduce the risk of a dust explosion in your facility. Unlike traditional plant maintenance methods, it actually remove dust rather than simply spreading it around and making it airborne

## Cleaning Assessment

Page 62 of 75

Is your current commercial cleaning company giving you the service you deserve?

Answer the following questions to find out:

- › How often do you notice spots that have been missed by your cleaning service?
- › Are stocks of paper cleaning products such as paper towels and toilet paper properly maintained?
- › When you need to contact your cleaning company, how long does it take to get a response?
- › If you have a cleaning emergency, how long does it take for it to get cleaned up?
- › Are your restrooms and breakrooms always properly stocked with cleaning supplies and paper products, including soap, paper towels, and toilet paper?
- › Has your company ever received poor scores on an inspection (such as a PQRS or HCAHPS survey) due to an improperly cleaned facility?
- › If your company handles cleaning in-house, how much money annually is spent on human resources costs related to your cleaning staff (background checks, benefits, interviewing applicants, etc.)?
- › Does your cleaning service offer day porter services?



### Why work with ServiceMaster Commercial Cleaning?



When you work with ServiceMaster Commercial Cleaning, it's possible to get great service without paying an arm and a leg. How do we do it? The answer is our systems, which have been developed and refined over the course of 60 years by a nationally known company and applied by thousands of locally owned franchises. These include:

- **Training Systems:** All our staff undergo standardized training, including training on industry-specific cleaning requirements.
- **Inspection Systems:** Our electronic time keeping and documented inspection systems ensure that quality is maintained.
- **Communication Systems:** Our communication systems ensure that when the inevitable issues or emergencies arise, we will respond within one hour with a plan for fixing the problem.

When you choose ServiceMaster Commercial Cleaning, you'll be working with a locally owned business that actively supports the community, and you'll be working with an internationally recognized brand — the best of both worlds.

6580 Valley Center Dr., Radford, VA 24141  
(540) 641-1104

[www.svmcommercialclean.com](http://www.svmcommercialclean.com)  
[info@svmcommercialclean.com](mailto:info@svmcommercialclean.com)

An independent business licensed to serve you by ServiceMaster Clean®

## Customer Testimonials

"I like the fact that ServiceMaster gives me the option of not having to use their paper products. Also, they are very good about keeping track of the inventory of those items, and giving me a heads-up on when I need to order more. That's one less thing I have to do. Also, Janet is fantastic with communication, and always is quick to correct any problems."

— Sara Anderson, Modea

"If ever there is extra cleaning that I need done or something that's happened during the day or a problem that I have with the way something's been cleaned, they're very responsive. One phone call or one email usually handles our problem. I think that they train their employees better and they are more responsive than other cleaning services I've worked with."

— Catherine Alcorn, Blue Ridge Cancer Care

"Whenever there was an emergency cleaning situation, I could call and they would be up here within an hour to clean up the mess. They were always available when I needed them, above and beyond just the regular cleaning that they did. They are very friendly and very responsive."

— Karen Akers, Virginia Employment Commission Wythville



# ServiceMASTER Clean

ServiceMaster Commercial Cleaning



# Long-lasting Protection Against Microbes with Goldshield

Our 3-step process  
provides protection for up  
to 90 days against bacteria, fungi,  
mold, and mildew.

The Goldshield 3-step process of Clean, Disinfect, Protect is the solution. Think about how many surfaces you and others touch after an area has been disinfected. Goldshield continues to protect these surfaces for up to 90 days.

## Goldshield 24

Alcohol-free Hand Sanitizer & Protectant  
Next-generation of Infection Control

- Unique, patented molecular assembly
- World's only water-stabilized, alcohol-free hand sanitizer that provides long-term protection
- Will not leach into the bloodstream

### Benefits:

- Kills up to 99.99% of germs and other bacteria
- Alcohol-free, safe for kids
- Won't dry, crack, or irritate skin
- Non-flammable
- FDA registered
- Made in the USA



## Goldshield 5

Surface Antimicrobial Protection

Introducing the next-generation of microbial control

- Unique, patented molecular assembly
- World's first and only water-stabilized antimicrobial formulation with a surface penetrating ingredient which provides for long-term residual protection
- Inhibits the growth of bacteria, fungi, mold, & mildew which can cause odor, staining, & discoloration.
- Protects surfaces for up to 90 days with just 1 application

### Benefits:

- Water-based, contains no harsh solvents
- Bleach-free & alcohol-free
- Will not leach or wash off once applied
- Non-flammable
- EPA Approved Reg. 85556-2
- Made in the USA



# Protect Your Facility Against COVID-19



## Keep Your Employees and Visitors Safe with a Trusted Worldwide Brand

As COVID-19 continues to affect communities across Southwest Virginia, ServiceMaster Commercial Cleaning stands ready to assist local businesses, schools, churches, and government entities in minimizing the risk to customers and the public posed by this virus.

We are qualified and equipped with the required training and protocols to clean any facility affected by a pathogen outbreak. In fact, we already clean operating rooms at several hospitals in the region, and also count among our clients numerous medical clinics and doctor's offices.

In our cleaning processes, we only use disinfectants that have been deemed effective by the EPA's Emerging Pathogen Standard.

Our products meet the EPA's standard as likely effective against COVID-19 based on previous Coronavirus strains.

ServiceMaster EPA-approved disinfectants against emerging viruses include Peridox, Virex Plus, Sanimaster 7, Sanimaster 6, and Decon 30.

- Our deep cleaning service is available for any facility, even if they are not a regular customer for janitorial cleaning.
- Our protocol for cleaning a facility where a COVID-19 infection has been confirmed is quite extensive and involves full biohazard cleaning procedures.
- Our cleaning teams wear full PPE gear, work in teams of three to monitor each other, and dispose of used cleaning products in specific ways.
- In addition to deep cleanings after a confirmed COVID-19 infection at a facility, we can do regular preventative cleanings as a precaution.

*ServiceMASTER*  
*Clean*

### Radford Office:

6580 Valley Center Dr.  
Radford, VA 24141  
Phone: (540) 641-1104

Website: [www.svmcommercialclean.com](http://www.svmcommercialclean.com)  
Email: [info@svmcommercialclean.com](mailto:info@svmcommercialclean.com)

## **ATTACHMENT C**

### **Negotiation Points**

**Negotiation Points and Responses dated April 7, 2021**

**Follow up Negotiation Points and Responses dated May 17, 2021**

**Negotiation Points**  
**ServiceMaster Commercial Cleaning**

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Radford University RFP #R21-007  
Supplemental Cleaning Services

As allowed in Section 11.B - *Award*, of the subject RFP, the University is conducting negotiations. We are requesting a response to the negotiation questions listed below. Please use this form to respond to the questions below and submit your response in writing by the close of business on Wednesday April 7, 2021.

**CLARIFICATION:**

1. **RADFORD UNIVERSITY:** If awarded a contract, identify all employees that will be working with Radford University to achieve the requirements of the contract. Please provide details regarding knowledge and experience of key employees who would be responsible for this contract.

**SERVICEMASTER COMMERCIAL CLEANING:**

**Key employees would include Project Manager, Nick Samson, Project Supervisor, Jeremy Clark and Project Lead, Mikey Dalton.**

2. **RADFORD UNIVERSITY:** Please provide details on how your company would address any service issues?

**SERVICEMASTER COMMERCIAL CLEANING:**

**As we inspect all work as it is completed we would hope to find any service issues at that time. However, if that is not the case we would have our Project Supervisor and Project Lead address those issues personally to make those corrections.**

3. **RADFORD UNIVERSITY:** Does your company have an established safety and training program and if so, can you provide a copy? If not, could you elaborate on your company's approach to safety and training especially regarding OSHA, First Aid, Safety Data Sheets, Fundamental Cleaning Procedures, etc.?

**SERVICEMASTER COMMERCIAL CLEANING:**

**Yes, we do have a safety and training manual. It is currently in a physical copy only but we are in the process of getting it in PDF format so we can share with customers when needed. We will be happy to share when completed and it is currently in the process of being converted.**

4. **RADFORD UNIVERSITY:** Is your safety program OSHA compliant?

**SERVICEMASTER COMMERCIAL CLEANING:**

**Yes**

5. **RADFORD UNIVERSITY:** What are the specific cleaning chemicals you would use for

**Negotiation Points**  
**ServiceMaster Commercial Cleaning**

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apartment turnovers?

**SERVICEMASTER COMMERCIAL CLEANING:**  
Please see the attached SDS sheets.

6. **RADFORD UNIVERSITY:** What is your employee to supervisor ratio for apartments? Please provide more details on how employees cleaning apartments will be supervised and process for inspection.

**SERVICEMASTER COMMERCIAL CLEANING:**  
We would have approximately 8-12 staff per supervisor. Staff will be given specific tasks in each apartment and the supervisor would review cleaning while it is taking place and then a final walk through once cleaning is complete. At that point, if it is determined something needs to be addressed the supervisor will have staff return to address the issue.

7. **RADFORD UNIVERSITY:** How many staff members can you commit to apartment turnovers during the summer and how many apartments could you turn over in a summer?

**SERVICEMASTER COMMERCIAL CLEANING:**  
SMCC can commit 20-24 staff members for apartment turnover during the summer. SMCC can commit to 40 plus units over the course of May 15-Aug 10

8. **RADFORD UNIVERSITY:** Please explain your process for cleaning LVT flooring. Does your process and proposed pricing include restorative cleaning?

**SERVICEMASTER COMMERCIAL CLEANING:**  
General cleaning of LVT flooring consists of regular mopping with chemical. Restorative cleaning would be priced as listed under "Various Cleaning Services". This would include machine scrubbing with chemical.

9. **RADFORD UNIVERSITY:** Is carpet cleaning included in your proposed pricing for apartment turnover cleaning?

**SERVICEMASTER COMMERCIAL CLEANING:**  
Carpet cleaning is not included in the apartment turnover cleaning but pricing is listed under "Various Cleaning Services".

10. **RADFORD UNIVERSITY:** Can you provide examples and references for your past apartment turnover experience, floor care experience and commercial cleaning experience?

**SERVICEMASTER COMMERCIAL CLEANING:**  
Lisa Trimmer  
Washington and Lee University  
[ltrimmer@wlu.edu](mailto:ltrimmer@wlu.edu)

**Negotiation Points**  
**ServiceMaster Commercial Cleaning**

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**Diane Ilardi**  
**Carilion Property Management**  
**Ddilardi@carilionclinic.org**

11. **RADFORD UNIVERSITY:** Does your company plan to use current workforce or hire new employees to cover our requirements?

**SERVICEMASTER COMMERCIAL CLEANING:**  
**SMCC will plan on hiring new employees to cover requirements.**

12. **RADFORD UNIVERSITY:** Please confirm that all work will be performed by personnel employed by your company and not by subcontractors or by temporary employment agency employees.

**SERVICEMASTER COMMERCIAL CLEANING:**  
**SMCC will provide all personnel.**

13. **RADFORD UNIVERSITY:** Is the Service Master Training Program required or voluntary? The description in your proposal says "applicants will be invited".

**SERVICEMASTER COMMERCIAL CLEANING:**  
**SMCC employees will be trained on tasks, chemicals and procedures prior to the project beginning. "Applicants will be invited" is only terminology of applicants being scheduled from job training.**

**CONTRACTUAL TERMS, CONDITIONS AND TEMPLATES:**

14. **RADFORD UNIVERSITY:** Are you in agreement the terms and conditions as published in the RFP solicitation shall govern the contract if a contract is awarded to your company?

**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes**

15. **RADFORD UNIVERSITY:** If awarded a contract do you agree the standard two-party contract made available in the RFP document will be the only document used to award the contract? If your response is no, provide any additional forms or documents that you will require to be incorporated into the contract document.

## Negotiation Points ServiceMaster Commercial Cleaning

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**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes**

16. **RADFORD UNIVERSITY:** Do you agree that the initial contract is for a period of a period of one (1) year?

**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes, we agree on the period of one year.**

17. **RADFORD UNIVERSITY:** Please state that you are in agreement that, if awarded a contract, all sections of your proposal, including any sections identified in your proposal as **proprietary and confidential**, can be made public since Radford University is a state agency and our records are available for public review.

**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes**

18. **RADFORD UNIVERSITY:** Do you agree to maintain your eVA self-registration status and to participate in the eVA internet procurement solution as described in the terms and conditions of the RFP?

**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes**

19. **RADFORD UNIVERSITY:** Do you acknowledge, agree and understand that Radford University cannot guarantee a minimum amount of business if a contract is awarded to your company?

**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes**

20. **RADFORD UNIVERSITY:** Do you agree to maintain your certification as a Small, Woman-Owned, and/or Minority-Owned (SWaM) vendor with the Virginia Department of Small Business and Supplier Diversity throughout the term of an awarded contract?

**SERVICEMASTER COMMERCIAL CLEANING:**  
**Yes**

21. **RADFORD UNIVERSITY:** Do you agree that if awarded a contract, you will be performing

## Negotiation Points ServiceMaster Commercial Cleaning

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services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Radford University or any other Commonwealth Entity?

**SERVICEMASTER COMMERCIAL CLEANING:**

Yes

**FINANCIAL CONSIDERATIONS:**

22. **RADFORD UNIVERSITY:** If awarded a contract, are you willing to hold prices firm for the initial contract period and the first renewal year?

**SERVICEMASTER COMMERCIAL CLEANING:**

SMCC would request a pricing reconsideration Jan. 1, 2022 as the minimum wage increases in Virginia to \$11.00/hour. That increase mandated by the state will directly affect our labor budget. SMCC will do everything to keep prices reasonable and fair to both parties but we also must reflect that increase to wages of our staff.

23. **RADFORD UNIVERSITY:** While other factors such as methodology, quality of service, and prior experience are considered during the selection process, the evaluation of price, including the annual maintenance fee, is a key element of the evaluation. With this in mind, please provide your company's most competitive pricing structure.

**SERVICEMASTER COMMERCIAL CLEANING:**

SMCC feels as of this date 4/7/21 we have submitted out most competitive pricing structure.

24. **RADFORD UNIVERSITY:** If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-U, services category for the latest twelve (12) months for which statistics are available at the time of renewal?

**SERVICEMASTER COMMERCIAL CLEANING:**

Yes

**SCOPE IMPLEMENTATION:**

25. **RADFORD UNIVERSITY:** If awarded the contract, please address specific implementation steps, inclusive of a timeline, and include what your expectations are of Radford University personnel.

**SERVICEMASTER COMMERCIAL CLEANING:**

SMCC would appreciate a specific schedule with start dates, completion dates, etc.

**Negotiation Points**

**ServiceMaster Commercial Cleaning**

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26. **RADFORD UNIVERSITY:** Please list any expectations you have of Radford University should you be awarded the contract.

**SERVICEMASTER COMMERCIAL CLEANING:**  
SMCC would only expect clear communication on specific start, completion dates, etc.

27. **RADFORD UNIVERSITY:** If awarded a contract, when would ServiceMaster Commercial Cleaning be in a position to support all aspects of this contract?

**SERVICEMASTER COMMERCIAL CLEANING:**  
Yes

28. **RADFORD UNIVERSITY:** Please describe your quickest turn-around time if emergency services are needed.

**SERVICEMASTER COMMERCIAL CLEANING:**  
Quickest turn around would be 2 hours and 24 hours on the long end.

ServiceMaster Commercial Cleaning

*Adam Thompson*

Print Name

*President*

Title

*Ad Thy*

Signature

*4/7/21*

Date

**Follow Up Negotiation Points**  
**ServiceMaster Commercial Cleaning**

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Radford University RFP #R21-007  
Supplemental Cleaning Services

As allowed in Section 11.B - *Award*, of the subject RFP, the University is conducting negotiations. We are requesting a response to the negotiation questions listed below. Please use this form to respond to the questions below and submit your response in writing by the close of business on Thursday May 12, 2021.

**CLARIFICATION**

1. **RADFORD UNIVERSITY:** Please provide details on the type of carpet cleaning equipment ServiceMaster Commercial Cleaning would utilize, especially for Apartment Turnover Cleaning.

**SERVICEMASTER COMMERCIAL CLEANING:**

**We would use portable hot water extraction but also have the ability to bonnet clean as well.**

**SCOPE IMPLEMENTATION:**

2. **RADFORD UNIVERSITY:** The information on chemicals ServiceMaster Commercial Cleaning provided for apartment cleaning meets current university requirements. Unforeseen changes could be made to requirements for cleaning chemicals in the future, such as green certified products, Leed certified buildings, or other possible unforeseen changes to requirements. Does ServiceMaster Commercial Cleaning agree to be flexible in selection of chemicals for apartment cleaning if/when changes are requested by the university?

**SERVICEMASTER COMMERCIAL CLEANING:**

**Yes, we agree to be flexible in chemical choices to help meet the needs and goals of Radford University.**

**FINANCIAL CONSIDERATIONS:**

3. **RADFORD UNIVERSITY:** The average square footage for apartment bedrooms is 115 square feet. The average square footage for apartment common areas is 273 square feet. Please provide a per room or bedroom price and a per common area price for carpet cleaning in the apartments as described in the statement of needs.

**SERVICEMASTER COMMERCIAL CLEANING:**

**Per Bedroom: \$20.00**

**Per Common Living Space: \$25.00**

**Follow Up Negotiation Points  
ServiceMaster Commercial Cleaning**

**CONTRACTUAL TERMS, CONDITIONS AND TEMPLATES:**

- 4. **RADFORD UNIVERSITY:** Does ServiceMaster Commercial Cleaning agree to only request price increases at the time of annual contract renewal per the requirements in **Special Term and Condition 9. Renewal of Contract?** If so, does ServiceMaster Commercial Cleaning also agree that prices must not increase more than the services category of the CPI-U section of the Consumer Price Index or any wage/benefit increase(s) as required by law, whichever is greater?

**SERVICEMASTER COMMERCIAL CLEANING:**

**Yes**

- 5. **RADFORD UNIVERSITY:** Does ServiceMaster Commercial Cleaning agree to provide documentation explaining price calculations if requesting prices based on a wage/benefit increase(s) as required by law?

**SERVICEMASTER COMMERCIAL CLEANING:**

**Yes**

ServiceMaster Commercial Cleaning

Adam Thompson  
Print Name

President  
Title

Ad Thy  
Signature

5/17/21  
Date

**Follow Up Negotiation Points**  
**ServiceMaster Commercial Cleaning**

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