



STANDARD CONTRACT

Contract Number: RU21044

Contract Title: Supplemental Cleaning Services

This contract entered into this 6th day of August, 2021, by, **Partners Too of Virginia, LTD d/b/a Stanley Steemer** located at 120 Bayne Rd., Salem, VA 24153, 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 August 9, 2021 through August 8, 2022 with four one-year (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 8, 2021 (Attachment B);
 - D. Negotiation Points: (Attachment C)
Negotiation Points and Responses dated July 29, 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

Service	Unit of Measure	Rate	Unit of Measure	Rate	Unit of Measure	Rate
Carpet Cleaning	Square Foot	\$.20	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	\$.35	N/A	N/A	N/A	N/A
Tile/VCT/Grout Cleaning	Square Foot	\$.35	N/A	N/A	N/A	N/A
Tile/VCT/Grout Sealing	Square Foot	\$.15	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	\$ 70	Bench/Loveseat	\$ 60	Chair (Single)	\$ 40
Water Extraction	Hourly (Regular Time)	\$ 200	Hourly (Weekend/Night)	\$ 350	Hourly (Emergency Rate)	\$ 350
Pressure Washing	Hourly	\$	N/A	N/A	N/A	N/A
Window Washing	Hourly	\$	N/A	N/A	N/A	N/A

Unit Type	Estimated Square Footage	Unit Price
Bedroom	115	\$ 25.00
Common Area	273	\$ 40.00

6. NEGOTIATION SUMMATION:

- A. Key employees assigned to Radford University are as follows:
 - 1. John Carroll – Carpet Cleaning Crew Chief
 - 2. Vandell Muse – Carpet Cleaning Crew Chief
 - 3. Curtis Anderson – Carpet Cleaning Crew Chief
- B. Contractor agrees the terms and conditions as published in the RFP solicitation shall govern this contract.
- C. Contractor agrees that the initial contract is for a period of one (1) year.
- D. 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.
- E. Contractor agrees to hold prices firm for the initial contract period and the first renewal year.
- F. 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.
- G. Contractor agrees to provide documentation explaining price calculations if requesting price increases based on a wage/benefit increase(s) as required by law.
- H. 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.
- I. 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.
- J. Contractor agrees to remain flexible in the selection of chemicals for apartment cleaning if/when the University requests changes in the future.

K. 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.

PARTNERS TOO OF VA, LTD
d/b/a STANLEY STEEMER

RADFORD UNIVERSITY

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

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

RADFORD UNIVERSITY

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: jbgrosec1@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 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.

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

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

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**

9. **STATEMENT OF NEEDS:**

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 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 Contractor is responsible for the safekeeping of these cards and keys and shall not loan or duplicate a key.

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.**

- c. **Cost:**
 - 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 SBSB 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.

	Evaluation Criteria	Percentage of Points
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.

12. **PROPOSAL PREPARATION AND SUBMISSION:**

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 automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.

- 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. 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. 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:**

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

Attachment A

TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

This solicitation and any resulting contract are subject to the provisions of the *Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendor's* and any revisions thereto, and the *Governing Rules*, which are hereby incorporated into this contract in their entirety. A copy of both documents is available for review at www.vascupp.org.

1. **ADMINISTRATIVE APPEALS PROCEDURE**: Although Radford University is authorized to establish an administrative appeals procedure, it has chosen not to develop such procedures, but rather will rely on legal action for such determinations. (Governing Rule §55). However, Radford University reserves the right to use Alternative Dispute Resolution (ADR) for hearing appeals from decisions on disputes arising during the performance of a contract or when it is deemed to be in the best interest of the University. (Governing Rule §56).
2. **ANTI-DISCRIMINATION**: By submitting their bids/proposals, (bidders/offerors) certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and §10 of the Governing Rules. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Governing Rule §36).

In every contract over \$10,000 the provisions in 1 and 2 below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provision of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
3. **ANTITRUST**: By entering into a contract, the contractor conveys, sells, assigns, and transfers to Radford University, and the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
4. **ANNOUNCEMENT OF AWARD**: Upon award or the announcement of the decision to award a contract over \$50,000 as a result of this solicitation, Radford University will publicly post such notice on the DGS/DPS eVA web site (www.eva.virginia.gov) for a minimum of ten (10) days.
5. **APPLICABLE LAWS AND COURTS**: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth.

6. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of Radford University, an agency of the Commonwealth.
7. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or non-stock corporation, limited liability company, business, trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required by Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business fails to remain in compliance with the provisions of this section.
8. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
 1. The parties may agree to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract, or if there is none, in accordance with the dispute's clause provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors (Governing Rule §53). Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.
9. **CONTROLLING VERSION OF SOLICITATION:** The original version of the solicitation and any addenda issued by Radford University's Procurement and Contracts Department is the mandatory controlling version of the document. Any modification to the solicitation by the bidder or offeror shall not modify the original version of the solicitation issued by Radford University's Procurement and Contracts Department. Such modifications or additions to the solicitation by the bidder or offeror may be cause for rejection of the bid or proposal; however, Radford University reserves the right to decide, on a case-by-case basis, in its sole discretion, whether to reject such a bid or proposal.
10. **DEBARMENT STATUS:** By submitting their bids/proposals, bidders/offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
11. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the University, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting

additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

12. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibitions; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, possession or use of any controlled substance or marijuana during the performance of the contract. (Governing Rule §11).

13. **EO/AA STATEMENT:** If this contract is a covered government contract or subcontract, contractors and subcontractors shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. Radford University does not discriminate against employees, students, or applicants on the basis of age, color, disability, gender, gender identity, gender expression, national origin, political affiliation, race, religion, sexual orientation, genetic information, or veteran status; or otherwise discriminate against employees or applicants who inquire about, discuss, or disclose their compensation or the compensation of other employees, or applicants; or any other basis protected by law.
14. **ETHICS IN PUBLIC CONTRACTING:** By submitting their bids/proposals, bidders/offerors certify that their bids/proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder/offeror, supplier, manufacturer or subcontractor in connection with their bid/proposal and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment; loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
15. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal [eVA Electronic Virginia Portal](#) streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth should participate in the eVA internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors should self-register in eVA and pay applicable vendor transaction fees. Failure to register may result in the bid/proposal being rejected.
16. **E-VERIFY REQUIREMENT OF ANY CONTRACTOR:** Any contractor with more than an average of 50 employees for the previous 12-months entering into a contract in excess of \$50,000 with the University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
17. **FEDERAL GRANTS:** The following provisions apply to a contract made under a federal grant: Appendix II C.F.R. 200§§200.317-200.326.
18. **FORCE MAJEURE:** The performance of the contract by either party shall be subject to force majeure, including but not limited to acts of God, fire, flood, natural disaster, war or threat of war, acts or threats of terrorism, civil disorder, unauthorized strikes, governmental regulation or advisory, recognized health threats as determined by the World Health Organization, the Centers for Disease Control, or local government authority or health agencies (including but not limited to the health threats of COVID-19, H1N1, or similar infectious diseases), curtailment of transportation facilities, or other occurrence beyond the control of the parties, where any of those factors, circumstances, situations, or conditions or similar ones prevent, dissuade, or unreasonably delay the Event, or where any of them make it illegal, impossible, inadvisable, or commercially impracticable to hold the Event or to fully perform the terms of the contract. The contract may be cancelled by either party, without liability,

damages, fees, or penalty, and any unused deposits or amounts paid shall be refunded, for any one or more of the above reasons, by written notice to the other party.

19. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a contract with the Commonwealth of Virginia, the contractor certifies that the contractor does not, and shall not during the performance of this contract for goods and services in the Commonwealth, knowingly employ an unauthorized illegal alien as defined in the federal Immigration Reform and Control Act of 1986.
20. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor; or any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or failure of the issuing agency to use the material, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
21. **MANDATORY USE OF RADFORD UNIVERSITY'S FORM AND TERMS AND CONDITIONS:** Failure to submit a response on Radford University's form provided for that purpose may be a cause for rejection of the response. Modification of or additions to the General Terms and Conditions of the solicitation may be cause of rejection of the response; however, the University reserves the right, on a case by case basis, in its sole discretion, whether or not to reject such a response.
22. **NONDISCRIMINATION OF CONTRACTORS:** A bidder/offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of the objection, access to equivalent goods, services, or disbursements from an alternative provider.
23. **PAYMENT:**
 1. **Prime Contractor:**
 - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number, social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
 - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. However, this shall not affect offers of discounts for payment in less than 30 days.
 - c. All goods and services provided under this contract or purchase order, that are to be paid with public funds shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
 - d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
 - e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve the University of its prompt payment obligations with respect to those charges which are not in dispute (*Governing Rule §53. Contractual disputes*).

2. To Subcontractors:

a. A contractor awarded a contract under this solicitation is hereby obligated:

- 1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment record for work performed by the subcontractor(s) under the contract; or
- 2) To notify the University and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise prohibited under the terms of the contract) on all amounts owed by contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWaM procurement plan as specified in the contract documents and is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only substantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the University or institution, or other appropriate penalties may be accessed in lieu of withholding such payment.

24. **PRECEDENCE OF TERMS:** The following paragraphs of these General Terms and Conditions shall apply in all instances: **Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors, Applicable Laws and Courts, Anti-Discrimination, Ethics in Public Contracting, Immigration Reform and Control Act of 1986, Debarment Status, Antitrust, Mandatory Use of Radford University's Form and Terms and Conditions, Clarification of Terms, and Payment.** In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

25. **PRICING CURRENCY:** Unless otherwise stated in the solicitation, bidder/offeror shall state bid/offer in U.S. dollars.

26. **QUALIFICATIONS OF (BIDDERS/OFFERORS):** The University may make such reasonable investigations as deemed proper and necessary to determine the ability of the bidder/offeror to perform the services/furnish the goods and the bidder/offeror shall furnish to the University all such information and data for this purpose as may be requested. The University reserves the right to inspect bidder/offeror's physical facilities prior to award to satisfy questions regarding the bidder/offeror's capabilities. The University further reserves the right to reject any bid/proposal if the evidence submitted by, or investigations of, such bidder/offeror fails to satisfy the University that such bidder/offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

27. **SUPREMACY CLAUSE:** Notwithstanding any provision in the bidder's/offeror's response to the contrary, the bidder/offeror agrees that the terms and conditions contained in Radford University's bid/offer prevail over contrary terms and conditions in the bidder's/offeror's response.

28. **TAXES:** Sales to the Commonwealth of Virginia and Radford University are normally exempt from state sales tax. State sales and use tax certificates of exemption ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The appropriate University Sales and Use Tax of Exemption number is as follows: RU 10-546001789F-001; FIN 54-6001789

29. **TESTING AND INSPECTION:** The University reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to specifications.

30. **TRANSPORTATION AND PACKAGING:** By submitting bids/offers, all bidders/offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest band best rate upon the actual weight of the goods to be shipped. Except as otherwise specified herein standard commercial packaging, packing and shipping containers

shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description and quantity.

31. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict bidders/offerors to the specific brand, make or manufacturer name, but conveys the general style, type, character, and quality of the product desired. Any product which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The bidder/offeror is responsible to clearly identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the University to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring the bid as nonresponsive. Unless the bidder clearly indicates in its bid that the product offered is an equal product, such bid will be considered to offer the brand name product referenced in the solicitation.

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 _____

Name of Offeror	Due Date	Time Due
Street or Box Number	Solicitation Number	
City, State, Zip Code	Solicitation Title	

Name of Procurement Officer: _____

The envelope should be addressed to:

RADFORD UNIVERSITY
 Procurement and Contracts Department
 P.O. Box 6885

501 Stockton Street
Radford, Virginia 24142

The Offeror takes the risk that if the envelop 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.
4. **INSURANCE COVERAGES AND LIMITS REQUIRED:**
 - Worker's Compensation - Statutory requirements and benefits.
 - 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.
- A. If Radford University elects to exercise the option to renew the Contract for an additional one-year period, the 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

Attachment B

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."

- 8. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
- 9. **SCOPE OF CONTRACT:** The Contractor shall provide _____ to Radford University as set forth in the Contract Documents.
- 10. **TERM OF CONTRACT:** From _____ through _____ with _____ (**number of years**) year **renewal options or as negotiated, to include all contractual provisions contained herein.**
- 11. **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**)

- 12. **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:

Attachment C

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.

Common Area/Living Room/Entrance

- ❖ Inspect and clean, if necessary, the following items:
 - 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.

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.
- ❖ 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.

Laundry Room and Closets

- ❖ 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.
- ❖ 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.

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.

Laundry Room and Closets

- ❖ 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.

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 13	B	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 18	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
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	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:

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

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 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 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

Addendum No. 2

Date: February 23, 2021

TO ALL OFFERORS:

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

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:
 - F. Offerors planning to attend the site visit should email Jeff Groseclose at jbgrosec1@radford.edu by 10:00 am on Thursday February 25, 2021 to advise of their plan to attend.
 - G. 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>
 - H. Due to COVID-19 offerors are asked to limit their representation at the site visit to **ONE PERSON**.
 - I. 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>
 - J. 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.**

3. Written questions may be submitted to jbgrosec1@radford.edu until the close of business on Friday, February 26, 2021

Respectfully,

Jeff Groseclose
Senior Contract Officer
Email: jbgrosec1@radford.edu

Addendum No. 3
Date: March 2, 2021

TO ALL OFFERORS:

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

Amendments:

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

Clarification:

- 4. 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.

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

Radford University Response: Yes.

- 6. 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.

7. **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.

8. **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.

9. **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.

10. **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.

11. **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.

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

Radford University Response: Refer to spreadsheet.

Respectfully,

Jeff Groseclose
Senior Contract Officer
Email: jbgrosec@radford.edu

ATTACHMENT B

Contractor's Proposal signed and dated March 8, 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: jbgrosec1@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 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: **682349**. 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.

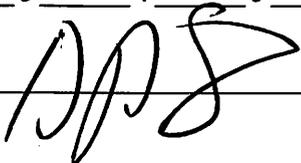
Minority-owned business – A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, 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.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number) Partners Too of Virginia, LTD		FEDERAL TAXPAYER NUMBER (ID#) 	
BUSINESS NAME /DBA NAME/TA NAME (If different than the Full Legal Name) Stanley Steemer		BILLING NAME (Company name as it appears on your invoice) Stanley Steemer	
PURCHASE ORDER ADDRESS 120 Bayne Rd Salem, VA 24153		PAYMENT ADDRESS 120 Bayne Rd Salem, Va 24153	
CONTACT NAME/TITLE (PRINT) Jason Fender, Owner Dennis Cruz, General Manager		EMAIL ADDRESS Jason.Fender@Steemer.com Dennis.Cruz@Steemer.com	
TELEPHONE NUMBER 540-380-3662	TOLL FREE TELEPHONE NUMBER	FAX NUMBER 540-380-3631	EVA VENDOR ID NUMBER VA100003580
			VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER 0428338-8

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: 03-08-2021

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

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**

9. **STATEMENT OF NEEDS:**

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 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

Contractor is responsible for the safekeeping of these cards and keys and shall not loan or duplicate a key. 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.

- c. **Cost:**
 - 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.

	Evaluation Criteria	Percentage of Points
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.

12. **PROPOSAL PREPARATION AND SUBMISSION:**

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

automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.

- 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. 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. 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:

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

The envelope should be addressed to:

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.

4. INSURANCE COVERAGES AND LIMITS REQUIRED:

- Worker's Compensation - Statutory requirements and benefits.
- 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.

- A. If Radford University elects to exercise the option to renew the Contract for an additional one-year period, the 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

Attachment B

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: _____

Attachment C

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.

Common Area/Living Room/Entrance

- ❖ Inspect and clean, if necessary, the following items:
 - 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.

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.
- ❖ 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.

Laundry Room and Closets

- ❖ 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.

- ❖ 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.

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.

Laundry Room and Closets

- ❖ 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

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 13	B	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 18	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	\$.20	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	\$.35	N/A	N/A	N/A	N/A
Tile/VCT/Grout Cleaning	Square Foot	\$.35	N/A	N/A	N/A	N/A
Tile/VCT/Grout Sealing	Square Foot	\$.15	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	\$ 70	Bench/Loveseat	\$ 60	Chair (Single)	\$ 40
Water Extraction	Hourly (Regular Time)	\$ 200	Hourly (Weekend/Night)	\$ 350	Hourly (Emergency Rate)	\$ 350
Pressure Washing	Hourly	\$	N/A	N/A	N/A	N/A
Window Washing	Hourly	\$	N/A	N/A	N/A	N/A

Stanley Steemer References

- 1) 01/21/2020 Fort Lewis Fire Station
3915 Wet Main Street, Salem, VA 24153
Tony Gilbert, 540-520-7794**

- 2) 08/05/2020 James Madison University - APC Weight Room
800 S Main Street, Harrisonburg, VA 22807
Daniel Adkins, 540-568-2398**

- 3) 01/19/2021 Halifax County Courthouse
8 South Main Street, Halifax, VA 24558
Tony Stevens, 434-517-2861**

- 4) 01/29/2021 Roanoke College - Resource Development Building
19 North College Ave, Salem VA 24153
Mike Vaught, 540-537-0923**

Addendum No. 1
Date: February 19, 2021

TO ALL OFFERORS:

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

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 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 jbgrosec@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 used 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

Addendum No. 2
Date: February 23, 2021

TO ALL OFFERORS:

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

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 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 until the close of business on Friday, February 26, 2021

Respectfully,

Jeff Groseclose
Senior Contract Officer
Email: jbgrosec1@radford.edu

Addendum No. 3
Date: March 2, 2021

TO ALL OFFERORS:

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

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: jbgrosec@radford.edu

ATTACHMENT C

Negotiation Points

Negotiation Points and Responses dated July 29, 2021

**Negotiation Points
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 Friday, July 30, 2021.**

STANLEY STEEMER

CLARIFICATION:

1. **RADFORD UNIVERSITY:** Your proposal only provides pricing for carpet cleaning, floor cleaning, and upholstery cleaning. Is it Stanley Steemer's intention to only pursue a contract for floor, carpet, and upholstery cleaning?

STANLEY STEEMER: Yes

2. **RADFORD UNIVERSITY:** Pricing for Resilient Floor Cleaning was left blank in your proposed pricing. Does Stanley Steemer provide this service or was this field intentionally left blank?

STANLEY STEEMER: No

3. **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.

STANLEY STEEMER: John Carroll-Carpet Cleaning Crew Chief
Vandell Muse-Carpet Cleaning Crew Chief
Curtis Anderson-Carpet Cleaning Crew Chief

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

STANLEY STEEMER: We have employees and equipment not dedicated to this project that are available if issues arise.

5. **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.?

STANLEY STEEMER: See attachment

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

**Negotiation Points
RADFORD UNIVERSITY
RFP # R21-007
Supplemental Cleaning Services**

STANLEY STEEMER: Yes

7. **RADFORD UNIVERSITY:** Provide details on Stanley Steemer's plan and approach to providing services to Radford University based on the Statement of Needs if awarded a contract.

STANLEY STEEMER: Coordinate with designated lead person from Radford a schedule and time parameters for each building. Communicate the requirements needed to set-up and use our equipment

8. **RADFORD UNIVERSITY:** Please provide details regarding chemicals Stanley Steemer would Use to provide services if awarded a contract.

STANLEY STEEMER: Please see attachment

9. **RADFORD UNIVERSITY:** Your proposal provided square footage pricing for carpet cleaning, which can be used for most areas on main campus. However, the exact square footage is sometimes not known for our auxiliary housing properties (apartments). 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 bedroom price and a per common area price for carpet cleaning in the apartments as described in the statement of needs.

**STANLEY STEEMER: Bedroom \$25
Common Areas \$40**

CONTRACTUAL TERMS, CONDITIONS AND TEMPLATES:

10. **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?

STANLEY STEEMER: Yes

11. **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.

STANLEY STEEMER: Yes

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

**Negotiation Points
RADFORD UNIVERSITY
RFP # R21-007
Supplemental Cleaning Services**

STANLEY STEEMER: Yes

13. **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.

STANLEY STEEMER: Stanley Steemer agrees to the statement in 13.

14. **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?

STANLEY STEEMER: Yes

15. **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?

STANLEY STEEMER: Yes

16. **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?

STANLEY STEEMER: Yes

17. **RADFORD UNIVERSITY:** Do you agree that if awarded a contract, you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Radford University or any other Commonwealth Entity?

STANLEY STEEMER: Yes

FINANCIAL CONSIDERATIONS:

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

STANLEY STEEMER: Yes

19. **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.

STANLEY STEEMER: Submitted with bid

**Negotiation Points
RADFORD UNIVERSITY
RFP # R21-007
Supplemental Cleaning Services**

20. **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?

STANLEY STEEMER: Yes

SCOPE IMPLEMENTATION:

21. **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.

STANLEY STEEMER: Meeting to discuss specific areas to be cleaned along with a walkthrough and timeline for completion. Access to water to be run to our trucks. Access to a sanitary sewer source close enough to the truck for our discharge line. Crews would work between the hours of 7am to 7pm

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

STANLEY STEEMER: Access to parking close enough to the area being cleaned to run our hoses. Access to unlock doors in areas to be serviced.

23. **RADFORD UNIVERSITY:** If awarded a contract, when would Stanley Steemer be in a position to support all aspects of this contract?

STANLEY STEEMER: September 20, 2021

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

STANLEY STEEMER: Less than 24 hours

SIGNATURE PAGE FOLLOWS

Negotiation Points
RADFORD UNIVERSITY
RFP # R21-007
Supplemental Cleaning Services

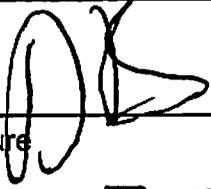
Stanley Steemer

DEEMS CRUZ

Print Name

GENERAL MANAGER

Title



Signature

7-29-21

Date

SAFETY AND SECURITY

Safety Is Each Employee's Responsibility

Stanley Steemer is committed to providing a safe and healthy working environment for its employees. As such, we make every effort to comply with relevant federal and state occupational health and safety laws and to develop the best feasible operations, procedures, technologies, and programs conducive to this environment.

Our policy is aimed at minimizing the exposure of our employees, clients, and visitors to our facilities to health or safety risks. To accomplish this objective, all employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses. The responsibility of all employees includes:

1. Notify your supervisor of any emergency. If you are injured or become sick at work, no matter how minor the injury or sickness, you must inform your supervisor immediately.
2. Do not violate the Substance Abuse Policy. Violations of this policy will not be tolerated. Notify your supervisor before the beginning of the workday if you are taking any medication that may cause drowsiness or other side effects that could lead to injury to you or their coworkers.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Get help with lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess . . . ask your supervisor.
6. Know the locations, contents and use of first aid and firefighting equipment.
7. Exercising maximum care and good judgment at all times to prevent accidents and injuries.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action up to and including termination.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to your supervisor.



User-Prepared Solution Safety Summary Sheet

Revision Date: 24-Jul-2019

1. PRODUCT AND COMPANY IDENTIFICATION

Product Name: **STANLEY STEEMER ADVANCED PRE-SPRAY USER PREPARED SOLUTION (1:16)**
Diluted at 1:16 (or greater) in water

Manufacturer/Supplier: Distributed by:
Stanley Steemer International, Inc.
Dublin, Ohio 43016
800-783-3537 (800-STEEMER)
Manufactured by:
Spartan Chemical Company, Inc.
1110 Spartan Drive
Maumee, Ohio 43537 USA
800-537-8990 (Business hours)
www.spartanchemical.com
www.spartanchemical.com
888-314-6171

Medical Emergency/Information:

2. HAZARDS IDENTIFICATION

GHS Classification
Not Classified Not classified as hazardous by 29 CFR 1910.1200 (OSHA HazCom-GHS)

GHS Label Elements

Signal Word: **No signal word**

Symbols:

Hazard Statements: No hazard statements

Precautionary Statements:

Prevention: Not Applicable

Response:

-Specific Treatment: See Safety Summary Sheet Section 4: "First Aid Measures" for additional information.

Storage: Not Applicable

Disposal: Not Applicable

Hazards Not Otherwise Classified: Not Applicable

Other Information: May be harmful if swallowed. May cause eye irritation. May cause skin irritation. Inhalation of vapors or mist may cause respiratory irritation. Keep out of reach of children.

3. COMPOSITION / INFORMATION ON INGREDIENTS

Chemical Name	CAS No	Weight-%
Water	7732-18-5	90-100
PPG-2 Propyl Ether	29911-27-1	0.1-1.0
C9-11 Pareth-6	68439-46-3	0.1-1.0
Sodium Carbonate	497-19-8	0.1-1.0
Cyclocarboxypropylololeic Acid	53980-88-4	0.1-1.0
Trisodium Dicarboxymethyl Alaninate	164462-16-2	0-0.1
Citric Acid	77-92-9	0-0.1
Undeceth-3	34398-01-1	0-0.1

Ethanol, 2,2'-Iminobis-, N-[3-(Branched Decyloxy)propyl] Derivs., N-Oxides	68478-65-9	0-0.1
Fragrance	PROPRIETARY	0-0.1

4. FIRST AID MEASURES

- Eye Contact:** Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical attention.
- Skin Contact:** Wash with soap and water. If skin irritation occurs: Get medical attention.
- Inhalation:** Remove victim to fresh air and keep at rest in a position comfortable for breathing. Call a poison control center or physician if you feel unwell.
- Ingestion:** Rinse mouth. Do NOT induce vomiting. Never give anything by mouth to an unconscious person. Get medical attention if you feel unwell.
- Note to Physicians:** Treat symptomatically.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Eye/Face Protection:** Wear splash goggles.
- Skin and Body Protection:** Wear rubber or other chemical-resistant gloves.
- Respiratory Protection:** Not required with expected use. If occupational exposure limits are exceeded or respiratory irritation occurs, use of a NIOSH/MSHA approved respirator suitable for the use-conditions and chemicals in Section 3 should be considered.
- General Hygiene Considerations:** Wash hands and any exposed skin thoroughly after handling. See 29 CFR 1910.132-138 for further guidance.

6. PHYSICAL AND CHEMICAL PROPERTIES

Color:	Colorless
Odor:	Mild
pH:	9-10
Flash Point:	> 100 °C / > 212 °F
Specific Gravity:	1.0

7. OTHER INFORMATION

NFPA **Health Hazards:** 1 **Flammability:** 0 **Instability:** 0 **Special:** N/A
HMIS **Health Hazards:** 1 **Flammability:** 0 **Physical Hazards:** 0

Revision Date: 24-Jul-2019
Reasons for Revision: Revised formula First edition



User-Prepared Solution Safety Summary Sheet

Revision Date: 30-Dec-2015

1. PRODUCT AND COMPANY IDENTIFICATION

Product Name: **STANLEY STEEMER SS-G900 USER-PREPARED SOLUTION (1:360)
AS USED IN CUSTOMERS HOME**
Diluted at 1:360 (or greater) in water

Manufacturer/Supplier: Distributed by:
Stanley Steemer International, Inc.
Dublin, Ohio 43016
800-783-3537 (800-STEEMER)
Manufactured by:
Spartan Chemical Company, Inc.
1110 Spartan Drive
Maumee, Ohio 43537 USA
800-537-8990 (Business hours)
www.spartanchemical.com
888-314-6171

Medical Emergency/Information:

2. HAZARDS IDENTIFICATION

GHS Classification
Not Classified Not classified as hazardous by 29 CFR 1910.1200 (OSHA HazCom-GHS)

GHS Label Elements
Signal Word: **No signal word**

Symbols:

Hazard Statements: No hazard statements

Precautionary Statements:

Prevention: Not Applicable

Response:

-Specific Treatment: See Safety Summary Sheet Section 4: "First Aid Measures" for additional information.

Storage: Not Applicable

Disposal: Not Applicable

Hazards Not Otherwise Classified: Not Applicable

Other Information: May be harmful if swallowed. May cause eye irritation. May cause skin irritation. Inhalation of vapors or mist may cause respiratory irritation. Keep out of reach of children.

3. COMPOSITION / INFORMATION ON INGREDIENTS

Chemical Name	CAS No	Weight-%
water	7732-18-5	90-100
acrylic polymers, sodium salt	PROPRIETARY	0-0.1

4. FIRST AID MEASURES

-Eye Contact: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical attention.

-Skin Contact: Wash with soap and water. If skin irritation occurs: Get medical attention.

-Inhalation: Remove victim to fresh air and keep at rest in a position comfortable for breathing. Call a poison control center or physician if you feel unwell.
-Ingestion: Rinse mouth. Do NOT induce vomiting. Never give anything by mouth to an unconscious person. Get medical attention if you feel unwell.
Note to Physicians: Treat symptomatically.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Eye/Face Protection: Not required with expected use.
Skin and Body Protection: Not required with expected use.
Respiratory Protection: Not required with expected use.
If occupational exposure limits are exceeded or respiratory irritation occurs, use of a NIOSH/MSHA approved respirator suitable for the use-conditions and chemicals in Section 3 should be considered.
General Hygiene Considerations: Wash hands and any exposed skin thoroughly after handling. See 29 CFR 1910.132-138 for further guidance.

6. PHYSICAL AND CHEMICAL PROPERTIES

Color:	Colorless
Odor:	Mild
pH:	8.5-9.5
Flash Point:	> 100 °C / > 212 °F
Specific Gravity:	1.0

7. OTHER INFORMATION

NFPA Health Hazards: 0 Flammability: 0 Instability: 0 Special: N/A
HMIS Health Hazards: 0 Flammability: 0 Physical Hazards: 0

Revision Date: 30-Dec-2015
Reasons for Revision: No information available.