



REQUEST FOR PROPOSAL  
#78-0181

FOR

Campus-wide Janitorial Services

Date Issued: September 29, 2017

Due: October 20, 2017  
***No later than 5:00 p.m.***

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It is the Bidder's responsibility to read the entire document, any addendums and to comply with all requirements listed herein. Any addenda to this Request for Proposal will be available to all participating Bidders and posted on University of California Hastings College of the Law's Purchasing website at:

<http://sites.uchastings.edu/purchasing/current-bids-fy-2017-2018/>

It is the Bidder's responsibility to watch this website for any addenda, notices, or changes to the RFP or process.

**Issued By:** University of California Hastings College of the Law

**RFP Administrator:** **Purchasing Department**  
200 McAllister Street  
San Francisco, CA 94102

**On behalf of:** **Facilities Department**  
200 McAllister Street  
San Francisco, CA 94102

**Property Manager**  
100 McAllister St.  
San Francisco, CA 94102

The information contained in this Request for Proposal (RFP) is confidential and proprietary to the University of California Hastings College of the Law and is to be used by the recipient solely for the purpose of responding to this RFP.

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## SECTION I: GENERAL INFORMATION

### A. Purpose & Objectives of the RFP

The purpose of this Request for Proposal (the "RFP") is to select and contract with a qualified supplier to perform **Campus-wide Janitorial Services**. Janitorial, or Janitorial Services, means all labor (janitorial and typical porter services), materials, equipment, and supplies necessary to perform the work in accordance with the requirements defined throughout this RFP.

Major objectives include (but, are not limited to):

- ensuring the college is cleaned to the highest standard ("A"-grade),
  - task completion
  - frequency
  - passing inspections/task reviews
  - responding to issues
- championing the college's sustainability efforts,
  - proper sorting, recycling
  - event set up includes three-bin management
  - use of environmentally preferable cleaning agents and tools of the trade
  - best practices in facility cleaning
- fully supporting Facilities department and McAllister Tower,
  - efficient and accurate event set-ups/take-downs
  - complete, accurate, thorough knowledge of buildings, tasks, frequency
- holistic program management,
  - POC from supplier, SVP attend QBRS
  - Open line of communication
  - Survey response
  - Comment box response
- cost savings
  - competitive bid
  - continuous improvement
  - efficiency study
  - offer and implement cost-savings strategies
  - fixed price agreement, price protection

**UCH Facilities Department** is the main contact for daily management of this contract at 198 & 200 McAllister, and 376 Larkin, and **UCH Property Manager** is the main contact for daily management of this contract at 100 McAllister.

### B. University of California Hastings College of the Law Locations

UC Hastings College of the Law is comprised of the following sites:

- **100 McAllister Street**
- **198 McAllister Street**
- **200 McAllister Street**
- **376 Larkin Street UCH Parking Garage**

Additional information is provided in Attachments 'F' and 'F-1' – Location Profiles & Scope.

### C. Issuing Office and Communications Regarding the RFP

This Request for Proposal, and any subsequent addenda to it, is being issued by the Purchasing Department on behalf of University of California Hastings College of the Law. The Purchasing

Department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP, and is the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any contract(s) awarded as a result of this RFP.

All communications, including any requests for clarification, concerning this RFP should be addressed in writing to:

UCH Purchasing Department  
[purchasing@uchastings.edu](mailto:purchasing@uchastings.edu)

#### D. RFP Dates

Suppliers interested in submitting proposals in response to this RFP should do so according to the following schedule. A supplier may be disqualified for failing to adhere to the dates and times for performance specified below (all times Pacific Time):

Date	Time	Event
Friday, September 29		RFP issue date
Tuesday, October 10	10:00 a.m.	Mandatory Pre-bid conference, campus tour
Friday, October 13	5:00 p.m.	Questions due <i>from</i> bidders
Tuesday, October 17	1:00 p.m.	UCH response to clarifications posted
<b>Friday, October 20</b>	<b>5:00 p.m.</b>	<b>RFPs Due</b>
October 23 - 27		Evaluation & Award
November/December		Finance Committee/Board of Directors Meeting
Monday, January 8		Anticipated start date

#### E. Mandatory Pre-Bid Conference and Campus Tour

A mandatory Pre-Bid Conference will be held at the UCH campus. This meeting will provide bidders the opportunity to ask questions about the Request for Proposal and UCH requirements. Attendance at the Pre-Bid Conference is mandatory for suppliers who intend to submit a bid. Attendance must be limited to two representatives from each participating company. **Any changes to the Pre-Bid Conference requirements are at the sole discretion of UCH.**

##### Mandatory Pre-Bid Conference & Campus Tour Schedule

Date: Tuesday, October 10  
Time: 10:00 a.m.  
Where: 200 McAllister Street  
Room TBA to participating bidders

Immediately following the business portion of the Pre-Bid Conference the group will tour the campus.

#### F. Addenda to the Request for Proposal

Any changes, additions, or deletions to the Request for Proposal will be in the form of written addenda issued by the University. Any addenda to this Request for Proposal will be posted publicly on the UC Hastings website at:

<http://sites.uchastings.edu/purchasing/current-bids-fy-2017-2018/>

UCH shall not be responsible for failure of any prospective Bidder to receive such addenda. All addenda so issued shall become part of this RFP.

## **G. Instructions for Submitting Proposals**

One signed bid must be received by the Purchasing Department no later than **5:00 p.m. (Pacific Time), Friday, October 20, 2017**. Late bids will not be accepted. Responses are to be sent via email.

Bids must follow the format specified in this RFP (Section 1.I. 1-8). Bids must be signed by a company officer authorized to enter into contracts on behalf of the bidding firm. The submission of a signed bid will confirm understanding and acceptance of all requirements, terms, and conditions of the RFP unless specific exceptions are taken and alternative language or provisions are offered.

Bids responses must be submitted by bidders directly to UCH Purchasing. The response submitted should have all business, technical, and financial information and pricing.

**Submit via email to:** [purchasing@uchastings.edu](mailto:purchasing@uchastings.edu)

### ***Bidders must submit their proposals in compliance with the following instructions:***

- Original proposal must be complete and include all requirements as stated in the RFP and specified in I.1 through I.9.
- Bids must be marked: Campus-wide Janitorial Services Bid #78-0181
- Bid Closing Date: October 20, 2017

## **H. Bidder Qualification – Minimum Mandatory Requirements and Other Qualification Standards**

The intent of this solicitation is to provide for UCH the successful implementation of the program for **Campus-wide Janitorial Services** as specified. The qualification of bidders is broken out into the two sections below, Minimum Mandatory Requirements and Other Qualification Standards.

1. **Minimum Mandatory Requirements** are defined as requirements essential to UC Hastings for bid consideration. Automatic disqualification from the bidding process will result from bidder's failure to provide or be in compliance with any one or more the following requirements:
  - Bidders must attest to compliance with the Displaced Janitorial Opportunity Act as a prerequisite for participating in the RFP, using the attached Affidavit (Attachment 'B').
  - Attendance at the Mandatory Pre-Bid Conference/Campus Tour. Refer to Section 1-E for specific conference details.
  - **No late bids will be accepted.** Any bid received after the specified deadline for submission will not be considered and may be returned to the submitting firm unopened.
  - Collusion among bidders is not allowed. If there is proof of collusion among bidders, all proposals involved in the collusive action will be rejected.
  - Bidders must have the ability to obtain the necessary insurance (refer to Attachment 'C', section IX, Indemnification and Insurance Requirements).
  - Bidders must possess all trade, professional, or business licenses as may be required by the work contemplated by this RFP.
  - Bidders must operate within the guidelines of all Federal, State, and Local laws.

2. **Other Qualification Standards** are defined as standards that if not met or supplied by the bidder, UCH reserves the sole right to reject proposal(s) without limitation.
- Bidders should have verifiable successful experience in the last three (3) years in providing the range services specified in this RFP as a primary vendor for at least two (2) accounts of similar size, complexity, and business volume.
  - Bidders should include with their proposal the company names, addresses, contact names, phone numbers, and brief descriptions of reference accounts meeting this criteria as specified in Section III, Paragraph F of the RFP.
  - In order to establish its financial capability to provide the required products and services on a long-term contract basis, contractor should submit audited financial statements, or equivalent data, for prior two years.
  - Bidders should be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel and warehouse/distribution facilities, product line, order processing, delivery capabilities, maintenance, support, systems, organization structure, operation controls, quality control, and other related factors.
  - Subcontracting is not allowed. The agreement will be between UCH and the awarded firm, and custodians/porters are to be employees of the firm.
  - Bidders are to be party and signature to the collective bargaining agreement administered by SEIU local 87.
  - Bidder's proposal should be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal.

In addition to the information required above, UC Hastings may request additional information either from the Bidder or others, and may utilize site visits and bidder presentations, as reasonably required by the University to verify the Bidder's ability to successfully meet the requirements of this RFP. The University also reserves the right to obtain Dun & Bradstreet reports, or similar independent reports for further indications of the Bidder's ability.

## **I. Proposal Format Guidelines**

Bidders are to submit their proposals in the format outlines in this section. The entire Proposal must be submitted via email; in addition, Pricing Schedules (Attachment 'D') must be submitted electronically in Excel as directed. Proposals must include the same section titles used below for ease of evaluation. Proposals must provide a complete response to all requirements stated in the RFP. Incomplete proposals are subject to disqualification. The Proposal shall be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal. Proposals shall be complete, submitted in the prescribed format or on forms provided, and comply with the specifications and all legal requirements.

### **1. Statement of Company Background**

Bidders shall provide an introduction and general description of the Company's background, nature of business activities, and experience in providing Janitorial Services and related per services.

### **2. Management Overview**

This section should present the Bidder's understanding of the major objectives of the RFP and the Bidder's approach to fulfilling the RFP requirements.

### **3. Vendor Qualification And Experience**

This section should contain the required qualification information specified in 'Qualification of Bidder (Paragraph H above).

### **4. Vendor Organization and Staffing**

This section should describe the Bidder's organization and representation team. The narrative should include the name of staff, their background and qualifications, and their role in providing representation to UCH.

### **5. Responses To Program Requirements**

Bidders are to provide a complete response to each of the numbered requirements included in #1 – #4 above, and Sections III through VII of the RFP. Bidders should be concise, in responding to the requirements.

### **6. Vendor Commitment to Sustainability**

Bidders must describe their Company's commitment to sustainable practices as it applies to their service. Refer to the University of California's Presidential Policy on Sustainable Practices (UCH follows these guidelines), <http://policy.ucop.edu/doc/3100155/Sustainable%20Practices>, and the SOW for this project, and align your response with the details in those statements;

Focus on the Environmentally Preferable Purchasing sections. Be sure to include the following in how you address sustainable business practices and environmentally preferable purchasing, but do not limit your response to these items:

- Minimization of Items Sent to Landfill,
- Composting,
- Plastic Recycling/Paper Recycling,
- Liner Standardization (especially right sizing),
- Use of environmentally preferable cleaning products, supplies, and practices,
- Measuring consumption of these items,
- Continuous improvement in these areas.

### **7. Supplemental Information**

This section provides bidders an opportunity to inform UCH of the other services and/or products that may be relevant.

### **8. Price Quotation**

Bidders are to provide a price quotation in the form and format described in Section VI. Submit pricing on Attachment 'D'.

#### **9. UC Hastings New Vendor Form**

All Bidders must complete the enclosed University of California Hastings College of the Law New Vendor Form (Attachment 'E') and return it as part of the bid.

#### **J. Proposal Evaluation and Contract Award**

This solicitation, the evaluation of proposals, and the award of any resulting contract shall be made in conformance with applicable University policies and State of California law. UCH reserves the right to withdraw this Request for Proposal at any time. All documents submitted to UCH on behalf of this RFP will become the exclusive property of UCH and will not be returned.

Any contract(s) resulting from this Request for Proposal will be awarded to the responsive and responsible bidder whose proposal, in the opinion of the College, offers the greatest benefit to UCH when considering the total value, including, but not limited to cost, service standards, account management, training, sustainability efforts, and innovation.

Proposals will be evaluated by the UCH committee using a written response and ranking system. The evaluators will examine each proposal to determine which of proposals best meets the College's program requirements for Janitorial Services. In addition to materials provided in the proposals, the UCH Committee may utilize site visits, oral presentations, product testing, additional material/ information, or references from the supplier and others to come to their determination of award(s).

Factors that will be used to evaluate proposals include:

1. GENERAL CAPABILITIES
  - a. Company organization, environment, and strategic direction
  - b. Account management
  - c. Program administration
  - d. Expertise of personnel
  - e. Ability to meet the needs of UCH locations
  - f. Training
  - g. Sustainable practices and product offerings
  - h. Implementation plan
2. SERVICE QUALITY AND COMMITMENTS
  - a. Ability to provide service standards to meet UCH requirements
  - b. Quality management and continuous improvement processes
  - c. Geographic support for customer service
  - d. Geographic support for account management and representation
  - e. Implementation of current industry best practices
3. TECHNICAL QUALIFICATIONS AND INFORMATION MANAGEMENT
  - a. Ability to invoice electronically
  - b. Ability to accept payment via p-card
  - c. Online programs related to training, product information, MSDS, and integrating supplies ordering with system suppliers
  - d. Ability to track and provide data related to product and materials usage
  - e. Efficiency study and recommendations

UC Hastings may utilize a second (finalist) round, if the evaluation committee determines that would serve the best interests of UC Hastings.

UC Hastings may waive irregularities in a proposal provided that, in the judgment of UCH, such action will not negate fair competition and will permit proper comparative evaluation of bids submitted. The College's waiver of an immaterial deviation or defect shall in no way modify the Request for Proposal documents or excuse the Bidder from full compliance with the Request for Proposal specifications in the event the contract is awarded to that bidder.

UCH reserves the right to accept or reject any or all bids, make more than one award, or no award, as the best interests of UCH may appear. Any contract awarded pursuant to this RFP will incorporate the requirements and specifications contained in the RFP, as well the contents of the Bidder's proposal as accepted by UCH and will be in writing.

#### **K. Proposal Preparation Costs**

All costs incurred in the preparation and submission of proposals and related documentation, including bidder presentations to UCH, will be borne by the Bidder.

#### **L. Proposal Acceptance Period**

'Acceptance Period' as used in this provision, means the number of calendar days available to UC Hastings for awarding a contract. All bids shall remain available for UC Hastings acceptance for a minimum of 120 days following the RFP closing date.

#### **M. Initial Contract Term**

It is anticipated that the initial term of any agreement resulting from this RFP will be for a period of three (3) years.

#### **N. Optional Renewal Terms**

UCH may, at its option, extend or renew the agreement for additional five (5) one-year periods at the same terms and conditions.

#### **O. Disclosure of Records and Confidentiality of Information**

All bid responses, supporting materials and related documentation will become the property of the College upon receipt.

This RFP, together with copies of all documents pertaining to any award or agreement, if issued, shall be kept for a period of three (3) years from date of contract expiration or termination and made part of a file or record which shall be open to public inspection. If the response contains any trade secrets or proprietary information that should not be disclosed to the public or used by UCH for any purpose other than evaluation of the Bidder's response, the top of each sheet of such information must be marked with the following legend: "CONFIDENTIAL INFORMATION"

All information submitted as part of a response after an award has been made, must be open to public inspection (except items marked as "Confidential Information" and considered trade secrets under the California Public Records Act). Should a request for information be made of the College that has been designated as confidential by the Bidder and on the basis of that designation, UCH denies the request for information; the Bidder shall be responsible for all legal costs necessary to defend such action if the denial is challenged in a court of law.

Bidder may not distribute any announcements or news releases regarding this RFP without the prior written approval of the College.

#### **P. Audit Requirements**

The college and/or the college's auditor may request to examine records related to this RFP for a period of up to three years. Bidders shall keep and maintain all records

#### **Q. Marketing References**

The successful bidder shall be prohibited from making any reference to UCH, in any literature, promotional material, brochures or sales presentations without the express written consent of the

University of California Hastings College of the Law Communications Department. Contact Purchasing to begin discussion around this use.

In addition to the above; if the reference concerns the larger University of California system, then the express written consent of UCOP is required. In addition, neither party grants the other the right to use its trademarks, trade names, or other designations in any promotion or publication without prior written consent.

## **R. Insurance Requirements**

Work is to be performed on College premises. The Bidders awarded the contract shall furnish a certificate of insurance acceptable to UC Hastings. Insurance requirements are listed in the sample agreement form. All certificates shall name the University of California Hastings College of the Law, its officers, employees, agents, and the State of California, as additional insured. The certificate, with endorsement, must be submitted to the UCH Purchasing Department prior to the commencement of services and should be delivered to:

University of California Hastings College of the Law  
Purchasing Department  
200 McAllister Street  
SF, CA 94102  
[purchasing@uchastings.edu](mailto:purchasing@uchastings.edu)

## **S. University of California Hastings College of the Law Terms and Conditions of Purchase**

UCH Terms and Conditions of Purchase, Attachment 'A', shall be incorporated into purchase agreement resulting from this RFP. Prevailing wage scale is a requirement as stated on the OPRL web site <https://www.dir.ca.gov/OPRL/>.

The Regents of the University of California, a public corporation, is not a party to nor is it financially responsible under this Agreement.

## **T. Errors and Omissions**

If the Bidder discovers any discrepancy, error, or omission in this RFP or in any of the attached Appendices, UCH should be notified immediately and a written clarification/notification will be issued to all bidders who have been furnished a copy of this RFP for bidding purposes. No bidder will be entitled to additional compensation for any error or discrepancy that appears in the RFP where UCH was not notified and a response provided. All addenda of clarification will be posted on the University of California Hastings College of the Law bid posting website at:

<http://sites.uchastings.edu/purchasing/current-bids-fy-2017-2018/>

## **U. Termination of Agreement**

Any agreement resulting from this RFP may be terminated in whole or in part by UCH (for cause and/or for convenience) with a written sixty (60) day notice without penalty. Any agreement resulting from this RFP may be terminated in whole or in part by Supplier (for cause only) with a written ninety (90) day notice without penalty.

## **V. Order of Precedence**

In matters of conflicts of terms, the order of precedence shall be as follows:

1. The authorized UCH Purchase Order;
2. Final Agreement awarded from the RFP;
3. The RFP Document and any subsequent Addenda;
4. The UCH Terms and Conditions – Appendix A.

**W. Section 508 Compliance**

UC Hastings College of the Law is committed to making academic and administrative tasks accessible to individuals with disabilities in compliance with applicable law. UC/UCH reserves the right to perform real-world testing of a vendor's product or service to validate vendor claims regarding Section 508 compliance, when and where applicable.

**X. Supplies Agreements**

UC Hastings utilizes UC Systemwide agreements for janitorial products (such as hand towels, toilet tissue, hand soap, seat covers, etc...). The firm awarded the contract will be work collaboratively with UC Hastings Facilities and Purchasing Departments, the UC Hastings Supplier(s) to ensure the right products are ordered, using the right agreements, for UCH; and that no products leave UCH property for other locations.

## **SECTION II: FACTS**

### **A. Background Information**

The College was founded in 1878 as the “law department” of the University of California. UC Hastings is the oldest public law school in California. Founded by Chief Justice Serranus Clinton UC Hastings, the College was established by the California Legislature with its own Board of Directors which has operated the College independently of the Board of Regents of the University of California since its founding. The Board of Regents possesses degree-granting authority, but all other aspects of the College are under the control of the UC Hastings Board of Directors. The College is the only stand-alone, public law school in the nation.

The mission of UC Hastings is to provide an academic program of the highest quality, based upon scholarship, teaching, and research, to a diverse student body and to assure that its graduates have a comprehensive understanding and appreciation of the law and are well trained for the multiplicity of roles that they will play in a society and profession that are subject to continually changing demands and needs.

UC Hastings’ reputation for academic excellence, its formal affiliation with the University of California (UC), and its location in San Francisco’s downtown civic center are major factors contributing to the overall strength of the Institution. This intrinsic quality is reflected in the large number of applications received for a very limited number of seats. Hence, UC Hastings’ enrollment management objectives are to matriculate select students of the highest academic credentials.

UC Hastings is a top-50 law school, with a renowned program, and global influence. As such, maintaining the school’s appearance is of vital concern. In addition, UC Hastings is a Civic Center and Tenderloin neighborhood leader and partner. The college’s interior and exterior appearance reflect this position.

Location Profiles provided in Attachments ‘F’ and ‘F-1’ specify the current requirements and program infrastructure for the respective UC Hastings locations.

## **SECTION III: SUPPLIER CAPABILITY**

Bidder must complete this section of the RFP by discussing each item **in the order presented**.

### **A. Company Profile**

1. State whether your company is local, regional, national or international. Include information on any affiliates and/or subsidiaries.
2. Describe your company's service/sales network within the greater SF Bay Area. Specify your geographic locations, company owned locations or independent franchises, number of field service/sales representatives.
3. State the locations from which the program will be administered if your company is awarded the contract.
4. Describe the range of activities performed by this location.
5. Furnish UCH with your company service standards. Include your company's Service Level Agreement(s) and Mission Statement.

### **B. Bidder's Service Capability**

Address your company's capabilities as they relate to the following service issues or questions.

1. Can your company absorb all UCH needs and requirements for products and services as stated in this RFP and provide the same high-level service in every building location?
2. Does your company have experience with customers in Higher Education and customers with equivalent size and locations as UCH?
3. Describe your janitorial training and certification program.
4. Does your company have systems in place to handle, in an efficient and timely manner, emergencies during business and non-business hours? If yes, describe.
5. Does your company have a tested recovery or business resumption plan in place in the event of a natural disaster or act of war or civil disturbance? If yes, describe.
6. Describe how your company will meet our requirement for frequent on-site visitation by your account representatives to handle service issues, training programs, staff meetings, etc....
7. Describe your customer service and quality control programs.
8. Describe the communication methods used in your firm. How will UCH communicate to supervisor(s) and staff (phone, radio, IM?) during regular business hours? Outside of normal business hours?
9. Describe your company's capability managing multiple custodian closets in a clean, safe, organized manner, and to current industry standards.
10. What is your company's business strategy regarding the following;
  - Consistent cleaning quality across different locations
  - Consistency in service level across different locations
  - Managing staff in the field (daily task level)
  - Overall account management

11. Specify your company's performance standards in the following service categories:

- Maintaining cleanliness standards
- Supporting client initiatives
- Billing accuracy
- Issue escalation
- Periodic Inspection programs and reporting
- Other, specify

12. How do you track and what type of documentation will be provided to verify your performance for the service categories listed above?

13. Specify if your company's employees who are responsible for performing these services, and that they conform to the following:

- Wear proper uniform (**easily** identifiable, name and company name)
- Carry badges with picture ID
- Have passed background security checks applicable for the position (information to be provided to UCH, at no cost to UCH)
- Are bonded

14. All **other** product and service capabilities must be addressed in this Section of the RFP.

### **C. Bidder's Technology Capability**

Address your company's capabilities as they relate to the following technology issues or questions.

1. Describe your current capabilities for transmitting/receiving invoices, reports, or payments electronically
2. Does your company have capability to provide specific reports and/or data to UCH?
3. Describe your company's capabilities to provide the following on a quarterly or as-needed basis:
  - On-line standard reports
  - On-line specialized reports (e.g. sustainable product usage)
  - Information necessary to receive payments via ACH and EFT transfers
  - Staff activity and tracking
  - Efficiency reports
  - Other. What can you provide for UCH?
4. Describe how your company will support the utilization of a Procurement Cards to pay the invoice for services.

### **D. Bidder's Staffing and Qualifications**

1. Indicate the name and title of the person who will have the overall account management responsibility as specified in this RFP. Provide the account manager's resume. Specifically discuss the individual's experience in managing a program for Campus-wide Janitorial Services of the similar size and scope of the program described in this RFP.
2. Provide an organization chart, including functions and responsibilities of your company's recommended account management team for UCH.

**E. Account References**

1. Provide three references and contact information to verify bidder direct experience in servicing accounts of a similar size, complexity, and business volume to the UCH based on the options specified in Section IV of this RFP.
2. Provide names and contact information for three accounts that have left your company within the last 24 months for reasons other than consolidation. Provide the reason they left.
3. Ensure that contact information includes name, title, address, e-mail address, and phone number of each reference and that you have verified that this is current information for these individuals/companies.

## **SECTION IV: CAMPUS-WIDE JANITORIAL SERVICES PROGRAM REQUIREMENTS**

This section sets forth specific service requirements for the University of California Hastings College of the Law's program for Campus-wide Janitorial Services. Bidder proposals must address all of the listed requirements in the order presented with a response acknowledging an understanding of the requirements and the bidder's approach to fulfilling the requirements.

### **A. Bid**

Use ATTACHMENT D to provide your bid for:

#### **CUSTODIAN Services (Day) at 100:**

- Arrive M-S at 5:00 a.m.;
- Clean the interior and exterior of the Tower per the tasks and frequencies listed in Attachments 'F' & 'F-1';
- Ensure the building is cleaned, and kept ready for business, to the standards listed in Attachments 'F' & 'F-1';
- Per direction of Property Manager, assist with event set-up/tear-down/clean-up, office moves, or unit cleaning.

#### **CUSTODIAN Services (Day) at 198, 200 & Garage:**

- Arrive M-F at 7:30 a.m.;
- Clean the interior and exterior of these UCH locations per the tasks and frequencies listed in Attachment 'F';
- Ensure the campus is cleaned, and kept ready for business, to the standards listed in Attachment 'F';
- Per direction of Facilities Department, assist with event set-up/tear-down/clean-up, office moves, or other items.

#### **CUSTODIAN Services (Night):**

- Arrive M-F at 5:00 p.m.;
- Perform the prescribed tasks at the frequencies required in Attachment 'F';
- Per direction of Facilities Department, assist with or complete undone event or move task;
- Perform light utility work (floor care: such as extracting, buffing, stripping, waxing), and minor painting touch up.

#### **PORTER Services (Day):**

- Arrive M-F at 7:30 a.m.;
- Perform event set-up/tear-down per instructions, including, but not limited to moving tables, chairs, stage pieces, water coolers and bottles, as well as other items;
- Perform office moving (such as tables, chairs, files, etc.) as instructed.
- Assist with custodian work as needed;
- UCH hosts around 400 events during a school year (July 1 – June 30);
  - Onsite staff provides the room set-ups and tear downs for these events;
  - More than one person required to do event setups and teardown. Many times the entire morning crew and sometimes the entire night crew are mobilized to do setup/teardown;
  - water cooler moving/set-up/take-down, as-needed clean up (for events);
  - handling the college's linens (table cloths and skirts) during set-up/tear down.

Janitorial/Porter staff to attend certain off-site events (such as commencement in May);

These are all standard and included in your price quote.

DO NOT ALTER THE FORMAT OF ATTACHMENT D SPREADSHEET.

Through collaborative management, UCH Facilities and contractor will order required paper products, cleaning supplies, liners, and other necessary items from designated suppliers. Goods will be delivered to UCH during open hours.

Contractor personnel will have access to these goods at the warehouse in 200, or the Tower, and shall document use.

Attachments 'F' & 'F-1' detail the cleaning requirements of the College.

Estimated cleanable square feet of each building:

- UCH Parking Garage – 560 sq. ft.
- 100 McAllister – 52,500 sq. ft.
- 198 McAllister – 176,200 sq. ft.
- 200 McAllister – 136,000 sq. ft.

The overall goal is to have the campus clean and sanitary every day:

- meeting SUSTAINABILITY REQUIREMENTS
- achieving HIGH CLEANLINESS STANDARDS
- utilizing ENVIRONMENTALLY PREFERRABLE PURCHASING PRACTICES and PRODUCTS
- ensuring EVENT READINESS
- maintaining COLLEGE'S OVERALL APPEARANCE AND REPUTATION

all through collaborative management with UCH, implementing continuous improvement, and the use of UC Systemwide supply agreement partners.

**UCH Facilities** manages this agreement for 198, 200 McAllister and the Garage. They will manage the contractor's day-to-day, performance through the assignment and monitoring of daily, weekly, monthly, quarterly, and annual tasks; Facilities will handle daily/weekly/monthly and other periodic issues, inspections, goal-setting, ideas for continuous improvement, corrections, & special requests.

**UCH Property Manager** manages this agreement for 100 McAllister. They will manage the contractor's day-to-day, performance through the assignment and monitoring of daily, weekly, monthly, quarterly, and annual tasks; Facilities will handle daily/weekly/monthly and other periodic issues, inspections, goal-setting, ideas for continuous improvement, corrections, & special requests.

**UCH Business Services** will host Quarterly Business Reviews (QBR), to provide an open forum for discussion on contract spend. Sr. Management from the supplier must be present for the QBRs.

**UC Systemwide Supplier(s)** will provide the products, delivery, recommendation and pricing required of their agreements.

## **B. Required Products**

Toilet paper, hand towels, hand soap, sanitary napkins, and liners are supplied by UCH through UC agreements. Contractor will need to furnish the products and materials considered tools of the trade. Contractor bears the cost of those.

## **C. Environmentally Preferable Products/Services**

1. Contractor tools of the trade are to be environmentally preferable. A list of products and materials used to perform tasks is required, and must show any certification.
2. Provide your firm's corporate social responsibility program.

#### **D. Receiving Locations**

Contractor may ship tools of the trade directly to UCH. Primary receiving site is loading dock at 200 McAllister. Delivery may be made directly to the Tower as agreed to for items required there.

#### **E. Quality of Service Standards**

1. Bidders must acknowledge the following quality of service standards and provide minimum guarantees to consistently adhere to the standards:

Campus Cleanliness	A-grade
Event support	100%
Customer service satisfaction	100%
Invoice/billing accuracy	100%
Invoice timeliness	100%

#### **F. Quality Management and Continuous Improvement Process**

UCH will survey the campus, or specific departments, periodically regarding the performance of the services. Quarterly Business Reviews will primarily be to review and discuss these surveys, and deal with any issues or concerns arising from the results. The intent is to establish consistent communication based on customer feedback to maintain A-grade standards.

#### **G. Partnering**

UCH encourages a partner relationship with respect to the UCH janitorial service provider, and requires the contractor to discuss innovative approaches to partnering with objectives such as:

1. Improving performance,
2. Improving quality,
3. Increasing sustainability efforts,
4. Reducing cost.

## **SECTION V: INVOICING**

Describe your company's normal invoicing payment terms and conditions for the following options:

1. Procurement Card with no fees
2. Summary Billing and Summary Invoices
3. Receive ACH payments
4. Any other options, specify

### **A. UCH Current Invoicing Requirements**

1. All invoices must clearly indicate the following information:
  - California sales tax as a separate line item (if applicable)
  - Purchase Order number
  - Description of the services
  - Monthly cost
  - Any applicable discount
  - Reference to original order and invoice number for all credit invoices issued
2. Invoices will normally be paid within 30 days of satisfactory product delivery or receipt of correct invoice, whichever occurs last, unless a discount for prompt payment is offered.
3. Invoice Submission:  
  
Submit invoices for 198 McAllister, 200 McAllister, and 376 Larkin to:  
Sunny Dhamrait, Facilities Director  
[dhamrait@uchastings.edu](mailto:dhamrait@uchastings.edu)  
  
Submit invoices for 100 McAllister to:  
Jarda Brych, Property Manager  
[brychj@uchastings.edu](mailto:brychj@uchastings.edu)
4. Specify your company's dispute resolution process and time frame.

## SECTION VI: PRICING

### A. Price Quotation

1. Complete the attached Pricing Schedules, based on specified UC requirements as defined in this RFP. Provide your pricing proposal in the Excel Spreadsheet, Attachment 'D'.
2. Bidders must provide the following pricing data:
  - a) **MONTHLY COST FOR COMPLETE Janitorial Services**  
For each location as detailed in Attachment D.  
Use the spreadsheet. Do not alter it.
3. Bidders are required to provide a price quotation for all the services included in the Pricing Schedule and detailed in Section IV of this RFP.
4. The prices quoted in response to this section shall be the UCH net price including the various services to be provided. There shall be no separate charges, fees, handling or other incidental costs.

### B. Price Protection

1. Prices quoted cannot increase during the first 12 months period of the *agreement*. Price changes **after** the first 12 months period, **if any**, shall be made on an annual basis as negotiated by both parties. Any price change proposal requires a 60-day written notification. However, in no event shall price increase PROPOSAL on an aggregate basis exceed two (2) percent.
2. Price increase PROPOSALS for any renewal periods must be supported by documented evidence of requirements for the price increases. UCH shall benefit from any lower price offered to other universities, hospitals, government agencies or entities where the economic and service requirements are substantially similar. If the bidder's catalog or list price or service price is reduced (intentionally or unintentionally) UCH shall benefit from a corresponding price reduction.

### C. Prompt Payment Discount

Bidders are to quote discounts offered for prompt payment. UC considers 30-day payment periods as normal. Additional discounts should be quoted for payments received in 5, 10, 15, and 20 days.

State your firm's early pay discount:

\_\_\_\_\_, NET \_\_\_\_\_

\_\_\_\_\_, NET \_\_\_\_\_

\_\_\_\_\_, NET \_\_\_\_\_

\_\_\_\_\_, NET \_\_\_\_\_

Provide your company's long term pricing commitment for this contract.

## SECTION VII: IMPLEMENTATION

UCH management will meet with contract to transition them to UCH location:

- **Phase I:** Multiple site visits and closet inventories, scheduling training and ordering of initial round of supplies. Closet reconfiguration. Staging area allowed for move-in, move-out. Viewing of event charts, set-ups, take-downs.
- **Phase II:** Total transition and collaborative management.

What information, other than provided in this RFP, will you need for implementation?

Bidders must provide a description and timeline (transition plan and timeline) of proposed conversion and program implementation activities for the various bid options. Bidder should also outline UCH requirements in order to make transition seamless and successful, including any contingencies which may restrict bidder from a successful transition.