

REQUEST FOR PROPOSALS (RFP)

The CENTER FOR HEALTH CARE SERVICES (the "Center") is accepting proposals for the provision of janitorial services (Project # 2012-002) for its facilities located at 601 North Frio (24 hour facility); 806 S. Zarzamora; 1920 Burnet; 1921 Burnet; 1227 W. Drexel Buildings A & B; 104 Story Lane; 2711 Palo Alto, 711 E. Josephine; 3031 IH 10 West, San Antonio, Texas and 8155 Lone Shadow, Converse, Texas. Information packets will be available at 3031 IH 10 West, the Center's Central Administrative offices as of November 1, 2011. Please note that a mandatory pre-bid meeting has been scheduled for 3:00 PM on November 29, 2011. Sealed proposals must be submitted by no later than 3:30 PM Central Standard Time, on December 16, 2011 clearly labeled "**PROPOSAL FOR JANITORIAL SERVICES**". Submission of bids by telephone, facsimile transmission or e-mail will not be accepted. Proposals will be opened at 4:00 PM Central Standard Time on December 16, 2011 in the Center's Boardroom. Upon review and evaluation of submitted bids, the Center shall award the bid that provides the best value and is the most advantageous to the Center and its consumers. Prior to contract execution, Successful Bidder must submit all required documents or the proposal will be disqualified. Services estimated to begin March 2012.

CENTER FOR HEALTH CARE SERVICES
3031 IH-10 WEST, SAN ANTONIO, TEXAS 78201
210.731.1300, ext. 341

PROCUREMENT TIME LINE (JANITORIAL SVCS 2012-002)

<u>Date</u>	<u>Event</u>
<u>October 29 & 30 2011</u> <u>November 5 & 6, 2011</u>	Request for Proposal Issued and advertised in Express/News.
<u>November 29, 2011</u>	3:00 PM Mandatory Pre-Bid Conference in Board Room At 3031 I.H. 10 West.
<u>December 5, 2011</u>	5:00 PM, Last Day to Submit Request for Clarifications and/or Modifications to the Procurement/Contract Documents.
<u>December 9, 2011</u>	5:00 PM, The Center's Response to Requests for Clarifications and/or Modifications.
<u>December 16, 2011</u>	3:30 p.m. Deadline for Submitting Proposal; 4:00 p.m. RFP Bid Opening

**CENTER FOR HEALTH CARE SERVICES
REQUEST FOR PROPOSALS (EXHIBIT "A") for
MULTIPLE CENTER-OWNED FACILITIES - (PROJECT # 2012-002)**

The Center for Health Care Services (the "Center") is a community health center established under Article 534, Texas Health and Safety Code, V.T.C.A., and is operated through a nine person Board of Trustees. The Center does not pay Texas sales and/or use taxes and such taxes may not be passed on as a cost to the CENTER.

The Center will make positive efforts to utilize small business concerns and minority owned business enterprises in the acquisition of supplies, equipment, and services when these enterprises can offer the supplies, equipment and services on a cost competitive basis.

The Center is requesting bids for the provision of Janitorial Services for the facilities located at 601 North Frio (24 Hour facility); 806 S. Zarzamora; 1920 Burnet; 1921 Burnet; 227 W. Drexel, Buildings A&B; 104 Story Lane; 2711 Palo Alto; 711 E. Josephine; 3031 IH 10 West, San Antonio, Texas, and 8155 Lone Shadow Trail, Converse, Texas. Contract services will commence on or about March 2012, and will run twenty-four (24) consecutive months with provisions for two consecutive one-year renewal options, at the sole option of the Center.

It is expected that some companies can meet the requirements and others cannot. Please be realistic about your ability to meet the contract specifications. There will be a mandatory pre-bid conference at the Center's Board Room, 3031 I. H. 10 West, San Antonio Texas 78201 on Tuesday, November 29, 2011.

BID DOCUMENTS:

CONTRACTOR ACCEPTANCE & SIGNATURE

- See EXHIBIT "A", entitled "REQUEST FOR PROPOSALS" - _____
- See EXHIBIT "B", entitled "CORPORATE BOARD RESOLUTION" _____
- See EXHIBIT "C", entitled "BUSINESS QUESTIONNAIRE" - _____
- See EXHIBIT "D", entitled "RESIDENT/NONRESIDENT CERTIFICATION" _____
- See EXHIBIT "E", entitled "SPECIALIZED SERVICES TO BE PROVIDED" _____
- See EXHIBIT "F", entitled "GUIDELINES FOR TASK & FREQUENCY" _____
- See EXHIBIT "G", entitled "QUALITY CONTROL PLAN TEMPLATE" _____
- See EXHIBIT "H", entitled "PAYMENT VOUCHER TEMPLATE" _____
- See EXHIBIT "I", entitled "FACILITY FLOOR PLANS-NOT TO SCALE" _____
- See EXHIBIT "J", entitled "ESTIMATED FLOORING DETAILS" _____

EXHIBIT "A" - REQUEST FOR PROPOSALS

Bids shall include all information requested in this RFP. **Each bid section must be labeled and correspond to the order listed below.** Failure to comply may deem a bid as non-responsive. At a minimum, bids must include the following information:

1. Provide the Center with Certificate of Insurances secured and maintained with an insurance company, or companies, licensed to do business in Texas for the following:
 - A. Comprehensive general liability insurance with limits of at least \$500,000/\$1,000,000 with the Center being named as an additional insured.
 - B. Sufficient coverage to meet the requirement of State law for worker's compensation on its employees providing services under this Contract.
 - C. Automobile insurance in amounts not less than (\$300,000/\$500,000) covering each and every vehicle used in connection with the provision of the required services.
2. Provide a statement to the Center that all persons providing services to the Center are legally authorized to work in the United States.
3. Agree to provide the Center with a Fifty Thousand Dollar (\$50,000) Fidelity Bond per person for all persons providing services to the Center upon award of contract.
4. Provide to the Center a Certified Criminal Background History for all current employees prior to contract execution. This Criminal Background History will detail the last ten (10) years of any and all criminal activity listed within the Texas Department of Public Safety or Federal Bureau of Investigation (FBI) database.
5. Provide the Center with the most recent Review, Compiled or audited Financial Statements accompanied with a summary cover letter from the Certified Public Accountant that performed Review, Compilation or Audit.
6. If the company bidding for this contract is a corporation, a current copy of "A Certificate of Good Standing" from the Texas State Comptroller is required to be submitted with your bid.
7. If the company bidding for this contract is not a corporation, a copy of your "Assumed Name Certificate" from the County Clerk is required to be submitted with your bid.

The Center reserves the right to reject, for any reason and at its sole discretion, in total or in part, any and/or all proposals, regardless of comparability of price, terms or any other matter, to waive any formalities, and to negotiate on the basis of the proposals received for the most favorable terms and best service for the Center. If a firm is selected, the firm will be required to execute a contract. If Center funding is materially decreased during the contract term, the contract may be amended and/or terminated. No contract shall be deemed to exist between the Center and any firm until a mutually acceptable, comprehensive and binding agreement has been executed by the Center and that firm. A countersigned copy of this proposal or any other preliminary written agreements shall not suffice to bind the Center to any legal obligation of any kind whatsoever with regard to the work considered hereby.

Bids will be presented in the following format:

	MONTHLY COST	YEARLY COST
601 N. Frio (24 Hour Facility)	\$ _____	\$ _____
806 S. Zarzamora	\$ _____	\$ _____
1920 Burnet	\$ _____	\$ _____
1921 Burnet	\$ _____	\$ _____
227 W. Drexel, Bldg A	\$ _____	\$ _____
227 W. Drexel, Bldg B	\$ _____	\$ _____
104 Story Lane	\$ _____	\$ _____
2711 Palo Alto	\$ _____	\$ _____
711 E. Josephine	\$ _____	\$ _____
3031 IH 10 West	\$ _____	\$ _____

Total Monthly Cost \$ _____ Total Yearly Cost \$ _____

In addition to the above bid information, please provide a reference list of other entities using your company's services, and an indication of the extent of minority ownership of and management participation in your company or firm.

Sealed proposals are due Friday, December 16, 2011 **NO LATER THAN**, 3:30 p.m. at 3031 IH 10 West, San Antonio, Texas 78201. All bids should be marked **"JANITORIAL SERVICES"**.

The Center's Board of Trustees will make the final selection, at one of its scheduled meetings.

All questions regarding this RFP must be submitted in writing to the Center's Procurement Department, which shall issue answers in the form of addenda. All and any addenda so issued must be signed by Bidder and returned with the original bid. **The deadline for submitting questions is December 5, 2011 at 5:00 p.m. CST.** Submit questions to:

Bren Manaugh
Director, Business Development and Quality Assurance
Telephone: (210) 731-1300 X 341
Fax: (210) 731-8678
3031 IH 10 West
San Antonio, TX 78201
procurement@chcsbc.org

No Bidder shall communicate, by writing or verbally, with any Center employee, Elected Official, Board Member, or Center representative during the course of this solicitation, other than through writing to the Procurement Department as described above. Any such unauthorized communication may result in disqualification of the Bidder.

Company Name: _____
Contact Person: _____
Address: _____ Zip Code _____
Telephone No.: _____
Are you a *HUB _____ Yes or No. If YES, provide Certification.
Signature: _____

Bidder Representative

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EXHIBIT "B" - CORPORATE BOARD OF DIRECTORS RESOLUTION

STATE OF _____

COUNTY OF _____

On the _____ day of _____, 20____, at a meeting of the Board of Directors of _____, a Corporation, held in the City of _____, _____ County of, _____

With a quorum of the Directors present, the following business was conducted:

It was duly moved and seconded that the following Resolution be adopted:
BE IT RESOLVED that the Board of Directors of the above corporation do hereby authorize

_____ and his successors in office to negotiate, on terms and conditions that he may deem advisable, a contract or contracts with The CENTER for Health Care Services, and to execute the contract or contracts on behalf of the Corporation, and further we do hereby give him the power and authority to do all things necessary to implement, maintain, amend, or renew the contract.

The above resolution was passed by a majority of those present and voting in accordance with the Bylaws and Articles of Incorporation.

I certify that the above and foregoing constitutes a true and correct copy of a part of the minutes of a meeting of the Board of Directors of _____ held on the _____ day of _____, 20_____.

_____ Secretary

Subscribed and sworn before me, _____, a Notary Public for the County of _____, on the _____ day of _____, 20_____.

Notary Public
Notary Public, County of _____
State of _____

EXHIBIT "C" – BUSINESS QUESTIONNAIRE (09/2011)
THE CENTER FOR HEALTH CARE SERVICES

1. Name of Proposed Contractor ("Business", herein):

2. Doing Business As: _____
(Other business name, if applicable)
3. Business Mailing Address: _____
City: _____ State: _____ Zip Code: _____
4. Business Telephone Number: () _____ Fax Number: _____
5. Business Type: Individual Corporation Partnership Joint Venture
6. Number of Years in the Fleet Leasing and Management Program Services _____
7. Annual Gross Revenue:
 \$100 K or Less \$101K-\$500K \$501K-900K \$901K-\$2.0 M \$2.1 M-Over
8. Number of Employees in your firm:
 1 to 3 4 to 6 7-9 10-15 16-Over
9. Number of Employees that your firm will assigned to this contract:
 1 to 3 4 to 6 7-9 10-15 16-Over
10. Verification of Minority Owned/Under-utilized Business Certification, SBE, M/WBE, HUB OR VBE, if applicable. Provide copy of each certification(s);
11. Type of Work Performed: Construction Janitorial Manufacturing Professional Service Retail General/Technical Service
12. Please provide a brief description of your materials and/or services:

13. Is the Business a subsidiary of another entity? Yes No
14. Has the Business, or any officer or partner thereof, failed to complete a contract?
 Yes No
15. Has the Business, or any officer or partner thereof, filed a voluntary petition seeking bankruptcy protection under Chapter 7 or Chapter 11? Yes No
16. Is any litigation pending against the Business? Yes No

17. Has the Business ever been declared “non-responsive or not responsible”?
 Yes No
18. Has the Business been debarred, suspended, proposed for debarment; declared ineligible; voluntarily excluded or otherwise disqualified from bidding, proposing or contracting?
 Yes No
19. Has the Business been a defaulter, as principal, surety or otherwise? Yes No
20. Has the government or other public entity requested or required enforcement of any of its rights under a surety agreement on the basis of a default or in lieu of declaring the Business in default? Yes No
21. Is the Business in arrears upon a contract or debt? Yes No
22. Are there any proceedings relating to the Business’ responsibility, debarment, suspension, voluntary exclusion or qualification to receive a public contract?
 Yes No
23. Have liquidated damages or penalty provisions been assessed against the Business for failure to complete the work on time or for any other reason? Yes No
24. If a “yes” response is given under questions 16 through 23, please provide a detailed explanation including dates, references to contract information, contracts, etc. (Attach additional pages as necessary). The CENTER For Health Care Services reserves the right to inquire further with respect thereto.
- _____
- _____
- _____
25. List the name and business address of each person or legal entity, which has a 10% or more ownership or control interest in the Business (attach additional pages as necessary).
- _____
- _____
- _____
26. Name of principal financial institution for financial responsibility reference.
- Name of Bank: _____
- Address: _____
- City and State: _____
- Officer familiar with bidder’s account: _____
- Federal taxpayer I.D. number: _____

27. Provide a written bid dollar amount for the requested hotline services, to be considered for a one year contract period. The awarded contract will be for a one year term, with an option to renew the contractual services annually, for up to three years, at the sole discretion of the Center. The bid amount submitted by Bidder **will not be negotiable** after acceptance by the Center. Accepted bid amounts shall be reflected in the awarded contract and shall not be negotiable during the initial term of the contract unless a material change in the business operations or service obligations of the parties occurs.

28. **Rights Reserved.** The Center reserves the right to withdraw this Request for Bids at any time before bids are submitted; reject, for any reason and at its sole discretion, in total or in part, any and/or all bids, regardless of comparability of price, terms or any other matter, and to waive any informalities. If a bidding firm is selected, the firm will be required to execute a contract. If Center funding is materially decreased during the contract term, the contract may be amended and/or terminated by Center.

No contract shall be deemed to exist between the Center and any Bidder until the Center and that bidder have executed a mutually acceptable, comprehensive and binding contract. A countersigned copy of this bid or any other preliminary written agreements shall not suffice to bind the Center to any legal obligation of any kind whatsoever with regard to the work considered hereby.

In the contract with the successful bidder, the Center will not agree to waive its governmental immunities, engage in binding arbitration or agree to indemnification of Contractor or limitation of Contractor's liability. The contract will require that it be construed and enforced in accordance with the laws of the State of Texas and that venue shall lie in Bexar County, Texas.

I, individually and on behalf of the business named above, do by my signature below certify that the information provided in this questionnaire is true and correct. I understand that the information provided will be used by the Center to determine business qualifications that may be reported to local, state or federal agencies that fund and/or regulate Center programs. I understand that if the information provided herein contains any false statements or any misrepresentations that:

- 1) The Center will have the grounds to terminate any or all contracts which the Center has or may have with the business;
- 2) The Center may disqualify the business named above from consideration for contracts and may remove the business from the Center's bidders list; or/and
- 3) The Center may have grounds for initiating legal action under federal, state, or local law.

Print Name

Title

Signature of Owner
(Owner, CEO, President, Majority Stockholder or
Designated Representative)

Date

EXHIBIT "D" - RESIDENT/NON-RESIDENT CERTIFICATION

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code § 2252.002, as amended:

Is the bidder that is making and submitting this bid a "resident bidder" or a "non-resident bidder"?

Answer: _____ Resident Bidder _____ Non-resident Bidder

Texas Resident Bidder - A bidder whose principal place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Nonresident Bidder - A bidder who is not a Texas Resident Bidder.

- B. If the Bidder is a "Nonresident Bidder", does the state in which the Nonresident Bidder's principal place of business is located have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the bid of a Resident Bidder of that state in order for the nonresident bidder of that state to be awarded a contract on his bid in such state?

Answer: _____ Yes _____ No Which state? _____

- C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a contract on such bid in said state?

Answer: _____

**EXHIBIT "E" SPECIALIZED SERVICES TO BE PROVIDED
TO CENTER BY SUCCESSFUL BIDDER**

Successful Bidder shall provide all personnel, equipment, tools, materials, supervision, and other services necessary to perform Janitorial Services for the Center as defined in this Requirements Statement. The Successful Bidder shall ensure that all Successful Bidder's personnel wear photo I.D. at all times while at Center Facilities. The Successful Bidder shall perform to these standards to comply with this Contract. The estimated quantities and areas of work are listed in Exhibit "F" and Exhibit "J", respectively. Also included are facility floor plans which are not drawn to scale. In additions, the days in each week on which janitorial work is to be performed in various areas of the facility located at 601 N. Frio (24 Hour Facility) are set forth on Exhibit "K", special work areas schedule.

1. Successful Bidder Furnished Items And Services

Except for those items or services specifically stated to be Center and/or Successful Bidder furnished, the Successful Bidder shall furnish everything required to perform to this Requirements Statement. This includes all supplies, paper products for restrooms, soap for restrooms, and all chemicals necessary to clean and sanitize on a daily basis, Monday through Sunday and holidays. The Successful Bidder shall maintain at least a two "(2-3) day" supply of all paper products and "ANTIBACTERIAL" hand soap for all dispensers and all chemicals necessary to clean and sanitize all bathrooms within the designated janitorial closets. The Successful Bidder shall maintain a clean mop, dust mop, vacuum cleaner and trash cart within the designated janitorial closets "ON-SITE AT ALL TIMES FOR USE IF NECESSARY BY PROGRAM PERSONNEL."

2. Equipment

All equipment shall have bumpers and guards to prevent marking or scratching of fixtures, furnishings, or building surfaces. All baseboards must be protected from all floor maintenance activities.

A. All electrical equipment used by the Successful Bidder shall be UL approved. This equipment must operate using existing building circuits. It shall be the responsibility of the Successful Bidder to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, which require power exceeding the capacity of existing building circuits.

B. Vacuums for carpeted floors shall be of commercial quality and of the beater bar type.

3. Plastic Trash Can Liners

The Successful Bidder shall furnish plastic trashcan liners of adequate quality to protect each trash can. Liners shall be replaced "DAILY OR AT A MINIMUM OF WEEKLY" or when obviously soiled or torn.

4. Restroom Supplies

The Successful Bidder shall furnish the following restrooms supplies. All paper products will be 100 % post consumer (i.e. Green Seal) products or approved equal. All products will be approved before contract execution and samples of products samples of products must be submitted to the Manager of Safety, Maintenance & Transportation ("SMT Manager") for approval prior to the Contract start date and whenever a product change occurs:

ITEM

- 4.1 Toilet Tissue, two-ply 9" rolls for dispensers as provided
- 4.2 Paper Hand Towels rolls for dispensers as provided
- 4.3 "ANTIBACTERIAL Hand AND ANTIBACTERIAL" Liquid Soap as follows; for dispensers as provided
- 4.5 Deodorant Blocks, for urinals and toilet bowls, "OR AT A MINIMUM BACTERIAL DEODERANT SPRAYS APPROPRIATE FOR COMMERCIAL USAGE IN PUBLIC RESTROOMS."

5. Information on Supplies

The Successful Bidder shall provide, to the Center, information as required on the quantity of supplies used during the course of the contract on a monthly basis. Information shall be given for all items listed in paragraphs 4.1 through 4.5 above. This requirement is for information only. The Successful Bidder shall maintain a supply of Material Safety Data Sheets (MSDS) on all products used at the facility and with the office of the SMT Manager.

6. Specific Tasks

6.1 Custodial

The Successful Bidder shall provide custodial services as outlined in this Requirements Statement per the task and frequency outlined by the different facilities at the Center as defined on the Technical Exhibits. Service will include "on a daily basis:

- (1) emptying trash cans and removing trash daily,
- (2) vacuuming all carpets daily,
- (3) damp mopping of all hard surface floors daily,
- (4) servicing bathrooms (hand cleaning inside and out commodes, "WIPING DOWN ALL COMMODE WALLS/STALLS DAILY", urinals, lavatories, washbasins and slop sinks, replenishing toilet paper, paper towels, and hand soap) "DAILY".
- (5) "DUSTING OFFICE AREAS AS POSSIBLE WITHOUT MOVING ANY ITEMS; HOWEVER, THOSE VISIBLE AREAS REQUIRING DUSTING AT LEAST WEEKLY;"
- (6) "CLEANING AND WIPING OFFICE KITCHEN AREA COUNTERTOPS AND TABLES DAILY"
- (7) "ASSURING FRONT ENTRANCE AREA OF BUILDING (LOBBY) IS PRESENTABLE FOR BUSINESS THE FOLLOWING MORNING."

6.2 Cleaning Tasks

The Successful Bidder shall accomplish cleaning tasks as outlined ABOVE AND/BELOW to meet the completeness, quality, and frequency requirements set forth in the individual Task and Frequency Charts. Task and Frequency Charts are provided with each Technical Exhibit.

6.3 Vacuum Carpet

The Successful Bidder shall vacuum on a daily basis all carpeted floor areas so that after vacuuming, they are free of all visible litter, dust, and soil. The Successful Bidder shall remove all spots as soon as noticed. The Successful Bidder is only responsible for removing spots smaller than 2 square feet. Spots

two (2') square feet or larger shall be brought to the attention of the Manager/DIRECTOR OF FACILITY OR DESIGNATED STAFF MEMBER AT EACH FACILITY. All tears, burns, and unraveling shall be brought to the attention of the Center.

6.4 Sweep Floors

The Successful Bidder shall sweep/dust mop on a daily basis the entire floor surface, including corners and abutments, so that after sweeping/dust mopping they are free of all visible litter, dust, and foreign debris. The Successful Bidder shall have chairs, trash receptacles, and easily moveable items tilted or moved to sweep/dust mop underneath "AND REPLACED DAILY".

6.5 Mop Floors

The Successful Bidder shall mop all accessible areas including corners and abutments, so that after mopping they have a uniform appearance and are free of streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris or standing water. The Successful Bidder shall have chairs, trash receptacles, and easily moveable items moved to mop underneath "AND REPLACED DAILY". The Successful Bidder shall remove all splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area. The Successful Bidder shall not mop wood or carpeted floors. The Successful Bidder will not allow build up of any kind in any corners through out facility.

6.6 Maintain Floors and Doors

The Successful Bidder shall maintain on all floors accessible to floor machines, unless specified elsewhere as having carpet or special flooring. After receiving floor maintenance, the Successful Bidder shall apply a uniform coating of non-skid floor finish, so that the floors have a glossy appearance, and are free of scuff marks, heel marks, and other stains and discoloration. The Successful Bidder shall remove floor finish solutions from baseboards, furniture, trash receptacles, etc. The Successful Bidder shall have chairs, trash receptacles, and easily moveable items tilted or moved to maintain floors underneath, and return all moved items to their proper position when maintenance has been completed. The Successful Bidder shall apply these techniques only to the portion of the floor needing work, to bring the entire floor up to standard. The Successful Bidder shall not apply floor finish to surfaces that have not been cleaned.

6.7 Door Cleaning

All doors where hand marks may be visible shall be free of hand marks made by hands when doors are opened. "ALL DOORS WITH GLASS SHALL ALSO BE CLEANED WHERE HAND MARKS MAY BE VISIBLE SO THAT AT NO TIME HAND MARKS BE VISIBLE ON GLASS."

6.8 Clean Entry Mats

The Successful Bidder shall vacuum all carpet-type entrance mats to move soil and grit and to restore resiliency of the carpet pile.

6.9 Remove Trash

The Successful Bidder shall empty and return to their original initial location all wastebaskets, cigarette butt receptacles (ashtrays, butt cans, etc.), and other trash containers within the area. Boxes, cans, and papers placed near a trash receptacle and marked "TRASH" shall be removed by the Successful Bidder. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced daily. The Successful Bidder shall remove ashes and debris from cigarette butt receptacles and place in a nonflammable container. The Successful Bidder shall dispose of trash in plastic bags secured with bag ties. The Successful Bidder shall pick up any trash that may fall in or around the facility or grounds during the removal of collected trash. The Successful Bidder shall pick up any trash that may fall in or around the facility or grounds during the removal of collected trash. The Successful Bidder shall deposit the trash in the nearest outside trash collection point.

6.10 Dusting Activities

The Successful Bidder shall perform dusting activities on a weekly basis, so that after dusting, all dust, lint, litter, and dry soil shall be removed from surfaces of desks, chairs, file cabinets, and other types of office furniture and equipment, and from ledges, window sills, hand rails, etc., to a line 7'-0" above the floor level. The Successful Bidder shall not dust Personal Computers, business machines, and equipment of similar nature.

6.11 Clean Glass

The Successful Bidder shall on a daily basis clean all glass partitions, interior and exterior glass doors, display cases, directory boards, draft shields on windows, mirrors and adjacent trim, so that after cleaning the glass there shall be no traces of film, dirt, smudges, water or other foreign matter.

6.12 Clean Drinking Fountains

The Successful Bidder shall on a daily basis disinfect all porcelain and polished metal surfaces, including the orifices and drain, so that after cleaning the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale, and other obvious soil.

6.13 Perform Spot Cleaning

The Successful Bidder shall perform spot cleaning by removing smudges, fingerprints, marks, streaks, etc., from the washable surfaces of walls, partitions, doors, and fixtures. The Successful Bidder shall use germicidal detergent in restrooms, locker rooms, break areas, and drinking fountains. The Successful Bidder shall polish brass hardware, aluminum bars, and other metal doors and cigarette urns with a polish compound. After spot cleaning by the Successful Bidder, the surface shall have a clean, uniform appearance, free of streaks, spots and other evidence of removed soil.

6.14 Disinfect Restrooms

The Successful Bidder shall on a daily basis disinfect all surfaces of toilet bowls inside and out, urinals inside and out, lavatories, showers, dispensers, and other such surfaces, using a germicidal detergent, "WIPING DOWN ALL COMMODOE WALLS/STALLS DAILY". The Successful Bidder shall on a weekly basis disinfect

all surfaces of partitions, stalls, stall doors, and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

6.15 Entrances

Entrances and all adjacent areas within 7' shall be swept, cleaned and policed on a daily basis for the removal of dirt, and other litter as required. All outside walls (in the immediate vicinity) of entrances canopies, and entrance lights shall be maintained clean of overhanging lint, cobwebs, mud and other dirt. Foot scrapers, entrance mats, individual trash and smoking receptacles shall be cleaned and the exterior entrance area shall be flushed down with water. All glass entrances to be cleaned inside and outside on a daily basis.

6.16 Dust Mops

On a daily basis the Successful Bidder shall ensure that mop heads of rayon or cotton yarn will be used which are treated with a non-oil base mixture of chemicals that will not become greasy. The chemical compound shall not have an ignition temperature of less than 300 degrees Fahrenheit, shall be practically free of saponifiable matter, and colored water-white and/or neutral color. The compound shall show no tendency to heat spontaneously under service conditions. Total residue in mop heads shall not exceed 2% with none of the residue being carbon. Mop heads will be treated by submersion into the chemical or in a wash wheel, with excess chemical properly extracted. A disposable non-woven fabric or a lintless fabric consisting of textile fibers or a combination of fibers and yarn specially treated for dust mopping may be used. Both disposable and non-disposable mop heads will be changed when they become saturated with dirt and dust. Successful Bidder will be responsible for supplying, washing and treating dust mops.

6.17 De-scaling Restrooms/Locker Rooms

The Successful Bidder shall de-scale toilet bowls and urinals, so that after de-scaling, the entire bowl shall be free of scale and soap build up.

7. Quality Control Plan

7.1 On a daily basis the Successful Bidder shall establish and maintain a complete Quality Control Plan (QCP) to ensure the requirements of the Contract are provided as specified. Updates will likewise be provided as they occur. The plan shall include the daily submission of the form in Exhibit "G".

7.2 An Inspection System

An inspection system conducted by the Center's personnel shall include, at a minimum, a daily random sampling inspection of all scheduled janitorial operations, and other functions performed by the Successful Bidder.

**EXHIBIT “F” – GUIDELINES FOR TASK AND FREQUENCY SCHEDULE:
DUTIES TO BE PERFORMED THROUGHOUT THE FACILITIES**

GENERAL REQUIREMENTS:

Empty Waste Receptacles	Daily
Empty Recycle Receptacles (where applicable)	Daily
Clean desk tops (<i>only if the desk tops are cleared of paper</i>)	Daily
Clean metal desk frames	Monthly
Clean and sanitize telephone instruments	Daily
Polish wood furniture	Weekly
Empty and wash ash trays	Daily
Wipe and vacuum chairs	Weekly
Clean all glass partitions and ledges	Daily
Clean all sleeping areas and bed frames (where applicable)	Daily
Clean light switches and spot clean walls for fingerprints	Daily
Clean all windowsills	Weekly
Clean vents (Air vents supply and return)	Weekly
Clean all door handles, frames and kick plates	Daily
Clean <u>exterior</u> of refrigerators and microwave ovens	Weekly
Clean and disinfect drinking fountains	Daily
Wipe and clean top of shelves and file cabinets	Weekly
Replace chairs and waste baskets in proper place after cleaning	Daily
All waste material shall be removed to and loaded into dumpster, as provided by the CENTER, for disposal	Daily
Dust mop with treated mops floor of entire building	Daily
Clean and disinfect all shower and bathroom surfaces	Daily
Wet mop office type floors with a general-purpose product to ensure clean areas.	Daily
Spot Wash walls of entire building	As Needed

Sinks in all areas – washed and sanitized	Daily
Spray buff floors in all areas to remove black marks and scuff marks	Daily
Strip and or scrub and refinish floor surfaces	Quarterly (Minimum <u>“OR AS NEEDED TO MAINTAIN A PROFESSIONAL BUSINESS APPEARANCE”</u>)
Clean corners of rooms and around telephone and electrical mounted plugs	Daily
Wash inside of all exterior windows – entire facility	Quarterly Minimum
Wash all exterior window glass – entire facility	Quarterly Minimum
Wash all partition glass	Weekly
Vacuum and spot clean all carpeted areas	Daily
Buff main lobby, hallways floors, and heavy traffic areas	Once per Week
Buff office type areas	Quarterly Minimum <u>“OR AS NEEDED TO MAINTAIN A PROFESSIONAL BUSINESS APPEARANCE”</u>)
Blinds dusted and/or washed	Weekly
Vending machines wiped and cleaned	Daily
Carpet pile lifted using pile lift machine (all areas)	Monthly
Ash urns are cleaned (sand replaced when dirty) in all public areas	Daily
Main Lobby doors and glass cleaned and polished	Daily
Entrance mats, and all waiting areas cleaned	Daily
Elevator floors & tracks cleaned	Daily
Spot cleaning	Daily
Light fixtures cleaned	Weekly
Dry Clean carpeting	Quarterly Minimum
Dry clean cloth chairs/hand clean all chairs	Quarterly Minimum

STAIRWELLS

Stairwells swept and damp-mopped	Daily
Stairwells vacuum and spot clean all carpeted areas	Daily
Handrails dusted and maintained free of handprints, etc.	Daily
Stairwell walls (spot-washed)	Quarterly Minimum
Stairs stripped and sealed	Quarterly Minimum

MECHANICAL & ELECTRICAL ROOMS

Dust mop/sweep	As Needed
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RESTROOMS

All restrooms shall be kept sanitary and clean	Daily
Floors swept and wet-mopped with quaternary disinfectant-detergent	Daily
Partitions cleaned and disinfected (removing all writing & drawings)	<u>DAILY</u>
Floor drains flushed with disinfected-detergent	Daily
Stools and urinals disinfected with bowl cleaner inside & out	Daily
Toilet paper restocked	Daily
Paper towel and soap dispenser cleaned and replenished	Daily
Clean and fill sanitary napkin dispenser	Daily
Empty and clean sanitary napkin disposal	Daily
Sinks and mirrors cleaned and walls spot washed	Daily
Completely wash and scrub walls and floors	Monthly
Showers disinfected using a quaternary disinfecting product (where applicable)	Daily

EXHIBIT G - QUALITY CONTROL PLAN TEMPLATE

**MEMO TO: ROBERT C. GUEVARA
CONTROLLER
CENTER FOR HEALTH CARE SERVICES**

**FROM: CONTRACTOR NAME
TITLE
NAME OF COMPANY**

DATE: 00/00/0000

QUALITY CONTROL PLAN

OFFICES CLEANED/NOT CLEANED

FLOORS CLEANED/NOT CLEANED

BATHROOMS CLEANED/NOT CLEANED

AREAS OF CONCERN/NOT CLEANED

EXHIBIT H - PAYMENT VOUCHER TEMPLATE

Payment will be made monthly by check mailed to CONTRACTOR upon receipt by the Center of a certified voucher from the CONTRACTOR reflecting services provided for the preceding month at the following monthly charge:

	LOCATION	MONTHLY COST
1.	601 North Frio San Antonio, Texas 78201	\$00.00
2.	806 S. Zarzamora San Antonio, Texas 78207	\$00.00
3.	1920 Burnet San Antonio, Texas 78202	\$00.00
4.	1921 Burnet San Antonio, Texas 78202	\$00.00
5.	227 W. Drexel, Bldg A San Antonio, Texas 78210	\$00.00
6.	227 W. Drexel, Bldg B San Antonio, Texas 78210	\$00.00
8.	104 Story Lane San Antonio, Texas 78223	\$00.00
9.	2711 Palo Alto San Antonio, Texas 78211	\$00.00
10.	711 E. Josephine San Antonio, Texas 78208	\$00.00
11.	3031 IH 10 West San Antonio, Texas 78201	\$00.00
12.	8155 Lone Shadow San Antonio, Texas 78201	\$00.00
	MONTHLY TOTAL	<u>\$00.00</u>

The monthly voucher is to be sent to the attention of the Controller, at 3031 IH 10 West, San Antonio, Texas 78201.

EXHIBIT I - FACILITY FLOOR PLANS-NOT TO SCALE

EXHIBIT J - ESTIMATED FLOORING DETAILS