

**Procurement**

300 Turner Street NW
 North End Center, Ste 2100
 Blacksburg, Virginia 24061
 P: (540) 231-6221 F: (540) 231-9628
www.procurement.vt.edu

March 25, 2024

John Correia
 UG2 LLC
 2 Copley Pl Ste 110
 Boston, Massachusetts 02116-6502

Dear Mr. Correia,

Subject: Contract Renewal Letter

Virginia Tech Contract #: VTS-1757-2022
 Commodity/Service: Housekeeping Services
 Renewal Period: June 1, 2024 – May 31, 2026
 Renewal #: 1 of 4

In accordance with the renewal provision of the original contract, the university would like to renew the contract for an additional term. Please advise concerning your intention by signing in the appropriate space below. A signed copy of this letter should be received in Procurement by February 12, 2024.

If allowed by the contract, price adjustments must be requested at the time of renewal in accordance with the contract documents. Price adjustments are not automatic or retroactive and are only implemented upon request by the vendor at the time of renewal.

In addition, review the attached form which shows your company information as listed in the university's vendor database. If any of this information has changed, make corrections directly on the form, and return with this letter. It is essential this information be accurate for payments to be processed in a timely manner.

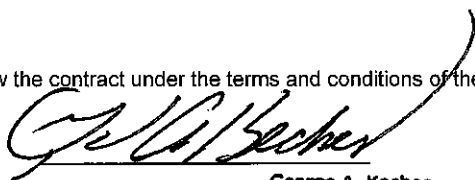
Virginia Tech recommends that our vendors utilize the Wells One AP Control Payment System for payment of all invoices and strongly encourages all vendors under contract with the university to participate in this program. If your firm is not enrolled in the program, refer to our website: <http://www.procurement.vt.edu/Vendor/WellsOne.html> or contact me directly for more information.

Sincerely,

Levi Henry
 Senior Buyer
 (540) 231-7852

UG2 LLC agrees to renew the contract under the terms and conditions of the subject contract.

Authorized Signature:


 George A. Keches
 Senior Vice President
 Finance and Administration
 (please print name)

Date:

3/25/2024

Name:

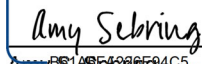
Title:

We currently participate in the Wells One Program: _____

We would like to participate in the Wells One Program: _____

DocuSigned by:

Approved:


 Amy Sebring

Executive Vice President and Chief
 Operating Officer
 4/15/2024

Date:

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-1757-2022

This contract entered into this 14th day of March 2022 by UG2 LLC hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide Custodial Services for the Blacksburg, VA campus to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From June 1, 2022 through May 31, 2024 with the option for four (4) two-year renewals.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

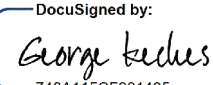
CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, The Revised Request for Proposal (RFP) number 952642201A , together with Addendum Number 1 To RFP dated August 26, 2021, Addendum Number 2 To RFP dated September 14, 2021, Addendum Number 3 To RFP dated October 7, 2021, Addendum Number 4 To RFP dated October 14, 2021, the proposal submitted by the Contractor dated October 28, 2021 and the negotiation summary, all of which Contract Documents are incorporated herein.

ELECTRONIC TRANSACTIONS: If this paragraph is initialed by both parties, to the fullest extent permitted by Code of Virginia, Title 59.1, Chapter 42.1, the parties do hereby expressly authorize and consent to the use of electronic signatures as an additional method of signing and/or initialing this contract and agree electronic signatures (for example, the delivery of a PDF copy of the signature of either party via facsimile or electronic mail or signing electronically by utilizing an electronic signature service) are the same as manual executed handwritten signatures for the purposes of validity, enforceability and

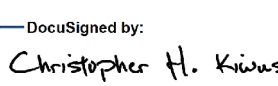
admissibility
DS DS

(initials)

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

Contractor
By: 
(Signature)
George Keches

Name and Title
SVP, Finance and Administration

Virginia Tech
By: 

Dr. Christopher H. Kiwus
Interim Senior Vice President and
Chief Business Officer



Request for Proposal # 952642201A

For

Custodial Services for Blacksburg, VA Campus

8/10/2021

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

RFP 952642201A
GENERAL INFORMATION FORM

QUESTIONS: All inquiries for information regarding this solicitation should be directed to: Levi Henry, Phone: (540) 231-7852 e-mail: lhenny29@vt.edu

DUE DATE: Proposals will be received until September 2nd 2021 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

PROPOSAL SUBMISSION:

Proposals may NOT be hand delivered to the Procurement Office.

Due to the COVID-19 Emergency Declaration, Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to procurement@vt.edu with the **RFP number, due date, and time in the subject line of the email.**

Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. Delivery Confirmation receipts from the offeror's own email system are recommended.

Attachments must be smaller than 25MB in order to be received by the University.

PRE-PROPOSAL CONFERENCE: An optional pre-proposal conference will be held on August 19th at 2:00 PM. See section X, Pre-proposal Conference for additional information.

TYPE OF BUSINESS: (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: _____. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

_____ **Large**

_____ **Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

_____ **Women-owned business** – A business concern 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 is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

_____ **Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) 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 and both the management and daily business operations are controlled by one or more minority individuals.

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 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)			E-MAIL ADDRESS
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	

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

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

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES _____ NO _____

SIGNATURE _____ Date: _____

12/01/2020

I. PURPOSE:

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations for Custodial Services by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech 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.

III. CONTRACT PERIOD:

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

IV. BACKGROUND:

Virginia Polytechnic Institute and State University (Virginia Tech) is located in Blacksburg, Virginia, approximately 40 miles southwest of Roanoke, Virginia, the major commercial hub of the area. In addition to the university's main campus in Blacksburg, major off campus locations include twelve agriculture experiment research stations, the Marion duPont Scott Equine Medical Center and graduate centers in Roanoke and Fairfax, Virginia. Regularly scheduled air service is provided at the Roanoke Regional Airport.

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. As the Commonwealth's most comprehensive university and its leading research institution, Virginia Tech offers 240 undergraduate degree programs to more than 31,000 students and manages a research portfolio of nearly \$513 million. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

As the Housekeeping department within Facilities Services we are responsible for roughly 6 million square feet of Educational and General Assignment buildings as well as off campus research and lease properties. We are also the main support system for our auxiliary services which include Athletics, Division of Student Services and the Moss Arts Center. To accomplish the task of providing services to such a large coverage area we have previously partnered with other contractual services who have provided additional coverages beyond the scope of our abilities. This has centered around 3rd shift coverages and services that have been rendered at locations away from main campus which have required travel. These services have also been provided on 1st and 2nd shift in limited capacities. Currently, Virginia Tech spends approximately \$1.5M per year with the incumbent firm.

V. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the

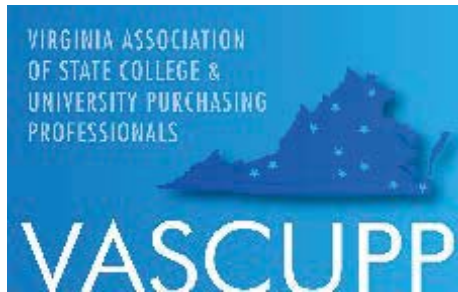
procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the 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 <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech 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 866-289-7367 or 804-371-2525.

VI. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships 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 contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. 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 Virginia Tech. Virginia Tech 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 Virginia Tech 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.

Please refer to Attachment B, Zone Map, if the offeror wishes to submit separate pricing structure based on approved zones for cooperative institutions. Refer to Attachment B for the approved Zone Map. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

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

VII. STATEMENT OF NEEDS:

Virginia Tech is seeking proposals from qualified Custodial Services providers to service the main Blacksburg campus in conjunction with Facilities Housekeeping staff. The requirements for which include, but are not limited to the following:

- A. General Requirements: The Contractor shall supply qualified supervision and labor, all consumable supplies, and equipment to provide all services described. Custodial services applies to all designated spaces of the buildings including, but not limited to halls, classrooms, restrooms, office spaces, work areas, labs, entrances, lobbies, storage areas, elevators, stairways and surrounding sidewalks and grounds. Custodial Services shall also include areas under furniture, furnishings, floor mats and runners. Methods specified shall be supplemented by hand operations to clean corners and locations inaccessible to the equipment. Should any area of operation not be satisfactory to Virginia Tech Project Management or their representative's inspection of work, the Contractor shall make the area satisfactory at the Contractor's sole expense. All furniture and furnishings shall be restored to their proper locations after operations have been completed.

The contractor will ensure the entrances they use to service a facility after hours or if the building is unoccupied at the time the service is performed will be locked. After completion of their tasks, the contractor will verify the building is locked and secured before leaving.

- B. Quality of Workmanship: The Contractor shall provide the necessary personnel for the satisfactory performance of this work at the frequencies and within the time frames specified. The Contractor shall establish and follow a quality control program for the purpose of identifying and correcting deficiencies in the quality of services performed before the level of services becomes acceptable to Virginia Tech. All documentation used for the quality control program shall be made available for review by Virginia Tech on a weekly basis or upon request.
- C. Level of Service: The Contractor shall provide a level of cleaning that is at least equal to standards for Prestige and Adequate cleaning and to the complete satisfaction of Virginia Tech.
1. Prestige shall be defined as a cleaning standard that will provide unsolicited compliments from employees or visitors and will make a cleaning complaint a rarity. This level of cleaning is appropriate for high level management offices and areas of high public use.
 2. Adequate shall be defined as a cleaning standard that will provide neither compliments nor serious criticism from employees or visitors and will make a cleaning complaint a rarity.
- D. Experience: Proposers shall provide a qualifications statement detailing experience providing similar services for a minimum of 5 years. Qualification Statements should include but are not limited to, experience with other Higher Ed or large commercial scale cleaning.

E. Contractor Personnel Requirements.

1. Custodial Superintendent: The Contractor shall assign at least one (1) qualified Custodial Superintendent to directly supervise the work of the Contractor's employees and to ensure adherence to the cleaning schedule. Custodial Superintendent shall:
 - a. Inspect the entire area of the buildings under contract weekly for the purpose of ensuring quality workmanship and compliance with the contract. This procedure should provide the Custodial Superintendent with the opportunity to note discrepancies and complaints; and to plan for correction of deficiencies in the work.
 - b. Be responsible for all keys assigned to unlock spaces and for the security of the building.
 - c. Be responsible for the conduct and performance of the Contractor's employees. During the performance of this contract, the Contractor, or its manager, shall be available at all times to receive notices, reports, or requests from the Virginia Tech Project Manager or representative. The Contractor shall provide, in writing, to Virginia Tech Project Management or representative at least five (5) working days prior to contract start date, the name, telephone number, and addresses of the on-site manager. The term "on-site manager" means a person designated in writing that is responsible for the day-to-day work and is on-site and will accept and sign for inspection reports, and all correspondence on behalf of the Contractor. This manager shall be available at various times to inspect buildings, meet building occupants and Virginia Tech Project Management (or their representative) to resolve cleaning problems.
 - d. The Custodial Superintendent shall carry a cell phone and have access to a device for sending and receiving emails. The cell phone shall have a local phone number for the Blacksburg, Virginia area. The cell phone and email device shall be the primary means for Virginia Tech to contact the Custodial Superintendent for afterhours and emergency responses as well as day to day conversation.
2. Management/Supervisory Personnel: All management personnel engaged in directing the work to be accomplished under this contract shall possess a minimum of two (2) years of recent (within the past five years) experience in directing cleaning operations in a supervisory capacity for the approximate size of the buildings to be cleaned under this contract. The contractor's supervisor shall have a minimum of one (1) year experience. A detailed resume containing the information specified below shall be submitted to Virginia Tech Project Management or representative for approval prior to the assignment of any managers/supervisors to the contract.
 - a. The full name of the proposed manager/supervisor.
 - b. A detailed description of the previous five years employment history of the proposed manager/supervisor.
 - c. The names and addresses of the companies for whom the proposed manager/supervisor has worked during the past five years, along with the names and telephone number of his/her immediate supervisor.

3. Custodians: The Contractor shall provide the necessary number of custodians to adequately perform all the specified duties and services. The custodians shall become familiar with the schedule of cleaning within their assigned area.

Contractor will make accessible to Virginia Tech on an ongoing basis, a current list of all employees assigned to work under this contract.

5. Contractor's employees shall be trained on and comply with the following rules:
 - a) Employees appearing to be under the influence of alcohol or drugs shall not be permitted on the property.
 - b) No loud or boisterous conduct will be permitted
 - c) Contractor's employees shall not open desk drawers or cabinets at any time.
 - d) Contractor's employees shall not use or tamper with office machines, computer equipment and agency employee' personal property at any time.
 - e) Contractor's employees shall not use Virginia Tech telephones at any time.
 - f) Contractor's employees shall not use Virginia Tech break rooms without prior written consent.
 - g) Contractor's employees shall not use Contractor's vehicles for areas of sleep.
 - h) Contractor's employees shall adhere to Virginia Tech's smoking policies and refrain from smoking within a 25 foot proximity to buildings.
 - i) Contractor's employees shall be in compliance with all other University and State mandated guidelines

Failure to comply with rules listed above shall result in the removal of the contractor's employee.

6. Virginia Tech will make the decision to approve or disapprove any contract employees that will work on Virginia Tech property. Disapproval would solely apply to Virginia Tech property and should have no bearing on the Contractor's employment of an individual outside of Virginia Tech.
 - a. The Contractor shall be responsible for all dealings with its employees concerning this approval/disapproval and it is suggested the Contractor inform the employee of these requirements at the time of employment.
 - b. The personnel employed by the Contractor shall be trained of all OSHA, State and Federal Regulations governing this type of work including but not limited to OSHA right to know, and Asbestos/Lead Awareness and Blood Borne Pathogens. The Contractor shall provide Material Safety Data Sheet (MSDS) information on products used and shall make this information accessible to employees at all times. One copy shall be supplied to Virginia Tech Project Management.
 - c. The Contractor shall provide detailed training for each task required of their staff. OJT (on the job training) should be a part of the training program but not the sole method of training. Documentation of passing the training course will be submitted to Virginia Tech Project Management or representative within two (2) business days of completion. Any employee not passing the training will not be allowed to work under this contract. The contractor will provide a refresher course for its employees with each renewal of this contract. In addition to staff training the contractor will provide a supervisor training program that will include detail training for all new hire and quarterly refresher courses to ensure professionalism and effectiveness in their duties. Documents of completions will be submitted to Virginia Tech Project Management or representative within two (2) business days after the training.

- G. Cleaning Activity Specifications: These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The contractor shall establish a Green / Sustainable Cleaning program in support of these guidelines. These guidelines include, but are not limited to:

1. General Cleaning (Interior)

a. Waste & Recycling Collection and Removal:

Trash shall be placed in trash receptacles (dumpsters) as directed. Refuse collected in buildings outfitted for single stream recycling is to be taken to designated deposit locations. Material collected is to be removed as soon as possible after collection. Bags of trash shall not be left in passageways, or inside or outside of the buildings. Do not remove items which do not appear to be trash; leave items which appear to be placed purposefully (such as test papers, etc.), and leave or turn in items which appear to be lost (such as coats, books, notebooks, etc.). Trash shall not be left in closets or other storage areas as this could create a fire hazard. Trash shall not be allowed to blow around the grounds. Any trash dropped shall be immediately retrieved by the Contractor's personnel and properly placed in the trash receptacle. Any liquids spilled in the process of trash removal shall be cleaned up immediately. Trash receptacles shall be kept closed and the areas around them shall be kept neat and clean by the contractor's personnel.

b. Hard Surface Floors:

- 1) Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with a broom shall be loosened sufficiently to permit removal by sweeping.
- 2) Dust Mop using floor mops treated with an approved floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt (there shall not be any trace of mop dressing deposited on the floor), including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dust mopping.
- 3) Damp Mop using a clean mop and clean water or neutral detergent. Dust mop floor immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces. Floor shall be left damp, not wet. If strong cleaning solution is used, floors shall be rinsed with clean water.
- 4) Spray Buff using a floor polishing machine compatible with wax on floor. Floors shall be damp mopped immediately prior to spray buffing. Spray buff until floor is dry and glossy. If necessary, dust mop floor after buffing to remove all loose wax residue.
- 5) Strip & Refinish (vinyl tile floor): Remove all old finish and stubborn soils and stains using a rotary machine, automatic scrubber, or other equipment, and liquid stripping solution. Strip areas in corners, at baseboards, and other areas inaccessible to equipment by hand or other methods as necessary. The floor shall be left clean, dry, free of stripping solution and ready for new finish. Floors are to be finished according to manufacturer's specifications, applying a minimum of four to five coats of finish. Finish shall be applied evenly, and shall cover the entire

floor surface. Stripper, sealer and finish brands must be approved by Virginia Tech.

The Contractor's personnel shall take special care to avoid abrading, delaminating or otherwise disturbing vinyl asbestos floor tile during the stripping and refinishing process. Stripping and refinishing shall be coordinated with Virginia Tech Project Management to occur during weekends, evenings, and/or school breaks.

- 6) Seal (cement, terrazzo, ceramic tile, quarry tile floors) using a mop and concrete floor sealer as approved by Virginia Tech. Apply a minimum of two coats of sealer, according to manufacturer's directions. Floors must be totally clean and dry immediately prior to sealing.
- 7) Scrub: Scrub floor using the proper pad and floor scrubbing leaving floor completely clean, and free of streaks, stains, mildew, odor and film. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Wipe base boards with a clean cloth or sponge. Finish floor tile according to manufacturer's specifications applying a minimum of two coats of wax.
- 8) Rubber or composition baseboard used in conjunction with any type of floor, including carpet, shall be kept clean and free from dirt, water and/or machine marks and floor finish. This applies to all Virginia Tech Property as well.
- 9) Movable furniture (not including large items) shall be moved prior to cleaning, scrubbing, stripping, or applying finish and shall be moved back into place after finish has dried. Chair mats are to be returned to their original position after the finish has sufficiently dried.

c. Carpeted Floors:

- 1) Carpeted floors shall be cleaned using a vacuum cleaner which incorporates brushing or beating action which uses disposal bags. Carpets shall be left clean of all dust, and loose and imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains.
- 2) Carpet cleaning or restoration should include various methods such as: extraction, hot water extraction, and encapsulation. Methods should be safe for all carpet types and consideration for quick-drying time. Prior to cleaning; it will be necessary to vacuum, spot clean, and pre-treat heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand.
- 3) Movable furniture (not including large items) shall be moved prior to cleaning and shall be moved back into place after the carpet is cleaned, placing all furniture on moisture barriers if carpet is damp. Chair mats are to be returned to their original position after the carpet has sufficiently dried.

d. Walls:

- 1) Walls, moldings, door frames, and tops of doors shall be dusted using a clean cloth treated with a chemical that is not oily in composition to leave surfaces free of dust, loose dirt, and webs.

- 2) Walls shall be spot cleaned using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains, and streaks.

e. Fixtures and Furniture:

- 1) Empty/Wash Trash Cans, bag trash, and place in dumpsters. Trash cans shall be cleaned inside and out as needed using a neutral cleaner (disinfectant cleaner for restroom trash cans), leaving the trash can clean and free of odor, and with liner replaced.
- 2) Clean & Disinfect Water Fountains: Metal type fountains shall be cleaned using a disinfectant cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean and free of streaks and film. Porcelain type fountains shall be cleaned using a disinfectant cleaner and dry with clean cloth. If necessary, porcelain type fountains shall be scoured with non-abrasive cleaner to remove mineral deposits.
- 3) Dust Light Fixtures: All fixtures shall be dusted, leaving surfaces clean of all dust, insects, and other foreign matter.
- 4) Furniture, including shelves, window sills, and all other surfaces shall be dusted using a cloth treated with a chemical that is not oily in composition to remove all dust, loose dirt, and webs. Dust only those surfaces which are clear of papers.
- 5) Furniture shall be cleaned by damp wiping vinyl, plastic, or leather furniture, and vacuuming cloth furniture to remove all loose dirt, lint, and dust.
- 6) Blinds shall be dusted with soft brush or a cloth treated with a chemical that is not oily in composition to remove all dust, loose dirt, and webs.
- 7) Switch Plates shall be cleaned and disinfected and metal surfaces shall be wiped dry and polished.
- 8) Grilles and Louvers shall be dusted by using cloth treated with a chemical that is not oily in composition, or vacuum to remove all dust, loose dirt, lint and webs.
- 9.) Rug Type Mats shall be cleaned by vacuuming to leave mat clean of all loose dirt and soil. If embedded with soil scrub rug type mats with cleaning solution and scrubbing machine or extraction machine.
- 10) Handrails and Accessories shall be cleaned and disinfecting using a clean cloth with neutral cleaner. Wipe dry and polish metal surfaces.
- 11) Chalkboards shall be cleaned using clean water and vinegar mixture with a clean cloth leaving clean and free of chalk residue. Chalk trays shall be wiped out and erasers shall be cleaned to remove all chalk residues.
- 12) Whiteboards shall be cleaned using an approved cleaner (glass cleaner may be used) with a clean cloth leaving clean and free of residue or film. Marker trays shall be wiped out and erasers shall be cleaned to remove marker residue.

- 13) Pencil Sharpeners, (wall mounted, non-electric type), shall be cleaned by emptying all shavings and wiping clean with a disinfectant cleaner.

f. Restroom Fixtures and Accessories:

- 1) Toilet Fixtures including toilet bowls, urinals, sinks, etc., shall be cleaned and disinfected using a clean cloth, brush or sponge and a disinfectant cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). All surfaces shall be thoroughly scrubbed, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixture, leaving surfaces clean, disinfected and free from streaks, stains, mildew, odor, mineral deposits, and film.
- 2) Toilet Accessories including dispensers, disposals, shelving, mirrors, partitions, etc., shall be cleaned and disinfected using a clean cloth or sponge dampened with a disinfectant cleaner. Leave accessories clean, disinfected, and free from streaks, stains, mildew, odor and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces dry with a clean cloth and polish metal surfaces.
- 3) "Graffiti" shall be cleaned from walls and toilet stalls without damaging surfaces after reporting incident to VTPD. When normal cleaning will not remove the graffiti, the Contractor's personnel shall notify Virginia Tech Project Management or representative that the surface needs to be refinished.

g. Glass:

- 1) Door Glass (including Entrance and Hallway), shall be cleaned on both sides, and wiped dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.
- 2) Interior Glass shall be cleaned and wiped dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.

h. Hardware:

- 1) Door hardware, switch plates, hand rails, and miscellaneous mounted hardware shall be cleaned and disinfected. Plastic, painted, or lacquer-coated hardware shall be damp wiped. Hand marks and dirt shall be removed.

2. General Cleaning (Exterior):

- a. Snow and Ice, shall be removed when necessary to keep building entrance areas and sidewalks within 10' of building entrances free of snow and ice. Ice melt shall be applied prior to winter storm events.
- b. For general cleaning, building entrance areas shall be cleaned (to 10' unless designated otherwise) outside of entrance door by sweeping concrete surfaces, removing trash, leaves, grass, cigarette butts and other litter. Link mats shall be cleaned by sweeping free of loose dirt and other foreign matter. Exterior of Glass Entrance Area shall be cleaned and wiped dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass storefront adjacent to the entrance doors, and to 10' above ground level.

- c. Empty & Clean Ash Receptacles: Sand type urns shall be cleaned with a sand screen or sieve to remove all butts and ashes, and other debris. Exterior of urn shall be cleaned with a damp cloth to remove all surface soil and stains. Ash trays shall be cleaned by removing butts, ashes, and debris, wiping clean with detergent.
- d. Exterior Trash Receptacles (up to 10 feet from building): trash cans shall be emptied and washed, trash bagged, and placed in dumpsters. Trash cans shall be cleaned inside and out as needed, using a neutral cleaner, leaving the trash can free and clean of odor and with liner replaced.

3. Emergency Services:

- a. The Contractor shall provide services such as mopping or cleaning to keep all assigned areas safe, dry and neat during emergency situations in order to reduce safety hazards and to prevent damage or deterioration to the floor surface. This would include weather related emergency as well.
- b. Cost of emergency services shall paid as a direct cost per occurrence. Emergency services completed on regular schedule shift time will be in lieu of regular schedule work. Payment will be made for each occurrence off of normal shift hours at a rate agreed to by the Contractor and Virginia Tech.

4. Reporting Requirements:

- a. Work Reports: The Contractor shall submit to Virginia Tech Project Management, or representative, a weekly report of jobs performed for comparison with the scheduled requirements. Virginia Tech Project Management or designated representative will examine the Contractor's work and work report weekly.
- b. A weekly report shall be submitted to Virginia Tech indicating date, personnel performing service, areas cleaned, and cleaning activities performed. The Contractor shall also note any damages, infestations, maintenances items, or any other problem irregularity observed during the performance of these services.
- c. A daily report shall be submitted to Virginia Tech for all Floor Care performed which will contain:
 - 1. Number of employees
 - 2. Building and location of area work performed
 - 3. Square footage
 - 4. Method of floor care performed
- d. Copies of Contractor training program for employees including, but not limited to Blood Borne pathogens, Asbestos Awareness and the Hazardous Communications Standard and copies of Material Safety Data Sheets shall be provided to Virginia Tech, upon award of contract.
- e. Provide a plan to provide green / sustainable cleaning

5. Schedule and Coordination:

- a. All work shall be scheduled ahead of time as agreed upon by the Contractor and Virginia Tech. A detailed work schedule shall be established as soon as practicable after the start date of the contract, and shall show specific areas, cleaning activities, and dates of service, frequencies and time frames. Cleaning activities performed infrequently shall be performed at regularly spaced intervals.

This work schedule shall be kept up to date at all times.

- b. All hourly rate building cleaning work shall normally be performed according to Virginia Tech's work schedule, which at present is between 6:00 AM and 2:30 PM with one (1) half-hour for lunch. All hourly rate classrooms cleaning work shall normally be performed between 9:00 PM and 6:00 AM Sunday through Thursday evening. The work schedule may be adjusted as agreed upon by Virginia Tech and the Contractor. Time paid for hourly rate personnel shall start upon arrival and sign-in at Virginia Tech and end upon sign-out, not including travel time, lunch breaks, or other non-work related breaks. Time shall be rounded to the nearest $\frac{1}{4}$ hour.
- c. The Contractor shall arrange their work and holiday schedule to coincide with that of Virginia Tech's scheduled holidays.

Observed Holidays:

New Year's Day
Martin Luther King, Jr. Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Holiday- two (2) days
Christmas Day

Specific dates to be verified with Virginia Tech Project Management or representative

6. Inspections:

Each phase of the service specified is subject to daily inspection during the Contractor's operations and/or after completion of that phase. Inspections are performed by designated Virginia Tech Housekeeping Personnel in charge of contract buildings. Should any deficient or unaccomplished work be brought to the attention of the Contractor by Virginia Tech Project Management or representative, the Contractor shall communicate with same to discuss the work in question after notification of unsatisfactory performance. Work determined unsatisfactory after the discussion, or the Contractor's failure to discuss work in question, may constitute a breach of contract by the Contractor. Virginia Tech reserves the right to correct or dispatch additional resources for any work not performed as outlined in the contract. The cost of such work will be calculated by VT and a corresponding payment deduction will be made.

7. Contractor's Plan of Action:

After award of the contract, the Contractor shall be provided a task frequency list and will then submit their Plan of Action describing how the Contractor plans to perform the necessary services in order to meet those task requirements to Virginia Tech's Housekeeping Director for approval.

This plan shall include as a minimum the following:

- a. Building staffing plan to include:
 - 1. Number of employees
 - 2. Shift responsible tasks

3. Individual employee task schedules (Priority Task List)
4. Contingency plan for absenteeism
- b. Comprehensive Floor Care plan for how Floor Care will be performed to include:
 1. Number of employees
 2. Chemicals, products and procedures
 3. Square footage productivity rate.
- c. Name, address and telephone number of the assigned custodial supervisor including assigned supervisory functions.

8. Quality Control Program:

The Contractor shall establish a complete quality control program to assure the requirements of the contract are provided as specified. Within five (5) work days prior to the starting date of the contract, the Contractor shall submit a copy of its program to Virginia Tech Project Management or representative. The program shall include but not be limited to the following:

- a. An inspection system covering all the services stated in the Cleaning Activity Specifications section of this contract. A checklist used in inspecting contract performance during regularly scheduled or unscheduled inspections. The individuals who will perform the inspection.
- b. The checklist shall include every area of the operations serviced by the Contractor as well as every task required to be performed. Inspections are required to be performed weekly for each property.
- c. A system for identifying and correcting deficiencies in the quality of service before the level of performance becomes unacceptable and/or the university's inspections point out the deficiencies.
- d. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation shall be made available to Virginia Tech Project Management or their representative during the term of contract, and until such time as final payment is made.

9. Deductions:

- a. Virginia Tech reserves the right to reduce contract payments if, in the opinion of Virginia Tech, the services rendered are unsatisfactory or incomplete during the prior month's service. (See Inspections, Section J.)

Payment may be reduced if the Contractor fails to satisfactorily complete two or more tasks in an area, such as classrooms and offices (Example: Failing to empty trash and clean chalkboard).

Payment may be reduced if the Contractor fails to satisfactorily complete one or more tasks in critical areas, such as restrooms (Example: failing to clean a sink). The amount of payment reduction shall be determined by prorating the monthly contract cost according to the amount of time, under the hourly rates that would be required for Virginia Tech to render the area satisfactory.

- b. Any reduction shall be executed by Virginia Tech by withholding the appropriate sum from the monthly payment invoice. Virginia Tech will be the sole judge as to when

reduction is appropriate. This provision will not, however, be effective in a capricious manner or without tangible evidence as to incomplete or unsatisfactory service.

10. Modification of Services:

- a. Virginia Tech reserves the right to terminate services at any building or location if the building or location ceases to operate or if services are no longer required.
- b. Virginia Tech reserves the right to add buildings or locations during the term of this contract.

11. Equipment, Supplies, Materials and Utilities:

- a. The Contractor shall furnish all supplies, materials and equipment including consumables for the performance of the work as described herein. All products and equipment will be "green" certified through a certifying agency such as (but not limited to): Green Seal Inc., Environmental Protection Agency, Environmental Choice, and Carpet and Rug Institute.

A complete and descriptive list of materials and equipment to be used for these services shall be submitted to Virginia Tech upon award of contract. This list shall be kept updated should any materials or products be changed. Virginia Tech reserves the right to prohibit the use of any product should it be deemed to be in the best interest of Virginia Tech.

1. The Contractor shall maintain all equipment in good operating condition and in sufficient quantities to adequately perform all services. This equipment is to be available to Contractor personnel at all times. All equipment must be OSHA certified and/or meet all OSHA requirements.
 2. All supplies and materials furnished by the contractor shall be made available for inspection and approval for use by Virginia Tech Project Management or their representative. Sufficient quantities of materials for performance of the work shall be maintained on the job site at all times to prevent an out-of-stock situation. Contractor's personnel shall have all materials available for use in performance of required services. All supplies and materials must meet OSHA requirements.
- b. Electric power (120 volt, single phase) and water required for the performance of the services described herein will be provided by Virginia Tech subject to reasonable use by the Contractor, only to the extent and capacity of present services at the building. Acceptance by the Contractor of the use of Virginia Tech's water and electricity constitutes a release to Virginia Tech of all claims by and of all liability to the Contractor for all damages resulting from power or water outages or voltage variation.
 - c. The Contractor shall provide all required connections, temporary wiring, water hoses and piping to the existing utilities.

12. Additional Custodial Services:

The Contractor shall provide additional custodial services for general services, special events, emergencies, special projects and other occasions at other facilities located on the Virginia Tech campus. This service shall be provided by the Contractor on an as needed hourly labor rate basis, include this hourly rate in your pricing structure.

13. Other Requirements:

- a. Uniforms: All employees of the Contractor and Subcontractor(s) shall wear uniforms or other appropriate Virginia Tech approved attire at all times to designate their affiliation with the Contractor. The uniforms shall be laundered as needed to maintain a presentable appearance. Uniforms can consist of vest or aprons, pants and shirts, dresses or smock. Photo ID badges are required for all employees. Uniforms and badges must be issued to employees before they are allowed to work in any VT leased or owned property.
- b. Quality and Discipline of Employees: The Contractor shall continuously maintain adequate protection of all their work from damage and shall protect all other property from damage, injury, or loss arising in connection with the work of any unfit person or anyone not skilled in the work assigned to them.
- c. Work Schedule: Hourly rate work shall normally be performed according to Virginia Tech's work schedule which at present is 6:00 AM to 2:30 PM with one (1) half-hour for lunch for building cleanings and 9:00 PM to 6:00 AM for classroom cleanings. The work schedule may be adjusted as agreed upon by Virginia Tech and the Contractor. The work schedule for unit price work shall be as agreed upon for each project by Virginia Tech and the Contractor.
- d. Time Paid: For hourly rate personnel and equipment (used during project use) shall start upon arrival and sign-in at Virginia Tech and end upon sign-out and shall not include travel time, lunch breaks, or other breaks. Time shall be rounded to the nearest quarter hour.
- e. Overtime Rates: Shall be paid for time worked over forty hours in a single week for Virginia Tech, (week ending Friday), and Saturdays and Sundays, except when the work schedule has been changed in agreement with Virginia Tech and the Contractor. Overtime rate shall be 1.5 times the regular rate as priced for hourly rate personnel only. Overtime rates shall not apply to equipment.
- f. Safety Precautions: The Contractor shall comply with the rules and regulations of OSHA and the Department of Labor. The Contractor alone shall be responsible for the safety, efficiency and adequacy of their plant, appliances, and methods, and for any damage which may result from their improper construction, maintenance or operation. The Contractor shall erect and properly maintain at all times, as required by the conditions and progress of the work, proper safeguards for the protection of workers and the public and shall post danger warnings against any hazards created by the construction operations. The Contractor shall designate a responsible member of their organization on the work whose duty shall be the prevention of accidents. In the absence of notice to the contrary, filed with the Owner in writing with copy to Virginia Tech Police, this person shall be the Superintendent of the Contractor. Please refer to the Virginia Tech's Environmental, Health and Safety Services website for the Contractor Safety Program: http://www.ehss.vt.edu/programs/contractor_safety.php
- g. Asbestos: The Contractor is contracted by Virginia Tech to perform work in buildings where asbestos- containing materials (ACM) may be located. The Contractor will be informed by the Virginia Tech project coordinator/manager of the location of suspect and known ACM in the work area(s) to which the Contractor is assigned. The Contractor shall under no circumstances damage or disturb suspect or known ACM's unless the Contractor has been specifically retained to perform this work as a part of

the contract and the Contractor holds a valid Virginia Asbestos Contractor License. The Contractor shall provide their employees with asbestos awareness and other training or activities required by 29 CFR 1926.1101 for the safe performance of their work. Prior to commencement of work, the Contractor shall submit to Virginia Tech Facilities Safety (FS), for review and approval, his written work practices, precautions, procedures, and engineering controls to be used during work that may disturb ACM. Work shall not proceed until the proposed work practices have been approved by FS.

No asbestos containing materials, including floor materials or flooring adhesives, roofing materials or roof mastics, are permitted for new installations.

- h. Lead: The Contractor is contracted by Virginia Tech 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 Virginia Tech 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 employees on site with 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 the Contractor holds a valid Virginia Lead Contractor License and has been specifically retained to perform this work as a part of the contract. Prior to commencement of this work the Contractor shall submit to Virginia Tech FS Department, for review and approval, all their written work practices, precautions, procedures, and engineering controls to be used during work that may disturb Lead Containing Materials. Work shall not proceed until the proposed work practices have been approved by Facilities Safety (FS).

No lead containing products shall be permitted for new installations.

- i. Duty to Protect Property: The Contractor shall continuously maintain adequate protection of all their work from damage and shall protect all other property from damage, injury, or loss arising in connection with the work. The Contractor shall make good any such damage, injury, or loss except such as may be directly the result of errors in the Contract Documents or such as shall be caused directly by the Owner.
- j. Disposal of Debris: The Contractor shall transport all waste off Virginia Tech property and dispose of it in a manner that complies with Federal, state, and local requirements unless otherwise indicated by Virginia Tech.
- k. Protection and Prevention: The Contractor shall perform work in a fire-safe manner.
- l. Key Control:
 - 1. No person shall knowingly possess an unauthorized key to property owned by Virginia Tech. Facilities Service's Key Control Office is the only authorized vendor for University key requests.
 - 2. All keys shall remain the property of Virginia Tech. Keys which are no longer needed must be returned to the Key Control Office.
 - 3. Stolen or lost keys shall be reported immediately to the Virginia Tech Police Department & Key Control Office.

4. Unauthorized locks are prohibited on doors and if found shall be removed and discarded. Any damage or repairs necessitated by the removal of unauthorized locks will be the responsibility of the contractor found in violation of this section.
 5. Keys should at no time be left unattended (hanging in a door lock, lying on a desk, etc.).
 6. Each Contractor will be responsible for developing and enforcing a key return policy. Contractors must surrender all University keys issued to them upon termination or completion of project.
 7. Keys are not to be transferred from their assigned carrier to another without proper documentation.
 8. The Contractor shall be responsible for the total cost of keys requested and for work done to re-secure an area whenever a key is lost or stolen.
 9. The contractor shall return any existing hardware removed from a project to the Key Control Office.
 10. No area outside of the project scope will be accessed by the contractor for an individual without the approval of Virginia Tech designated as responsible for the area. Said designate will be responsible for verifying authority and identity of the individual requesting access.
- m. Smoking Policy: Please refer to the Virginia Tech webpage <http://www.policies.vt.edu/1010.pdf> for Policies on Smoking.
- n. Identification of Equipment: Identification of Equipment shall be made by the Contractor to Virginia Tech's satisfaction immediately upon award of contract, and may include alphanumeric identification of equipment, lists, equipment labels, and other measures as deemed necessary by Virginia Tech. All identification information and measures shall be kept strictly up to date at all times.
- o. Submission of Lists: As soon as possible, after notice of contract award and in any event not later than three days prior to the first work day, the Contractor will submit in writing to Virginia Tech a list of the names of Subcontractors the Contractor shall employ on the work. The list is to include all emergency contract phone/pager/cell-phone numbers of Contractor and Subcontractor. The list of Subcontractors is for the purpose of establishing what trades and portions of the work are to be performed under the Work Order. Identification of Equipment shall be made by the Contractor to Virginia Tech's satisfaction immediately upon award of contract, and may include alphanumeric identification of equipment, lists, equipment labels, and other measures as deemed necessary by Virginia Tech. All identification information and measures shall be kept strictly up to date at all times.

15. Definitions:

The following definitions shall apply to services under this contract.

- a. Twice Daily: Services performed once in the morning and once in the afternoon (5), (6) and (7) days a week.
- b. Daily: Services performed once in every 24 hour period, (5), (6), and (7) days a week as specified in schedule of Services and Prices.
- c. Every-Other Day: Services performed on Monday-Wednesday-Friday schedule.
- d. Twice Weekly: Services performed as scheduled on Monday and Thursday, or Tuesday and Friday.
- e. Weekly: Services performed once during each seven (7) day period with a minimum of five (5) days between services.
- f. Bi-Weekly: Services performed once during each fourteen (14) day period with a minimum of (10) days between services.
- g. Quarterly: Services performed during the contract period at intervals of eighty (80) to one hundred (100) days. The Contractor shall endeavor to adhere to a ninety (90) day interval. There shall be four (4) quarterly servicing within the period of the annual contract, subject to advance scheduling.
- h. Semi-Annually: Services performed during the contract period of intervals of one hundred and sixty (160) to two hundred (200) days. It is to be considered that there are two semi-annual periods within the period of the annual contract. These services are subject to advance scheduling.
- i. Scheduling of work and reporting accomplishments: Five (5) work days prior to the contract starting date, and annually thereafter if options are exercised by Virginia Tech, the Contractor shall submit an annual schedule of all daily and periodic cleaning. The daily cleaning schedule shall include specific areas, days of week, and time of day work will be performed. The periodic cleaning schedule shall include specific areas and dates. Periodic cleaning is defined as work required less frequently than once per week.

VIII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech 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:

- 1. Provide a complete and detailed description of the Offeror's methodology and plan for providing services. Including but not limited to staffing models, hiring plans, and retention policies.
- 2. The return of the General Information Form and addenda, if any, signed and filled out as required.
- 3. Pricing: All proposers shall provide pricing based on attachments D-H. Proposers shall fill out the pricing sheet located in Attachment I.

Attachment D: Research & Lease properties shall be quoted with all consumables. In addition, attachment D shall factor into the pricing of each other attachment if economics of scale are being considered.

Attachment E: 1st, 2nd, and 3rd shift services to selected buildings across campus while also serving Attachment D. The areas listed as full service will need to include consumables in the pricing. As mentioned previously "General Assignment" designated rooms will need annual floor care included in pricing and full service buildings will need annual floor care included except as designated.

Attachment F: Reduced version of the buildings/rooms listed. This also is for a combination of 1st, 2nd, and 3rd shift services and will need to include consumables in the pricing for the buildings designated as full service. Designated rooms will need annual floor care included in pricing and full service buildings will need annual floor care included except as designated.

Attachment G: 2nd and 3rd shift coverage where listed. Pricing will not include any consumables for buildings (other than Attachment D) but will include annual floor care for any "General Assignment" rooms.

Attachment H: 3rd shift coverage for areas listed. This price will not include any consumables for buildings (other than Attachment D) but will include annual floor care for any "General Assignment" rooms.

4. 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 SBSD website at <http://www.sbsd.virginia.gov/>

5. The return of the General Information Form and addenda, if any, signed and filled out as required.

B. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;

- a. **One (1) electronic document** in WORD format or searchable PDF (*flash drive*) of the entire proposal as one document, INCLUDING ALL ATTACHMENTS emailed to procurement@vt.edu. Size not to exceed 25Mb.

Reference the Due Date and Hour, and RFP Number in the subject line of the email. No confirmation receipt will be provided by Virginia Tech.

Any proprietary information should be clearly marked in accordance with 2.d. below.

- b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

- a. 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 Virginia Tech 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 Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 - b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
 - c. 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 paragraph number, subletter, 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 subletter 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 where the RFP requirements are specifically addressed.
 - d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech 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 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 or 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 rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an

opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

IX. SELECTION CRITERIA AND AWARD:

A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	20
2. Qualifications and experiences of Offeror in providing the goods/services	20
3. Specific plans or methodology to be used to provide the Services	20
4. Cost (or Price)	30
5. Participation of Small, Women-Owned and Minority (SWAM) Business	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 factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offerors which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech reserves the right to make multiple awards as a result of this solicitation. Virginia Tech may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, 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 C for sample contract form.

X. OPTIONAL PRE-PROPOSAL CONFERENCE:

An optional pre-proposal conference will be held at 2:00 PM on August 19th in the Sterrett Classroom located at 230 Sterrett Drive, Blacksburg, VA 24061. The purpose of this conference is to allow potential Offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference will not be a prerequisite to submitting a proposal, offerors who intend to submit a proposal are encouraged to attend.

Bring a copy of this solicitation with you. Any changes resulting from this conference will be issued in a written addendum to this solicitation.

It is strongly recommended that you obtain a Virginia Tech parking permit for display on your vehicle prior to attending the conference. Parking permits are available from the Virginia Tech Parking Services Department located at 505 Beamer Way, phone: (540) 231-3200, e-mail: parking@vt.edu.

XI. INQUIRIES:

All inquiries concerning this solicitation should be submitted in writing via email, citing the particular RFP section and paragraph number. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 3:00 PM on August 18th, 2021. Inquiries must be submitted to the procurement officer identified in this solicitation.

XII. INVOICES:

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to vtinvoices@vt.edu or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Accounts Payable
North End Center, Suite 3300
300 Turner Street NW
Blacksburg, Virginia 24061

XIII. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XIV. ADDENDUM:

Any **ADDENDUM** issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XV. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations

regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XVI. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XVII. TERMS AND CONDITIONS:

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

XVIII. CONTRACT ADMINISTRATION:

- A. Greg Canaday, Associate Director of Facilities Operations, Housekeeping, at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XIX. ATTACHMENTS:

Attachment A - Terms and Conditions
Attachment B - Zone Map for Cooperative Contracts
Attachment C - Sample of Standard Contract Form
Attachment D – Research and Lease Properties
Attachment E – Property List 1
Attachment F – Property List 2
Attachment G – Property List 3
Attachment H – Property List 4
Attachment I – Pricing Sheet (to be filled out by proposer)

ATTACHMENT A

TERMS AND CONDITIONS

RFP GENERAL TERMS AND CONDITIONS

See:

http://procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_08012020.pdf

ADDITIONAL TERMS AND CONDITIONS

- A. ADDITIONAL GOODS 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 Agreement.
- B. 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. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
- C. AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- D. CANCELLATION OF CONTRACT:** Virginia Tech 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.
- E. CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
- F. IDENTIFICATION OF PROPOSAL EMAIL:** Due to the COVID-19 emergency declaration, Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to procurement@vt.edu with the **RFP number, due date, and time in the subject line of the email**. No confirmation receipt will be provided. It is the responsibility of the offeror to make sure their proposal is delivered on time. Delivery Confirmation receipts from the offeror's own email system are highly recommended. **Attachments must be smaller than 25MB in order to be received by the University.**

The offeror takes the risk that if the email 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 **NOT** be hand delivered to the Procurement Office.

- G. NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.

- H. SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases 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.
- I. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions:
http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf

SPECIAL TERMS AND CONDITIONS

1. CRIMINAL CONVICTION CHECKS: All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. Virginia Tech 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 Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If at any time during the term of the contract Virginia Tech 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 Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.

- a. The University has an awarded contract with a service provider for criminal conviction screening and background checks. The University prefers this vendor be utilized by the Contractor to comply with the contractual obligations and University Policy 4060.
- b. If Contractor chooses to utilize a different firm than the university's preferred provider, the Contractor's selected service provider shall be pre-approved by the Virginia Tech Police department as an acceptable service provider for criminal conviction and background checks to ensure that firm's service levels meet the requirements of University Policy 4060.
- c. If a Contractor chooses to utilize a different firm than the university's preferred provider, a five day hold will be required before placement of employees deemed by the Contractor to meet all of the requirements of the University including a clean background check. Contractor shall provide the University with the name, date of birth and the last four digits of the social security number of all individual(s) to be placed in a temporary position under this contract. The University reserves the right to conduct its own background check process during this hold period.

2. INSURANCE:

By signing and submitting a Proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

During the period of the contract, Virginia Tech reserves the right to require the contractor to furnish certificates of insurance for the coverage required.

INSURANCE COVERAGES AND LIMITS REQUIRED:

- A. Worker's Compensation - Statutory requirements and benefits.
- B. Employers Liability - \$100,000.00
- C. General Liability - \$2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
- D. Automobile Liability - \$500,000.00
- E. Builders Risk – For all renovation and new construction projects under \$100,000 Virginia Tech 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 Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.

- F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, 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 Virginia Tech, 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.

3. LABELING OF HAZARDOUS SUBSTANCES: If the items or products requested by this solicitation are "Hazardous Substances" as defined by the # 3.1-250 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 # 3.1-252 of the Code of Virginia or Title 15 U.S.C. # 1263.

4. MATERIAL SAFETY DATA SHEETS: Material Safety Data Sheets and descriptive literature shall be provided with the Proposal for each chemical and/or compound offered. Failure on the part of the offeror to submit such data sheets may be cause for declaring the Proposal as nonresponsive.

5. PRICE ESCALATION/DEESCALATION: Price adjustments for changes in the contractor's price of materials, labor and transportation may be permitted. Request for price adjustments for any other reasons will not be granted. No price increases will be authorized for 365 calendar days after the effective date of the contract. Contractor shall give not less than 30 days advance notice prior to the annual renewal of the contract of any desired price increase.

The Contractor shall document the amount and proposed effective date of any general change in the price of materials, labor and transportation. Documentation shall be supplied with the contractor's request for increase which will (1) verify that the requested price increase is general in scope and not applicable just to Virginia Tech, and (2) verify the amount or percentage of increase which is being passed on to the contractor by the contractor's suppliers. Failure by the contractor to supply the aforementioned verification with the request for price increase will result in a delay of the effective date of such increase. The Virginia Tech Procurement Department may verify such change in price independently. The Virginia Tech Procurement Department may make such verification as it deems adequate. However, any increase which the Virginia Tech Procurement Department determines is excessive, regardless of any documentation supplied by the contractor, may be cause for cancellation of the contract by the Virginia Tech Procurement Department. The Virginia Tech Procurement Department will notify the contractor in writing of the effective date of any increase which is approved. However, the contractor shall fill all purchase orders received prior to the effective date of the price adjustments of the old contract prices.

"Across the Board" price decreases are subject to implementation at any time and shall be immediately conveyed to Virginia Tech. The contractor is further advised that price decreases which affect the price of materials, labor, and transportation are required to be passed on to Virginia Tech immediately. Failure to do so will result in action to recoup such amounts.

6. 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.

7. RENEWAL OF CONTRACT: This contract may be renewed by Virginia Tech for a period of two years 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 Virginia Tech's intention to renew shall be given (approximately 90 days) prior to the expiration date of each contract period.

- A. If Virginia Tech 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-W 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 Virginia Tech elects to exercise the option to renew the contract for the second additional one-year period, the contract price(s) for the second additional one-year period shall not exceed 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 CPI-W 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 Virginia Tech 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 renewal period increased/decreased by no more than the percentage increase/decrease of the services category of the CPI-W 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 Virginia Tech 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-W section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

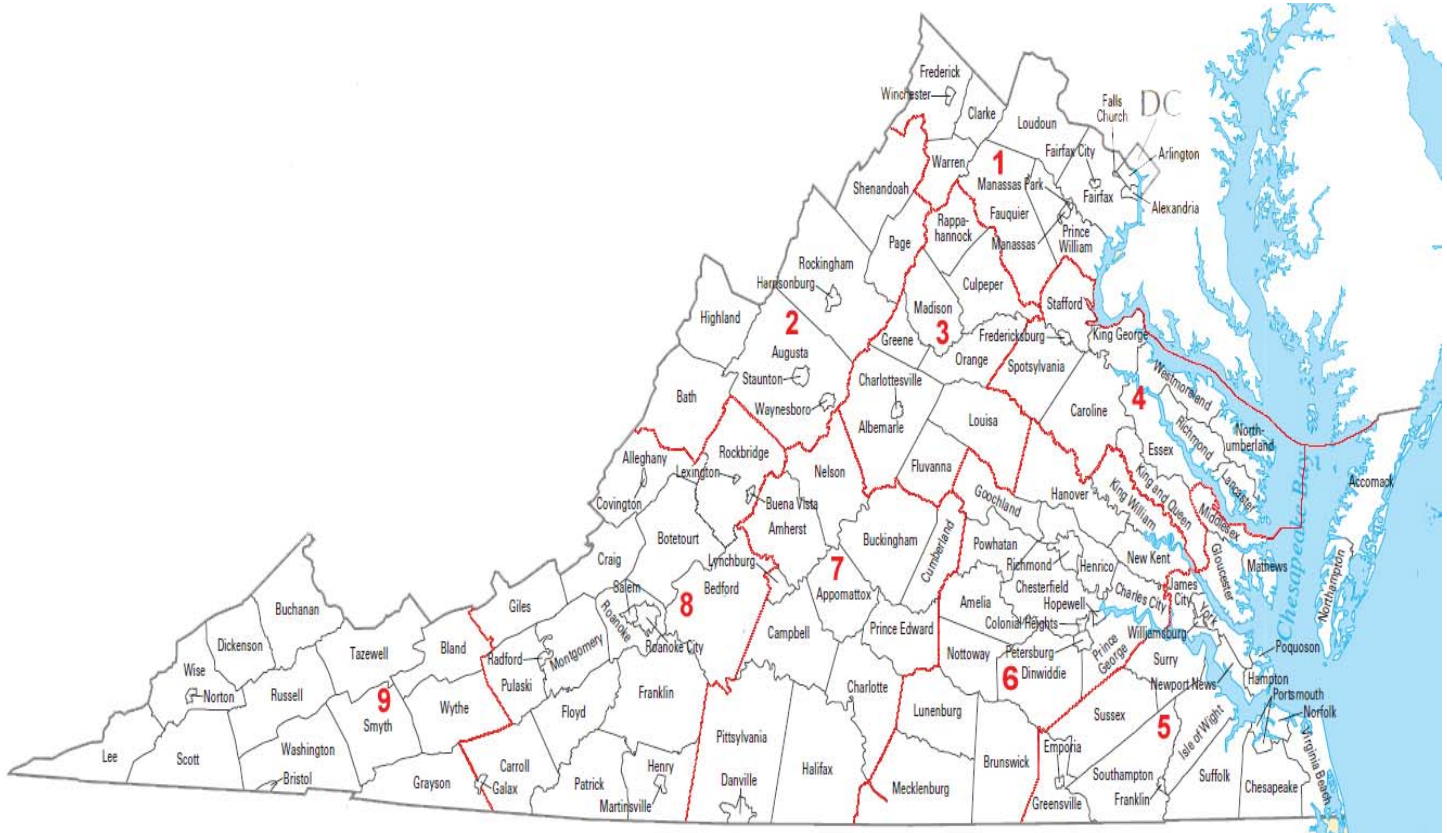
8. SIDEWALK POLICY: Driving on sidewalks is allowed when there is no other way to get a needed vehicle to a designated place or building on campus. The vehicle operator shall be made aware that extreme caution shall be used to operate the vehicle in a way that will not be a hazard or hindrance to pedestrians using the walk. The contractor shall be responsible for any damage to turf and anything that is located adjacent to the walk. Parking an unattended vehicle on a sidewalk is strictly prohibited by State Law. The contractor is allowed to park a vehicle on a sidewalk if there is no other way to perform necessary work. The procedure to obtain a permit to operate a vehicle on sidewalks is the same as for the turf as outlined in Turf Policy. Any vehicle parked illegally on sidewalks shall be subject to ticketing, fines and towing if necessary.

9. TURF POLICY: Parking or driving on campus turf or sidewalk is strictly prohibited, except as specifically directed or otherwise allowed by the Facilities Grounds Department. In this case, a turf permit must be obtained from Virginia Tech Parking Services and displayed by the vehicle. Turf parking is not allowed under the canopy of any tree on campus. Any vehicle parked illegally on turf or sidewalks shall be subject to ticketing and fines.

10. 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

Zone Map



Virginia Association of State College & University Purchasing Professionals (VASCUPP)

List of member institutions by zones

Zone 1

**George Mason University
(Fairfax)**

Zone 2

**James Madison University
(Harrisonburg)**

Zone 3

**University of Virginia
(Charlottesville)**

Zone 4

**University of Mary Washington
(Fredericksburg)**

Zone 5

**College of William and Mary
(Williamsburg)
Old Dominion University (Norfolk)**

Zone 6

Virginia Commonwealth University (Richmond)

Zone 7

**Longwood University
(Farmville)**

Zone 8

**Virginia Military Institute
(Lexington)
Virginia Tech (Blacksburg)
Radford University (Radford)**

Zone 9

**University of Virginia - Wise
(Wise)**

The zone map is provided for the offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone

ATTACHMENT C

SAMPLE CONTRACT FORM

**Standard Contract form for reference only
Offerors do not need to fill in this form**

COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract Number: _____

This contract entered into this ____ day of _____, 20____, by _____, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT: The Contractor shall provide the _____ to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From _____ through _____.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the contract documents.

CONTRACT DOCUMENT: The Contract Documents shall consist of this signed contract, Request For Proposal Number _____ dated _____, together with all written modifications thereof and the proposal submitted by the Contractor dated _____ and the Contractor's letter dated _____, all of which Contract Documents are incorporated herein.

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

Contractor: _____ Virginia Tech

By: _____ By: _____

Title: _____ Title: _____

<u>Contractual Zone 1</u>		
Classroom Cleaning		
3rd (Sun-Th)		
Bag liners are the only consumable required		
		Sq. Ft.
Bishop Favrao Hall		4448
Cheatham Hall		6642
Davidson Hall		7498
Derring Hall		21749
Durham Hall		2111
Engel Hall		2112
Food Science		2524
Fralin Hall		2098
Greenhouse		1139
Hancock Hall		3021
Hahn Hall North		10505
Henderson Hall		2527
Holden Hall		1483
Hutcheson Hall		2778
Litton Reaves Hall		14184
Major Williams Hall		1753
Pamplin Hall		17918
Patton Hall		6661
Price Hall		3835
Randolph Hall		19932
Robeson Hall		5444
Saunders Hall		2091
Seitz Hall		6834
Shanks Hall		4310
Smyth Hall		4323
Vet Med		11120
Wallace Hall		10320
Whittemore Hall		6401
Williams Hall		5060
	Classroom Total Sq. Ft.	190821
Full Service Buildings		
1st & 2nd (M-F), 3rd (Sun-Th)		
*16 hours day porter service per building for Sat-Sun coverage		
Consumables required		
Goodwin Hall		154935
Classroom Building*		73275
Surge Space Building		45000
Newman Library*		226630
Torgersen Hall		149651
McBryde Floors 1-3		66112
	Full Service Total Sq. Ft.	715603
	Total Sq. Ft.	906424
**All customer funded (Event coverage/Floor care/Post renovation clean-up)		

<u>Contractual Zone 2</u>			Frequency
Lease Properties	Original Sq Ft	New Sq Ft	Days Per Week
1st or 2nd (M-F) <i>*Except where noted*</i>			
Consumables required			
201 Draper Rd. (Armory, SOVA)	9300	9300	5
501 Industrial Park Dr. (Advanced Engineering Design Lab)	6000	2273	1
131 Ardmore St. (Ardmore Warehouse)	9360	536	1
801 University City Blvd (Robotics Lab, ISE Suite 14)	1800	1800	3
101 South Main St. (Corner Properties, CDAC)	2288	2288	1
810 University City Blvd. (Pointe West Commons III, Suite F & G)	2916	2916	5
820 University City Blvd. (Pointe West Commons II Suite 2 & 3)	4477	4169	2
820 University City Blvd. (Pointe West Commons II Suite 6 & 7)		2818	
820 University City Blvd. (Pointe West Commons II)		308	
840 University City Blvd. (Pointe West Commons)	12411	9591	5
207 West Roanoke St. (Skelton House, SOAR)	2730	2730	5
206 Washington St. (Teske House, Women's Resource Center)	4839	3501	5
104 Draper Rd. (Thomas Conner House, CPAP)	5217	5217	5
526 Price's Fork Rd. (Pack Building, CIRED)	11678	9300	5
417 Clay St. (Cranwell House, CLSL)	6131	4763	2
250 South Main St. (Kent Square, Global Forum, Suite 312)	4463	5621	3
855 University City Blvd. (Suite 18, ME)	2365	2365	1
125 North Main St. (Audio Studio, SOPA)	4500	3632	2
Math Emporium (801 University City Blvd.) (40 hrs on 1st/40 hrs on 3rd)	69056	69056	5
2901 Prosperity Rd. (Prosperity Place, Library Warehouse Suite C)	15000	15000	1
3103 Commerce St. (Sterrett-Commerce Street, CVESS)	7800	7800	1
	182331	164984	
E & G Research Properties			
1st or 2nd (M-F)			
Consumables required			
<u>Brooks Center</u>			
Sardo Lab	8724	9706	5
Wood Engineering Lab/Wood Processing Lab	11864	2539	1
Wood Processing Lab (combined sq ft above)	14297	0	
<u>Price's Fork Research Facility</u>			
Quonset Hut (Building 0653)	1220	82	1
Entomolgy Quarantine Lab (Building 0669)	1556	41	
Pump House (Building 0672)	123	123	
<u>Inventive Lane (Tin City)</u>			
CE Structural Testing Lab	27007	6395	5
Architecture Demonstration & Research Facility	11046	5533	5
Fiber & Electro-Optics Research Center	8000	8108	5
Geotechnical Laboratory Facility	6020	6014	5
Unmanned Systems Lab	3774	1424	5
Vibrations Testing Lab	3186	3000	5
Kroehling Advanced Materials Foundry	4175	1300	5
Solid Fuel Combustion Lab	4623	1985	5
Ag Engineering Building	4954	350	5
<u>Glade Road Research Facility</u>			
Urban Pest Control Facility	2379	2379	1
Plant Pathology Lab & Office	3764	5680	1
Plant Pathology Lab	5680	1002	1
Metabolic Research Lab	12344	891	1

Bovine Extension, Teaching, & Research	10277	3100	5
Turfgrass Research Center (no service)	2400	0	
	147413	59652	
E & G Customer Funded/Individual Service Request Properties			
1st or 2nd (M-F)			
Consumables required			
Kentland Farm (Building 1351)	12439	3336	1
Network Infrastructure & Services (CNS Warehouse/Landsdowne St.)	26401	4510	2
Student Call Center	3083	2573	5
Ecosystem Simulation Lab	7552	863	1
Institute For Policy & Governance (201 West Roanoke St.)	3487	3487	1
	52962	14769	
Other University Facilities Funded By Customer			
Do not include in CPIF budget submittal			
1st or 2nd (M-F)			
Consumables required			
Hokie Bike Hub	3007	3007	2
Fleet Services	9536	4259	2
Volume 2 Bookstore	24226	2500	1
University Bookstore		500	1
Hahn Garden Pavilion	2377	1604	1
	39146	11870	
Full Service			
1st & 2nd (M-F)			
Consumables required			
<u>Moore Farm</u>			
Moore House (Psychological Services)	5855	5855	3
Autism Clinic	1837	1837	

Vet Med Research Center			
COHR (Formerly CMMID)	24167	24167	5
Vet Med Research Center	11280	11280	
Vet Med Modular Lab (Building 270E) (no service)	1385	0	
Virus Holding Building B (Building 0447B)	1566	1566	
Aquatic Medicine Lab (Building 0445)	2236	403	
Vet Med Phase 4C (Building 0146B)	7601	753	
Visitor's Center <i>(1st & 2nd shift)</i>	18155	18155	5
Greenhouse Common <i>(1st shift)</i>	541	541	5
Virginia Tech Drone Park	1300	1300	2
Library Storage & Service Center	16304	16304	1
Southwest Chiller Plant	16655	218	1
Marching Virginians Center	12013	12013	5
Alphin Stuart Livestock Arena	49260	3734	3
AISB	51036	50000	5
	221191	148126	
	Original Total Sq Ft	New Total Sq Ft	
	643043	399401	
**All customer funded (Event coverage/Floor care/Post renovation clean-up)			

ADDENDUM # 1 TO RFP # 952642201A

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE August 26, 2021	NEW DUE DATE AND HOUR September 16, 2021 @ 3:00 PM
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ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Levi Henry, Buyer Senior
E-MAIL ADDRESS: lhenry29@vt.edu TELEPHONE NUMBER (540) 231-7852
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Custodial Services for Blacksburg, VA Campus

A. The following questions have arisen as a result of this solicitation. Please see answers below in red:

1. Will submission receipts be sent once a proposal is submitted?

Virginia Tech Response: No, submission receipts will not be sent.

2. What is criteria for SWaM points?

Virginia Tech Response: 10 points for SWaM certified companies, partial credit can be received for those that submit subcontracting plan with SWaM companies

3. Where can we find the incumbent contract?

Virginia Tech Response: The incumbent contract can be found under VTS-388-2017 on Virginia Tech contracts page: <https://contractsearch.procurement.vt.edu/>

4. Is The Budd Group (incumbent) a SWaM company?

Virginia Tech Response: No, they are not a SWaM company.

5. Does VT have the availability on website to see virtual tour of buildings?

Virginia Tech Response: Possibly for some, however as a public University most building are accessible to the general public.

6. Is there a maximum shortlist for how many firms are selected for negotiation?

Virginia Tech Response: No, there is no maximum number for the shortlist.

7. Can you walk us through the relationship between housekeeping staff of VT and contractor's staff? Day to day communication?

Virginia Tech Response: Based on current design, there is very little interaction between entry level positions. Day-to-day communication is held at the leadership level.

8. Does Housekeeping make decisions for contractor?

Virginia Tech Response: VT HSKP works in conjunction with the contractor's on campus operational management.

9. How much square footage would contractor staff do daily?

Virginia Tech Response: Referencing “Attachment D” & “Attachment F” the contractor is currently responsible for approximately 1.5 million sq. ft. daily.

10. How much do housekeeping employees get paid?

Virginia Tech Response: Starting September 25th, \$15/hour.

11. How much does wage that contractors pay their employees make a difference in how they are scored/selected?

Virginia Tech Response: The scoring criteria for price/cost will be scored based on the square footage rates submitted.

12. Do you rank the firms before or after negotiations?

Virginia Tech Response: We conduct an initial scoring before and after negotiations.

13. Can VT award multiple contracts?

Virginia Tech Response: Yes, Virginia Tech reserves the right to award multiple contracts.

14. Why is this RFP on the market now?

Virginia Tech Response: The current contract expires in April of 2022.

15. Is the contractor responsible for specific buildings and Housekeeping responsible for others? Or is it fully cooperative?

Virginia Tech Response: The contractor is responsible for specific buildings.

16. Why do some buildings have only part of their square footage for cleaning?

Virginia Tech Response: These are the areas we are asking the contractor to be responsible for.

17. Do all buildings operate under the same metric of adequate vs prestige?

Virginia Tech Response: Prestige and adequate cleaning applies to all buildings in this solicitation.

18. Can you detail the frequency of the cleanings for each building?

Virginia Tech Response: Buildings should receive service 5 days a week.

19. Does Virginia Tech supply all the consumables for the buildings?

Virginia Tech Response: No, the contractor will be responsible for consumables.

20. Are the consumables prices priced into the bid?

Virginia Tech Response: Yes, please take consumables into consideration when submitting pricing.

21. What is the estimate of how much consumables cost per square foot?

Virginia Tech Response: 15 cents per square foot estimated.

22. Is there a preferred product list for consumables?

Virginia Tech Response: No, we are asking the contractors to propose what consumables they will use.

23. Is there a list of dispensers that Virginia Tech uses? (paper towel, soap, etc)

Virginia Tech Response: No, but touch free devices are preferred.

24. Does the 15 cent per square foot include the price of hand sanitizer?

Virginia Tech Response: No, this estimate does not include sanitizer.

25. There's three buildings listed without square footage being displayed, why? What are those numbers? (Student Call Center, Hokie Bike Hub, and Volume 2 Bookstore)

Virginia Tech Response: At the time this RFP was created, these specific buildings were in question. Please omit these buildings from consideration.

26. Does in house staff do setup and breakdowns of events on campus?

Virginia Tech Response: Yes, both in-house and contractual housekeeping are involved as needed.

27. Are we responsible for residence halls in the summer?

Virginia Tech Response: The contractor is not responsible for any residence halls, this is strictly for classrooms and general assignment buildings.

28. Does the scope apply the same for customer funded buildings?

Virginia Tech Response: Yes, the scope applies the same for customer funded buildings.

29. Are there bond requirements?

Virginia Tech Response: No, there are not bond requirements for this RFP.

30. How is quality of work scored?

Virginia Tech Response: Based on previous experiences/projects with similar scale projects. This information should be included in your qualifications statement.

31. What work order system are Virginia Tech using?

Virginia Tech Response: We use an internal work order system known as HokieServ.

32. Attachment D - SF is gross sf. Can you provide cleanable sizes for pricing?

Virginia Tech Response: These are the cleanable sizes of space in square footage.

33. Attachment D - Volume 2 Bookstore - Standalone Bill - there are no cleanable sizes for Hokie Bike Hub and Volume 2 Bookstore. What are the sizes and what services need to be provided?

Virginia Tech Response: See question 25

34. Attachment D - Do we provide event cleaning only at Hahn Garden Pavilion (Event) and Marching Virginians Center (Event) not any other services such as daily cleaning services or floor maintenance services?

Virginia Tech Response: Hahn Garden Pavilion - Only cleaning services for events. Marching Virginians Center is also considered full service. The "event" relates to home football games as well as camps.

35. Attachment D - What are the service hours for the location listed in Attachment D? And No annual floor work is required for these location?

Virginia Tech Response: As a customer driven service, the schedule varies between 6AM-10PM. Floor care is requested at these locations unless the customer opts-out.

36. 1st shift requirement - is it day porter service or day cleaning service?

Virginia Tech Response: Currently, contractual 1st shift is a day porter service. Our desire is to move towards more of a day cleaning service.

37. When 2nd and 3rd shift required, do you require that both shifts to be provided?

Virginia Tech Response: Yes, we require both shifts to be provided.

38. What is the 2nd shift hours? And what services do you require to be provided?

In RFP, it is stated that 6:00 AM to 2:30 PM with one (1) half-hour for lunch for building cleanings and 9:00 PM to 6:00 AM for classroom cleanings.

Virginia Tech Response: Current 2nd shift hours are 2PM-10:30PM. Services may vary by building.

39. Do we provide annual floor care for only the area listed under "full services" or "General Assignment" not any other places?

Virginia Tech Response: Floor care pricing needs to be included for full service buildings, general assignment classrooms, as well as lease & research properties.

40. Who is the incumbent contractor and how long have they been providing their services?

Virginia Tech Response: The Budd Group Inc., since December 2016

41. What is the current contracted monthly and yearly price?

Virginia Tech Response: Annual spend is approximately \$1.5M, making monthly spend approximately \$125,000

42. Can you provide us the bid tab sheet form from the previous bid opening?

Virginia Tech Response: This solicitation has been done as an RFP not a bid, and therefore there is not a bid tabulation sheet.

43. Can you provide the contract price if it has been increased within the past years?

Virginia Tech Response: Please review contract # VTS-388-2017 on Virginia Tech's contract website to view the incumbent contract document which contains the price increases.

44. Is the scope/size of this bid identical with the current contract?

Virginia Tech Response: No, please review contract # VTS-388-2017 on Virginia Tech's contract website.

45. Is there a specific M/WBE goal/requirement for this bid?

Virginia Tech Response: Virginia Tech highly encourages SWaM participation at fullest extent. If your company does not qualify, you can still receive partial credit for SWaM participation in your subcontracting plan.

46. Are there any significant changes from the previous bid?

Virginia Tech Response: There are no significant changes.

47. Who is responsible for furnishing supplies; paper products, trash can liner, hand soaps, and chemicals?

Virginia Tech Response: Contractor is responsible for furnishing supplies.

48. What is the required minimum wage for this contract?

Virginia Tech Response: Contractor is required to follow Virginia Minimum Wage requirements throughout duration of contract.

49. How many hours day are services are required per day?

Virginia Tech Response: Full service buildings are set up for 24 hour coverage.

50. What is the time frame for day porter's services if required?

Virginia Tech Response: Day porter hours should fall within 6AM-5PM pending building needs.

51. Who is responsible for furnishing floor mats?

Virginia Tech Response: Virginia Tech will be responsible for furnishing floor mats.

52. Is there a collective bargaining agreement with the County or current vendor?

Virginia Tech Response: No, there is not a collective bargaining agreement.

53. Is there a labor union?

Virginia Tech Response: No, there is not a labor union.

54. Can you define what you consider 1st, 2nd, and 3rd shift?

Virginia Tech Response: 1st shift: 6AM-2:30PM, 2nd shift: 2PM-10:30PM, 3rd shift: 10PM-6:30AM

55. Can a supply/consumables usage list be provided? If not, can a population count be given for each building?

Virginia Tech Response: No. A population count does not currently exist for any building.

56. Are you able to provide what type of space each location is? This will effect production rate needed to provide adequate service. i.e. office space, academic classroom, dormitory, student center, etc.

Virginia Tech Response: All spaces are either classroom or general assignment. Full service buildings may include offices, classrooms, and public spaces within.

57. Our company is majority owned by a female, and our certification is WBENC. Does that count towards the SWAM portion?

Virginia Tech Response: Majority ownership by a female makes your firm applicable for SWaM certification through the Virginia SBSD. Include in your proposal your certification #, or any other evidence showing you have submitted the application to be certified.

58. For attachment D, are you requesting only a nightly clean? Also, is this for Monday-Friday only?

Virginia Tech Response: No, these services are currently split between 1st and 2nd shift coverage Monday through Friday.

59. I don't see where it list how often any building is cleaned. Are there any spaces that need to be cleaned Saturday and Sunday?

Virginia Tech Response: Buildings should receive service 5 days a week. Only a couple buildings will include weekend service.

60. Where is trash to be taken to?

Virginia Tech Response: Dumpsters are accessible throughout campus. All full service buildings have designated exterior receptacles.

61. When considering the Scheduled State Mandated Minimum Wage increases. How does that affect the "No price increases will be authorized for 365 calendar days after the effective date of the contract stipulation? I read that we will follow the CPIW; however, Virginia is increasing the minimum wage to \$15.00 by 1/1/2026.

Virginia Tech Response: Please take this into consideration when submitting pricing. Price increases will be tied to the CPIW.

62. Exhibit D is 395,749 Gross Square feet in 45 locations/buildings, is this currently outsourced to a current cleaning provider?

Virginia Tech Response: The Budd Group Inc.

63. Are any of the other buildings for Attachment E & G outsourced now, If so, to whom?

Virginia Tech Response: The Budd Group Inc.

64. Are the employees that currently cleaning these spaces in the RFP, union employees, and if so, what union and local? Do you have a copy of the CBA?

Virginia Tech Response: See question 54

65. Can the due date for the Proposal be extended to Sept. 16?

Virginia Tech Response: Due date will be extended past original date of September 2nd.

66. When is the last day to submit Questions?

Virginia Tech Response: Final inquiries will be accepted until 3:00 PM September 3rd.

67. How do you achieve 10 points in SWaM? Is there a requirement for amount or percentage of total spend for SWaM? (i.e. if total of contract is 1,000,000 and must have 10% , or 20% or 30% for SWaM)

Virginia Tech Response: See question 2.

68. Can we bid on only certain Attachments such as D, E, and G? all other are just variations of this.

Virginia Tech Response: Yes, you may submit pricing for only certain attachments.

69. Why is the entire campus buildings of about 6 million Sq. Ft. not part of this RFP?

Virginia Tech Response: This is just for general assignment buildings and classrooms.

70. Attachment E: states full service is required for 1st, 2nd, and 3rd shifts. Please provide clarification the services required for each shift?

Virginia Tech Response: Full Service cleaning, specifications are listed in the Statement of Needs

71. Section XI: Inquiries, will there be an option to submit another round of inquiries following the pre-proposal conference?

Virginia Tech Response: Yes, the deadline for inquiry submission has been extended to 3:00 PM September 3rd, 2021.

72. Section E. Contractor Personnel Requirements: Please provide current management structure.

Virginia Tech Response: Current management structure is listed in Statement of Needs.

73. Does the scope of work in RFP # 952642201A differ from the current scope provided by the incumbent?

Virginia Tech Response: See question 44.

74. Who is responsible for the background checks?

Virginia Tech Response: Contractor, please review special term and condition # 1, "Criminal Conviction Checks", regarding background checks in RFP document.

75. Section 11: Equipment, Supplies, Materials and Utilities: Please provide a list of equipment for which vendor is responsible.

Virginia Tech Response: Each vendor is responsible for providing a list of equipment that will be needed to perform the scope of work.

- B. All other terms, conditions and descriptions remain the same.
- C. The deadline for inquiries has been extended to 3:00 PM September 3rd 2021.
- C. The due date and hour is changed from 3:00 PM September 2, 2021 to **3:00 PM September 16, 2021**
- D. The attendance roster from the optional pre-proposal conference held on August 19, 2021 is attached below.

I acknowledge that I have read and understand this addendum in its entirety.

Signature

Date

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
ATTENDANCE ROSTER
NON-MANDATORY PRE-PROPOSAL CONFERENCE

RFP Number 952642201A

Date: 08/19/2021 Time: 2:00 PM

PLEASE PRINT

REPRESENTATIVE	COMPANY NAME	MAILING ADDRESS	PHONE/FAX/EMAIL
Matt Bahr	HHM Facilities Management		
Eris Gonzalez Thanh Cao-Dac	Cao-Dac Corporation		
Courtney Alessi	Associated Building Maintenance Co., Inc.		
Victor Cruz	ACP Facility Services		
Daniel Carpenter	Office Pride Commercial Cleaning		

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
ATTENDANCE ROSTER
NON-MANDATORY PRE-PROPOSAL CONFERENCE

RFP Number 952642201A

Date: 08/19/2021 Time: 2:00 PM

PLEASE PRINT

REPRESENTATIVE	COMPANY NAME	MAILING ADDRESS	PHONE/FAX/EMAIL
Melissa Harris	PMM Companies		
Corey Hayes	"		
Bill Romine	OWENS REALTY SERVICES		
Robert Miller	HMS		
Mack Cluser LLC			

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
ATTENDANCE ROSTER
NON-MANDATORY PRE-PROPOSAL CONFERENCE

RFP Number 952642201A

Date: 08/19/2021 Time: 2:00 PM

PLEASE PRINT

REPRESENTATIVE	COMPANY NAME	MAILING ADDRESS	PHONE/FAX/EMAIL
Paul Estes	Aramark		
JAMES ECKHART STEVE GALT	SODexo		
BRAND SPITZER TASHA REGAN	Professional Building Maintenance		
Jack Ball SEAN CLARK	RED COATS Inc		
JANE TOLIOS	UG2.		

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
ATTENDANCE ROSTER
NON-MANDATORY PRE-PROPOSAL CONFERENCE

RFP Number 952642201A

Date: 08/19/2021 Time: 2:00 PM

PLEASE PRINT

REPRESENTATIVE	COMPANY NAME	MAILING ADDRESS	PHONE/FAX/EMAIL
KATIE KIRKWOOD	UG2		
Ken Gomulka	UG2		
Brian Devine	Diversified Building Services.		
JOSE RIVERA	GOLDEN GATE Building Service		
Abby Hudgins	Budd Group		

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
ATTENDANCE ROSTER
NON-MANDATORY PRE-PROPOSAL CONFERENCE

RFP Number 952642201A

Date: 08/19/2021 Time: 2:00 PM

PLEASE PRINT

REPRESENTATIVE	COMPANY NAME	MAILING ADDRESS	PHONE/FAX/EMAIL
Greg Stump	The Bull Group		
Rob Walker	Brooks & Brooks Services, Inc.		
Barry Rice	Baam Inc		
Myron	VT Facilities Service ops		
Jarrod Allis	VT Facilities		
JUSTIN J. HURT	VT Facilities		
Levi Henry Reed Nagel Matt Digmann	VT Procurement		

ADDENDUM # 2 TO RFP # 952642201A

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE September 14, 2021	NEW DUE DATE AND HOUR October 15, 2021 @ 3:00 PM
-----------------------------------	--

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Levi Henry, Buyer Senior
E-MAIL ADDRESS: lhenny29@vt.edu TELEPHONE NUMBER (540) 231-7852
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Custodial Services for Blacksburg, VA Campus

- A. The scope of the current RFP will be modified to adjust for the addition of properties/buildings on campus operated by Athletics and Student Affairs. An additional addendum will be posted with this information and another optional pre-proposal conference will be held virtually.
- B. The following questions have arisen as a result of this solicitation. Please see answers below in red:
1. What is the consumable cost for the recent contract?
Virginia Tech Response: This data is not available
 2. Please explain the difference between Attachments E, F, G, and H.
Virginia Tech Response: A description of the attachment is listed at the top of each one respectively.
 3. How will this be awarded? It would seem it is a combination of Attachment D and one of the other attachments?
Virginia Tech Response: Virginia Tech reserves the right to make multiple awards if it is determined to be in the best interest.
 4. Can you confirm which combination of attachments is currently serviced by the incumbent contractor?
Virginia Tech Response: All attachments are currently serviced by the incumbent.
 5. Provide clarification on partial service and contractual service.
Virginia Tech Response: Partial service is in conjunction with VT housekeeping, where contractual service is where the contractor is fully responsible.
 6. What is the difference in cleaning between space types?
Virginia Tech Response: No difference in cleaning between space types unless otherwise specified in the RFP.
 7. Does the wage increase of VA Tech housekeeping employees to \$15/hr extend to the contractor's employees?
Virginia Tech Response: No, we do not pay the contractor's employees directly.
 - a. If not, can you provide the hourly wage for the contractor staff?
Virginia Tech Response: That information can be found in the current contract # VTS-388-2017 found on Virginia Tech's contract website.

8. How do contractor's employees get around campus?

Virginia Tech Response: They currently use company vehicles.

9. Does the current contractor have an area to charge golf carts?

Virginia Tech Response: Our current contractual services don't utilize any electric transportation, however the option could be explored.

10. Who is responsible for the purchase of hand sanitizer?

Virginia Tech Response: Contractor is responsible.

11. Who is responsible for the cost of background checks?

Virginia Tech Response: Contractor is responsible, please review the "Criminal Conviction Checks" section in the special terms and conditions.

12. Are event set up and break down included?

Virginia Tech Response: No, not included in per square footage pricing. Should any additional services outside of scope be requested the sponsoring group would be expected to pay such services.

a. If so, which facilities require event services? Can you provide estimated hours?

Virginia Tech Response: Potentially any building can request event services. Hours would depend upon individual event details.

b. If not included in cost, should we include this as an additional service, hourly rate?

Virginia Tech Response: Yes, please include what your additional service hourly rate would be.

c. If event costs are additional hourly services, please specify how this should reflect for the Hahn Garden Pavilion and Marching Virginians Center?

Virginia Tech Response: HGP only needs to specify the event service hourly rate-no quote per square footage needed. MVC should only include quote per square footage.

13. Is there a central housekeeping area/management office/storage area?

Virginia Tech Response: Yes, there is one central area/management office. Storage areas are designated across campus locations.

14. Will contractor staff have access to HokieServ? Virginia Tech Response: No, this is an internal system.

15. What communication tools are currently being used (phones, radios, etc.)?

Virginia Tech Response: Phone and email. Current contractor utilizes radios for internal communication.

a. Who is responsible for providing these?

Virginia Tech Response: Contractor is responsible for providing.

16. How many holidays are contractor's staff required to work?

Virginia Tech Response: See RFP section 5. Schedule and Coordination, sub-category 3.

17. Please clarify what full-service cleaning shifts entail? For example, will 2 shifts be dedicated to porter services with 1 shift of cleaning? What is the current breakdown?

Virginia Tech Response: Main campus buildings that receive five days a week service are designated as 3rd shift general cleaners with 1st and 2nd shift porter support, however, as indicated previously our desire is to move towards more of a day cleaning support service.

18. Is the current contractor cleaning providing more than routine cleaning on one shift (policing, etc)?

Virginia Tech Response: The current contractor is responsible for services specified in contract # VTS-388-2017.

19. Who is responsible for providing snow removal equipment and salt?

Virginia Tech Response: Contractor is responsible for providing.

C. All other terms, conditions and descriptions remain the same.

D. The due date and hour is changed from September 16th, 2021 @ 3:00 PM to **October 15th, 2021 @ 3:00 PM.**

I acknowledge that I have read and understand this addendum in its entirety.

Signature

Date

Revised 03/18/2020

ADDENDUM # 3 TO RFP # 952642201A

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE October 7, 2021	NEW DUE DATE AND HOUR October 28, 2021 @ 3:00 PM
--------------------------------	--

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Levi Henry, Buyer Senior
E-MAIL ADDRESS: lhenny29@vt.edu TELEPHONE NUMBER (540) 231-7852
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Custodial Services for Blacksburg, VA Campus

- A. The scope of the current RFP has been modified to adjust for the addition of properties/buildings on campus operated by Athletics and Student Affairs. Please review Attachment J and Attachment K which are part of this addendum. Please note that the service level expectations for all additional locations are the same as described in the original solicitation. Provide hourly rate pricing for each shift coverage in the appropriate space provided on both attachments.
- B. An additional virtual pre-proposal conference will be held on October 14, 2021 @ 3:00 PM via Zoom. The purpose of this meeting is to go over the additional properties added and answer any additional questions. Please email lhenny29@vt.edu for an invitation link.
- C. The deadline for inquiries is 12:00 PM October 14, 2021
- D. All other terms, conditions and descriptions remain the same.
- E. The due date and hour is changed from October 15, 2021 @ 3:00 PM to **October 28, 2021 @ 3:00 PM.**

I acknowledge that I have read and understand this addendum in its entirety.

Signature

Date

CUSTODIAL SERVICES for STUDENT AFFAIRS

When quoting your pricing for the DSA properties, factor in the cost of consumables and provide hourly rate pricing for each shift coverage in the designated space below.

1st Shift \$ _____

2nd Shift \$ _____

3rd Shift \$ _____

RESIDENTIAL/DINING BUILDINGS	GROSS SQUARE FEET (GSF)	REQUIRED SHIFT(S)
Ambler Johnston Hall – West Wing (0032)	176,961	1 st
Ambler Johnston Hall – East Wing (0033)	95,058	1 st
Campbell Hall – Main Wing (0036)	34,734	1 st
Campbell Hall – East Wing (0037)	31,769	1 st
Cochrane Hall (0038)	91,415	1 st
Creativity & Innovation District (0056)	233,931	1 st , 2 nd , and 3 rd
Eggleston Hall – Main Wing (0021)	44,355	1 st
Eggleston Hall – West Wing (0022)	43,529	1 st
Eggleston Hall – East Wing (0023)	20,629	1 st and 2 nd
GLC at Donaldson Brown (0251)	106,424	1 st and 2 nd
Harper Hall (0042)	72,785	1 st
Hillcrest Hall (0054)	47,768	1 st
Hoge Hall (0030)	159,278	1 st
Johnson Hall (0028)	35,960	1 st
Lavery Hall (0200)	77,301	1 st , 2 nd , and 3 rd

Miles Hall (0027)	41,450	1 st
New Hall West (0055)	92,800	1 st and 2 nd
New Residence Hall East (0040)	63,195	1 st
Newman Hall (0024)	55,017	1 st and 2 nd
O'Shaughnessy Hall (0029)	69,211	1 st
Owens Hall (0195)	97,668	1 st and 2 nd
Payne Hall (0039)	68,556	1 st
Pearson Hall East (0002)	101,422	1 st
Pearson Hall West (0003)	99,285	1 st
Peddrew-Yates Hall (0041)	63,195	1 st
Pritchard Hall (0031)	211,481	1 st
Slusher Hall (0035)	125,868	1 st
Cook Counseling Center (SPEH) (0078)	20,508	1 st and 2 nd
Special Purpose Housing – Building A (0061)	8,560	1 st
Special Purpose Housing – Building B (0062)	8,437	1 st
Special Purpose Housing – Building C (0063)	8,547	1 st
Special Purpose Housing – Building D (0064)	9,300	1 st
Special Purpose Housing – Building E (0065)	9,300	1 st
Special Purpose Housing – Building F (0066)	9,300	1 st
Special Purpose Housing – Building G (0067)	9,300	1 st
Special Purpose Housing – Building H (0068)	9,300	1 st
Special Purpose Housing – Building I (0069)	9,300	1 st
Special Purpose Housing – Building J (0070)	9,300	1 st
Special Purpose Housing – Building K L (0074)	19,149	1 st
Special Purpose Housing – Building M N (0075)	19,149	1 st
Special Purpose Housing – Building O P (0076)	19,149	1 st
Special Purpose Housing – Building Q R (0077)	19,149	1 st
National Pan-Hellenic Council House (0073)	96	1 st

Vawter Hall (0025)	58,852	1 st
Whitehurst Hall (0026)	<u>42,879</u>	1 st
TOTAL	2,650,620	

CUSTODIAL SERVICES for ATHLETICS

When quoting your pricing for the athletic facilities, factor in the cost of consumables and provide hourly rate pricing for each shift coverage in the designated space below.

1st Shift \$ _____

2nd Shift \$ _____

3rd Shift \$ _____

BUILDINGS	GROSS SQUARE FEET (GSF)	REQUIREDSHIFT(S)
Beamer-Lawson IPF	91,119	1 st , 2 nd , 3 rd
Burrows-Burleson	45,165	1 st , 2 nd , 3 rd
Cassell Coliseum	162,108	1 st , 2 nd , 3 rd
English Field	47,351	1 st , 2 nd , 3 rd
Hahn Hurst	46,156	1 st , 2 nd , 3 rd
Jamerson	39,295	1 st , 2 nd , 3 rd
Jamerson Annex	38,186	1 st , 2 nd , 3 rd
Lane Stadium	240,387	1 st , 2 nd , 3 rd
Merryman	37,730	1 st , 2 nd , 3 rd
Merryman Annex	37,850	1 st , 2 nd , 3 rd
Rector Field House	107,093	1 st , 2 nd , 3 rd
Weaver	12,736	1 st , 2 nd , 3 rd
TOTAL	905,176	

ADDENDUM # 4 TO RFP # 952642201A

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE October 14, 2021	ORIGINAL DUE DATE AND HOUR October 28, 2021 @ 3:00 PM
---------------------------------	---

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Levi Henry, Buyer Senior
E-MAIL ADDRESS: lhenry29@vt.edu TELEPHONE NUMBER (540) 231-7852
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Custodial Services for Blacksburg, VA Campus

- A. The following questions have arisen as a result of this solicitation. Please see answers below in red:
- How soon will the contractor be notified of the need for additional personnel outline in J and K?

Virginia Tech Response: For DSA, a 30 day notice as we can shift staff into an area of need in the interim. For athletics, the notice could range from 2 weeks up to 3 months largely depending on the sports schedule.
 - Early in the RFP process you sent out building breakdown in Excel sheet, would it be beneficial for VT if we submit an Excel supplement with buildings with the pricing? Would that be allowed?

Virginia Tech Response: Be sure to include attachments I, J, and K with the pricing filled out, but yes you may submit an Excel spreadsheet.
 - What duration would the support be for attachment J and K? Should vendor assume equipment and supplies are included in shift cost?

Virginia Tech Response: Equipment and supplies should be included in shift cost for both. For DSA, the duration would be a minimum of a semester with extensions as needed with a 30 day notice provided. For Athletics, the duration of needs will correlate with the sports seasons.
 - Regarding the lead time on notice for needs, will there be ad hoc requests for labor? Or is it always informed ahead of time?

Virginia Tech Response: We will not rule out ad-hoc requests as these needs are hard to predict. However, a 30 day notice will generally be given.
 - Can Virginia Tech provide the square footage for the restrooms that need to be serviced? If not, is there a breakdown for the number of bathrooms per building requiring full service?

Virginia Tech Response: We are able to provide restroom counts for main campus full service buildings. These are buildings we are asking for square footage pricing be provided. Full size bathrooms have 2+ toilets and sinks each. Small bathrooms are 1 sink and 1 toilet. Athletic and DSA properties are not included since we are not asking for square footage pricing. See below:

Classroom Building: 6 full size, 1 small
Torgersen Hall: 6 full size, 2 small
Newman Library: 12 full size, 4 small
Goodwin Hall: 8 full size, 1 small
Surge Space Building: 2 full size
McBryde Hall Floors 1-3: 6 full size, 3 small

Greenhouse: 2 small

Total: 40 full size, 13 small

6. When a building is noted as full service, does that mean that the location should be serviced 3x/day, once per shift?

Virginia Tech Response: Yes, that is correct.

7. How would Virginia Tech like to receive the cost for annual floor care?

Virginia Tech Response: Factor this in and include in the pricing sections to be filled out on attachments I, J, and K.

8. How would Virginia Tech like the proposal to be structured? Based on the requirements, the order is clear however the need to reference sections is confusing. The RFP states, "each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP"

Can the government please clarify the structural specifications for the proposal?

Virginia Tech Response: For your proposal, please reference which section you are responding to. For example, when providing your qualifications statement that is requested under Section VIII.A.1, please reference this section.

9. What is the level of service required for events?

Virginia Tech Response: Same level of service as buildings. Durations of service may vary depending on event.

10. Can you provide a map or an address for all the locations being serviced? Some buildings such as the Ecosystem Simulation Lab are difficult to account for because their location in relation to main campus is unknown.

Virginia Tech Response: There is no map specifically for these locations. Please use the campus maps the University has provided on their website at <https://vt.edu/maps.html>

11. The RFP states, "The term of this contract is for two year(s), or as negotiated. There will be an option for four (4) two-year renewals, or as negotiated."

Virginia Tech has not provided an excel sheet to account for cost increases expected over each option period. Should expected cost increases for the full contract term (10 years) be included in the quoted price/sf or is it the government's intention to renegotiate prices every option period?

Virginia Tech Response: This will be addressed during negotiations later in the RFP process.

12. What is considered a "weather related emergency" that would require emergency services. Is snow and ice removal an emergency service? Is snow and ice removal paid as a direct costs per occurrence?

Virginia Tech Response: Weather related emergencies can occur from heavy rain or snow/ice, and these services are not direct costs per occurrence.

Heavy rain:

Interior water pickup may be needed.

Snow/ice:

Salt on sidewalks and entryways 10' from building.

Shoveling sidewalks and entryways 10' from building.

- B. All other terms, conditions and descriptions remain the same.
- C. The due date and hour remains **3:00 PM October 28, 2021**

I acknowledge that I have read and understand this addendum in its entirety.

Signature

Date

Revised 03/18/2020



Prepared for Virginia Tech

UG2 Response to RFP to Provide Custodial Services to Virginia Tech's Blacksburg, VA Campus

October 28, 2021



The New Standard
of Facility Services

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Confidentiality Statement

This entire proposal is considered confidential and proprietary information belonging to UG2, LLC and cannot be distributed, in whole or in part, to any person, firm or corporation outside of Virginia Tech. In addition, this proposal may be distributed only to those employees or affiliates of Virginia Tech that have direct responsibility for the proposal/decision-making process.

Cover Letter

October 28, 2021

Levi Henry
Senior Buyer
Virginia Tech
300 Turner Street NW
North End Center, Ste 2100
Blacksburg, VA 24061

Dear Mr. Henry,

On behalf of UG2, LLC, thank you for the opportunity to present our proposal to provide industry-leading integrated facility management services to Virginia Tech's Blacksburg campus. UG2 aspires to set the benchmark for industry excellence, and we appreciate the opportunity to foster a partnership with Virginia Tech.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,



John Correia,
Chief Operating Officer
Executive Summary

1 Experience

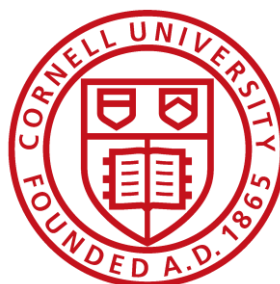
Proposers shall provide a qualifications statement detailing experience providing similar services for a minimum of 5 years. Qualification Statements should include but are not limited to, experience with other Higher Ed or large commercial scale cleaning.

Higher Education Footprint

UG2 currently provides custodial, mechanical maintenance, and integrated facilities management services to higher education institutions throughout the United States. Our team is well versed in industry standards related to operating in educational facilities. The list below represents select clients in the education and institutional market sector:



STEVENS
INSTITUTE of TECHNOLOGY
THE INNOVATION UNIVERSITY®



HARVARD
BUSINESS SCHOOL

DES MOINES
UNIVERSITY



PROVIDENCE
COLLEGE

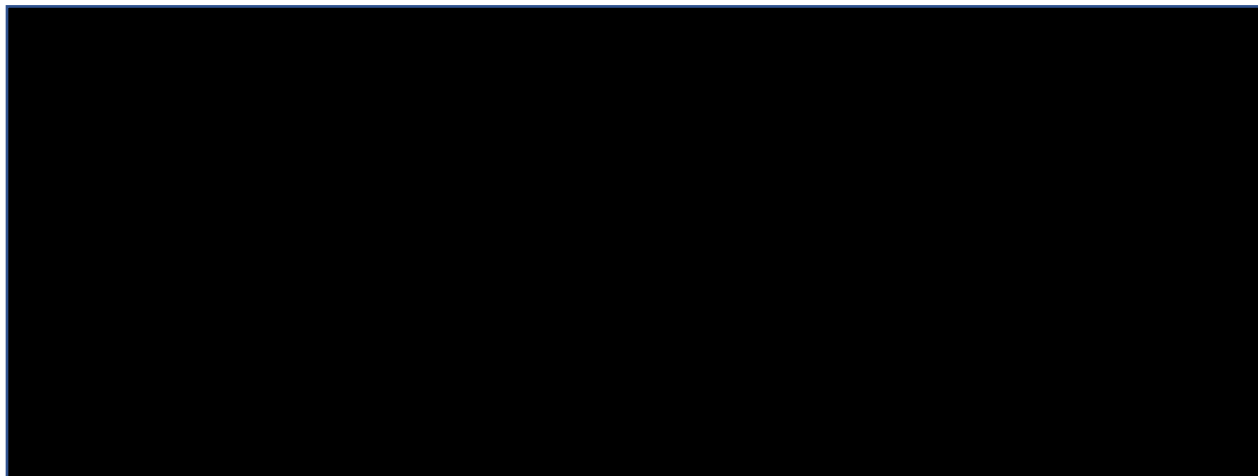


LE MOYNE
SPIRIT. INQUIRY. LEADERSHIP. JESUIT.



WENTWORTH
INSTITUTE OF TECHNOLOGY

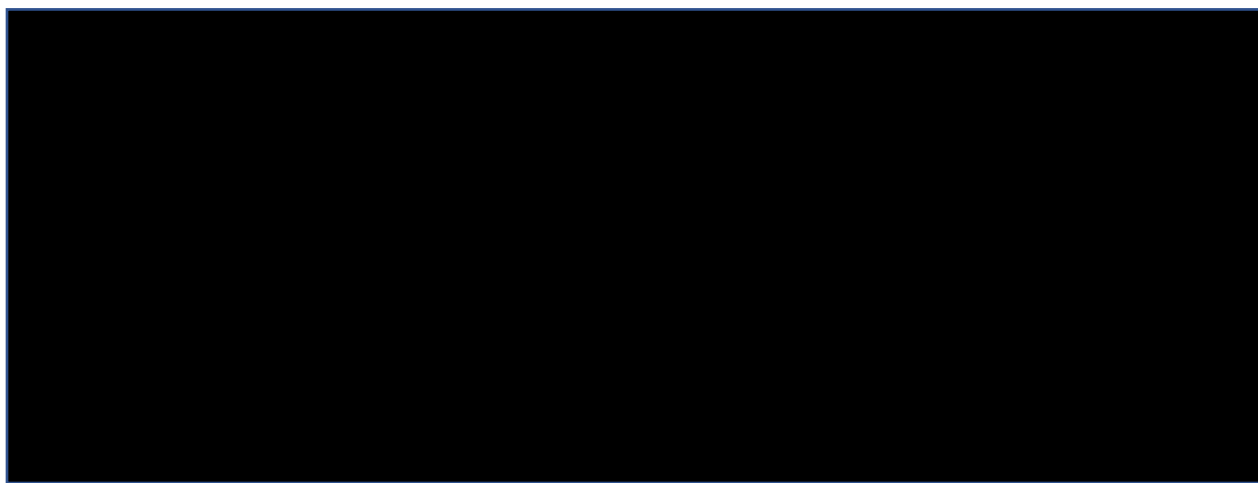
We have included references of four of our current higher education clients as well as a case study of Providence College to demonstrate our experience working with higher education accounts and providing industry-best services.



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Case Study: Providence College

Situation



Providence College holds itself and its students to the highest standards. Its commitment to academic excellence is unwavering, as evidenced by its high graduation rates. The college's facility services operations, however, were falling short of its standards.

Although Providence College had been using a national custodial services provider, the results were not favorable. When prospective students and their families visited, the campus didn't leave a good first visual impression. And since custodial workers weren't being held accountable, improvements were hard to come by. There were clearly opportunities for enhanced cleaning and management.

Providence College wanted its campus environment to meet the institution's highest standard, just as their academics do. They needed a facility services provider that would instill a culture of accountability and consistently deliver a pristine, safe campus environment.

ACCOUNT OVERVIEW



**CONTRACT
AWARD DATE:**

2017



START DATE:

1/1/18



INDUSTRY:

Higher
Education



SQ. FT.:

Approximately
1.18 M



SERVICES:

Custodial, Event
Support, Enhanced
Cleaning, Physical
Plant Support,
Emergency
Assistance,
Residential Life
Support

Solution

After evaluating a number of providers, Providence College selected UG2. Not only does UG2 have proven expertise in higher education facility services, several members of Providence College's management team had worked with UG2's executives in the past and experienced first-hand their integrity and commitment to excellence. These factors, plus UG2's commitment to maintaining a strong on-site presence, made Providence College confident UG2 would deliver the results they needed.

UG2 designed and implemented a customized custodial services solution for the entire Providence College campus, including their athletic facilities. The company also supports and provides proctors for events such as the college's Special Olympics and Alumni Weekends, to help ensure safety and cleanliness.



“My heroes are the people cleaning the residence halls,”

Steven Sears | Vice President of Student Affairs

Results



Pristine Campus

Providence College boasts a consistently ultra-clean campus. Now, it looks and feels like a unified, world-class institution. Not only are building occupants happy with the environment, the campus has great curb appeal for visitors and prospective students.

The year UG2 won the facility services contract, all buildings on campus passed inspection for the very first time and continue to do so. The before-and-after-UG2 difference was so stark that the facilities services consultant for Providence College, awarded UG2 the “Most Improved Custodial Campus Services,” outperforming peer programs at more than 20 U.S. higher ed institutions.



Culture of Excellence

UG2 believes it takes a village to deliver the excellence customers deserve and instituted a culture of accountability to ensure they make good on their promise. UG2’s leadership is personally invested in and actively engaged with Providence College, and everyone, from the executives to custodial staff, works towards the same goals and is held accountable for achieving them.

Employee efficiency and results have taken an impressive turn for the better. When UG2 onboarded employees from Providence College’s previous facility services provider, they communicated exactly what was expected of each person and implemented strict procedures and policies. UG2 managers also make a habit of showing up unannounced on shifts, which helps incentivize employees to work smart and hard. The company regularly assesses employees, devotes significant time and effort to coaching and training and empowers them to be successful at whatever tasks they undertake.



COVID 19 Response

When higher education institutions literally vacated overnight in March 2020, UG2 and Providence College went to work right away and dealt with the pandemic head on to ensure a healthy and safe campus for students, faculty, and visitors. Together, both parties developed new specific job plans, purchased necessary PPE for cleaners, new electrostatic sprayers, disinfecting wipes, hand sanitizer stations and other items for physical distancing requirements. UG2 Health and Safety personnel immediately engaged with its on-campus team for new training and procedures following the CDC and new local and state health guidelines.



Trusted Partner

UG2 acts as an extension of Providence College’s facility operations, working closely with their counterparts to ensure superior outcomes. They earn Providence College’s trust every day by providing extremely responsive, top-quality facility services, 24x7. One thing they never do is rest on their laurels. UG2 continually seeks out ways to further enhance services, including proactively recommending new approaches and innovative technologies and products that will help Providence College meet and exceed their goals.



2 Methodology

Provide a complete and detailed description of the Offeror's methodology and plan for providing services. Including but not limited to staffing models, hiring plans, and retention policies.

Approach to Providing Janitorial Services

UG2 understands that proper monitoring and maintenance of every campus is essential to the daily operations of your facility's businesses. Our goal is to deliver an outstanding service package aimed at the experience of the end user: your employees, staff, students and visitors. Colleges and universities are living, breathing ecosystems in which your students eat, sleep, learn and play and we understand our responsibility to maintain a pristine, safe and healthy environment 24/7/365.

UG2 prioritizes the protection of your facility, its inhabitants, and the environment in our facility services delivery and has developed environmentally conscious practices to support green cleaning and mitigate any negative impact on the immediate and long-term health of your community. Through our alignment with Spartan Chemical Supply, which uses EcoLogo and Green Seal products, UG2 achieves clean greening at its finest using a broad assortment of products to meet various and specific cleaning and maintenance applications without the use of phosphates, nonylphenols, sulfuric acid, and other aggressive chemicals. We maintain sight of our best-in-class cleaning objective while remaining focused on environmental safety. UG2 has developed a LEED Green Cleaning Standard Operating Procedure, which guides our cleaning of LEED certified buildings and satisfies our clients' requirements for LEED credits. In December 2019, UG2 was awarded the CIMS-GB with Honors Certification by ISSA, which demonstrates our compliance with LEED standards and helps our clients earn points under the LEED Green Building Rating System.

UG2's janitorial services programs for higher education adheres to APPA guidelines and World Class Maintenance Standards. Our team is well versed in industry standards for educational facilities and performs internal benchmarking of all accounts to continuously develop and optimize our programs.

All our education accounts are held to an APPA Level 1-3 standard. We do not service any account in any service line at an APPA 4-5 Level. The range in performance between APPA Level 1 (Orderly Spotlessness) and APPA Level 2 (Ordinary Tidiness) and Level 3 (Casual Inattention) is often a matter of budget allocation and we adapt the corresponding labor and productivity to every campus and every facility's needs.



We tailor the appropriate APPA level based on space types. For example, we currently service Des Moines University, a prestigious graduate medical school in Des Moines, Iowa, and service the clinical spaces at an APPA Level 1 or 2 standard dependent on regulatory requirements and space needs.

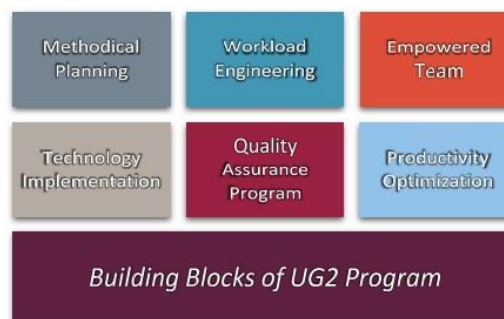
UG2 understands the diverse space types across every college campus and customizes our programs to fit each and every varying scope, traffic pattern and unique operating requirement. We support the athletics programs at a number of our accounts, including the Division I programs at Providence College and Niagara University, and understand the challenges and requirements of supporting athletics between varying facility usage patterns, peak times in the mornings and evenings, and fluid event schedules that must be accommodated. Our experience delivering both janitorial and operations & maintenance services to Boston's TD Garden has informed our program adaptability and scalability to fit your campus needs, from athletic events to commencement ceremonies our programs are engineered for the fluid environments of the education sector.

Colleges and universities demand a seasoned, familiar company who puts the client's needs first will allow your students, faculty, staff and visitors to focus on the business at hand. With more than 350 combined years of industry experience, UG2 defines the new standard of excellence in janitorial services.

Service Philosophy

Best in class service happens by design, not by default. UG2 takes a strategic approach to workload engineering and service delivery. Our management team understands that a well-trained, motivated staff with a solid operations plan will be best positioned to perform at a high level for our clients.

A great source of pride for UG2 is our effectiveness in the janitorial operations service line. Our leadership team has 350+ years of combined experience executing janitorial services in education, life science, public venue, corporate and commercial spaces, so we know exactly what it takes to get the job done right. We bring the building blocks of an industry- leading program to every client.



Our approach to facility services is simple: rely on best practices cultivated over years of experience and combine that with industry benchmarks and the latest technological advancements. Driving performance along with this formula produces clean, safe, and sustainable environments for our clients and their communities.

There is a science to achieving the success that UG2 has experienced over the years, and it all begins with methodically approaching facility services.

Every account differs in terms of staffing and performance expectations. To realize the most out of every program, it requires our management team to engineer the workload. Based on industry standards and our operational experience for a particular space type and maintainable square footage, we implement a value-driven program to yield optimal results. This may include workload balancing in certain areas or modifying shift alignment.

UG2's Custodial Service Delivery Model

Transition	Core Program	Program Optimization
Establish Customer Expectations	Implement On-Going Job Skill Training (JST) Program	Beyond Green Sustainability Program
Complete Space Inventory	Implement Safety Training Program and Calendar	Research & Development: Equipment Consumables Chemicals
Develop On-Boarding Process For New Employees	Establish Quality Assurance Program	Employee Incentive Programs
Implement Orientation Program For New Employees	Implement Customer Satisfaction Survey Process	Communities of Practice Established With Peer / Best-In-Class Institutions
Back Office Activities Established	Reporting Procedures Established	
Develop Employee Work Schedules	Develop Cross Training Program	
Develop Periodic/Project Schedule	Initiate Re-engineering Process for Continuous Improvement	
Establish Compliance Program For Vendors and Regulatory Requirements	Initiate Process Improvement (LEAN/Six Sigma) Process	
Set Up Operations Manual with SOPs	Program Evaluation Tool/Process Implemented	

Technology Utilized:

Smart Inspect Quality Control Programs
 Mobility QC Solutions for Account Management
 Green Certified cleaning solutions and operations
 HEPA Filtration Vacuums (upright and backpack)
 Stand-on vacuums
 Ride-on auto-scrubbers
 Stand-on scrubbers
 Facial recognition time clocks
 Three vehicles

Quality Assurance



UG2 utilizes the Smart Inspect Inspection and Auditing System to drive continuous improvement in services by qualifying our performance. This system standardizes our processes and service delivery for all cleaners working at a specific location. It holds everyone to our consistent, high quality service standards. UG2 account managers will perform regular inspections of their sites with the use of the Smart Inspect mobile app on their phones. These mobile apps are easy-to-use and typically take only 20 minutes of training to learn.

UG2 will work with your team to create a specific plan for each of your buildings based on your input and specifications for each site. We will reevaluate our process using Smart Inspect during deployment and adjust as necessary to tailor it for your individual needs. The inspection reports generated by our account managers will inform our monthly meetings with clients, during which we will supply pictures, trend analysis, and data analytics. These applications feature ticket options to generate and track work orders, recognize project opportunities, schedule projects, manage cleaning inspections and log photos of quality levels.



Key Performance Indicators

UG2 understands that consistent industry leading service delivery relies on performance metrics. No matter the size or scope of an account, management will establish Key Performance Indicators (KPIs) that the account must achieve. These KPIs are developed based on UG2 management's more than 350 years of industry experience and review of trade organization metrics (i.e., BOMA, APPA, etc.).

Communication with Virginia Tech

Fluid communication is critical to our success at Virginia Tech. As a best practice in all our higher education operations, we hold true to a time-tested multi-layer communication matrix. The attendees at each meeting change with the subject matter and meeting frequency. These range from weekly forecast meetings to annual joint reviews.

To ensure that all these demands are met (and exceeded), UG2 proposes the following communication matrix:

Weekly Forecast Meetings: These typically occur mid-week and the attendees will be the Virginia Tech contract manager and the UG2 account manager. Although this does not include any corporate monitoring from our regional and executive support teams, it is prudent to include this in our methodology as this team will be the executor of all tactical operations.

Monthly Meeting/Reports: The monthly meeting addresses operational issues from a programmatic perspective. Typically, these meetings occur mid-month after the monthly report is issued to the client for the previous month. We would work with Virginia Tech to customize this report, but topics addressed in the monthly report are as follows:

- Monthly Status Narrative
 - Accomplishments
 - Goals for the Following Month

- Operational Red Flags for Consideration
- Performance Reporting
 - Quality Assurance Reporting
 - Work Performance Statistics
 - Emergency Responsiveness
 - Safety Reporting
 - Key Performance Indicators
 - Compliance with Service Level Agreements
- Security and Ancillary Services
- Projects
 - Status of Current Projects
 - Planning for Future Projects

Periodic Business Review: The content of this meeting is largely strategic in nature with an emphasis on overall client satisfaction and contract deliverables.

As with the monthly report, we would work with the Virginia Tech team to customize the agenda for the Periodic Business Review. Below is a sample of general topics for discussion in that meeting:

- Accomplishments
- Challenges
- Operating Trends
- Key Performance Indicators
 - People (Safety, Performance, Customer Service, Professional Development)
 - Process (Service Delivery, Efficiency, Efficacy, Work Order Management)
 - Technology (Mobility Tools, Quality Control)
 - Financial (Billing Timeliness, Accuracy, Budget Compliance)
- Data Analysis
- Virginia Tech Annual Goals
- UG2 Company Updates
- Virginia Tech Facilities Updates

Annual Meeting: Annual meetings are important to ensure that all of the service-level agreements and overall goals are satisfied for stakeholders.

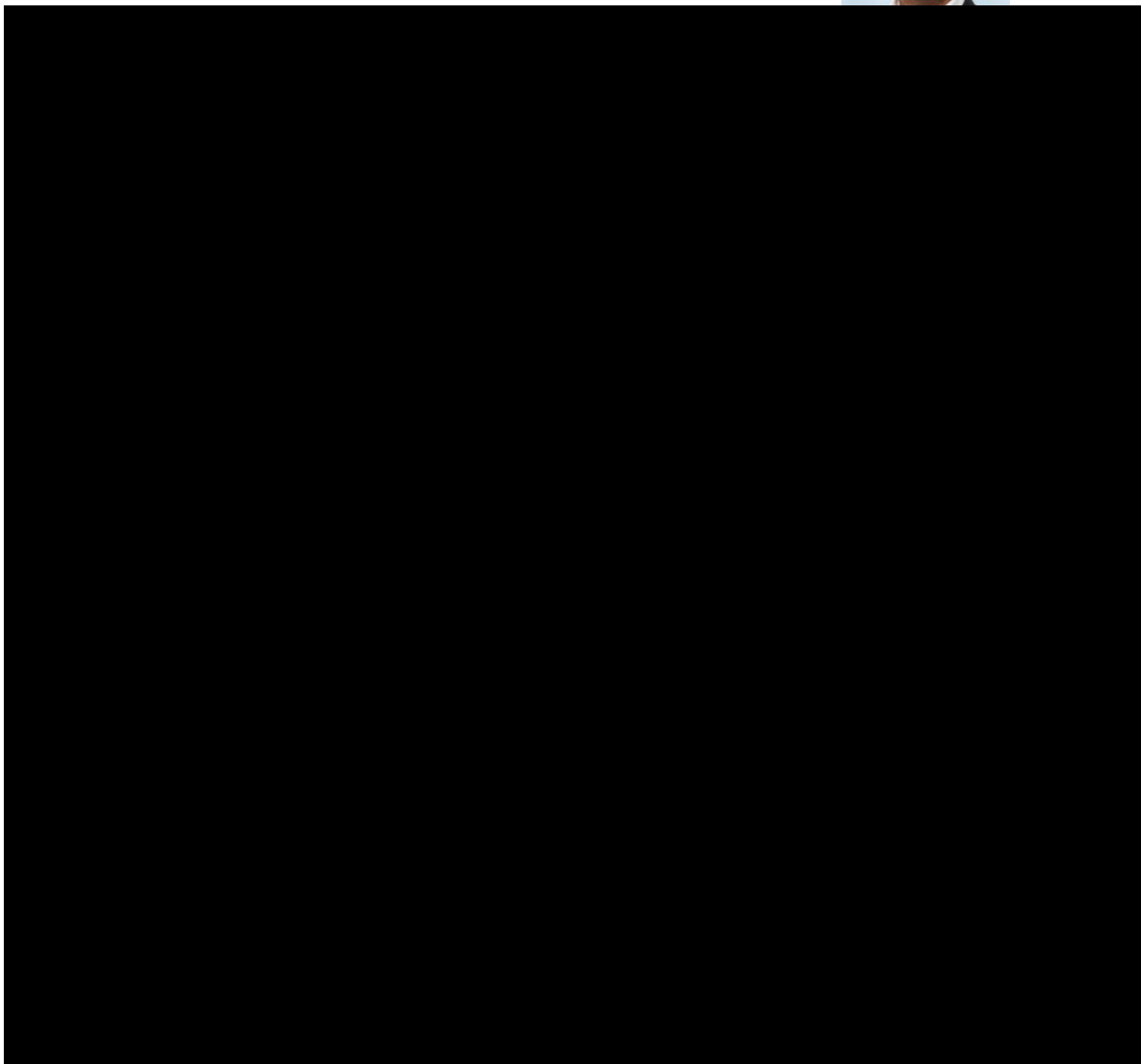
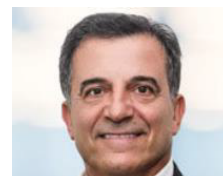
Periodic Project Cleaning

UG2 would immediately establish a proposed periodic calendar to satisfy all site specifications. We understand the need for deep cleaning and project work that doesn't affect regular operations and we would work collaboratively with the Virginia Tech staff to ensure that these are properly communicated and executed.

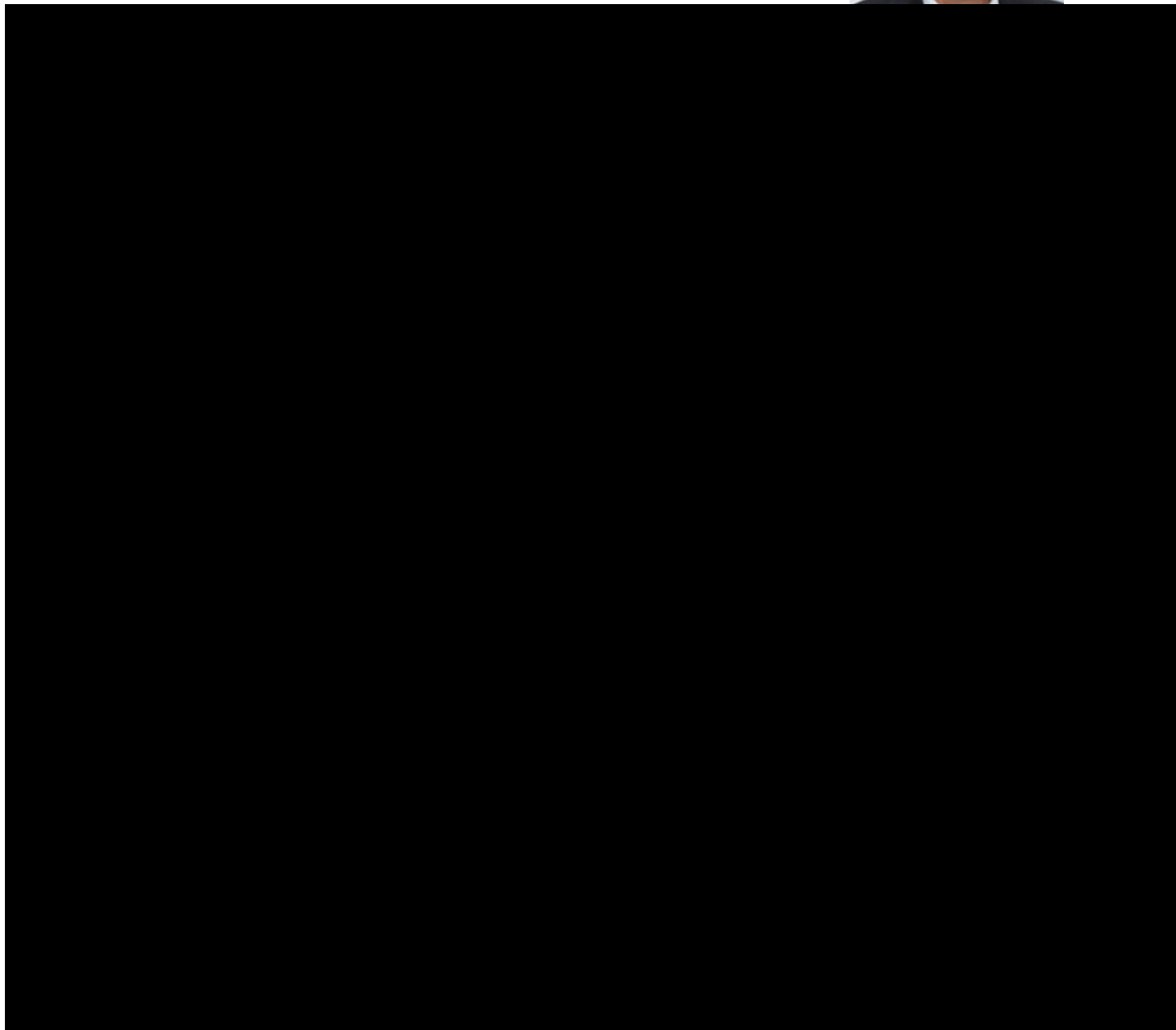
To ensure the success of the UG2 program, it must be communicated to all stakeholders: our leadership, site management teams, employees, and clients. UG2 communicates the reasons and benefits of the program to our employees directly during their initial training sessions and consistently during their employment with UG2. Program information is posted throughout break rooms, offices and janitorial closets to remind our employees of UG2's commitment to the green cleaning program. Employees and clients are encouraged to provide feedback to the UG2 leadership team regarding performance, compliance, and opportunities for improvement.

Key Personnel

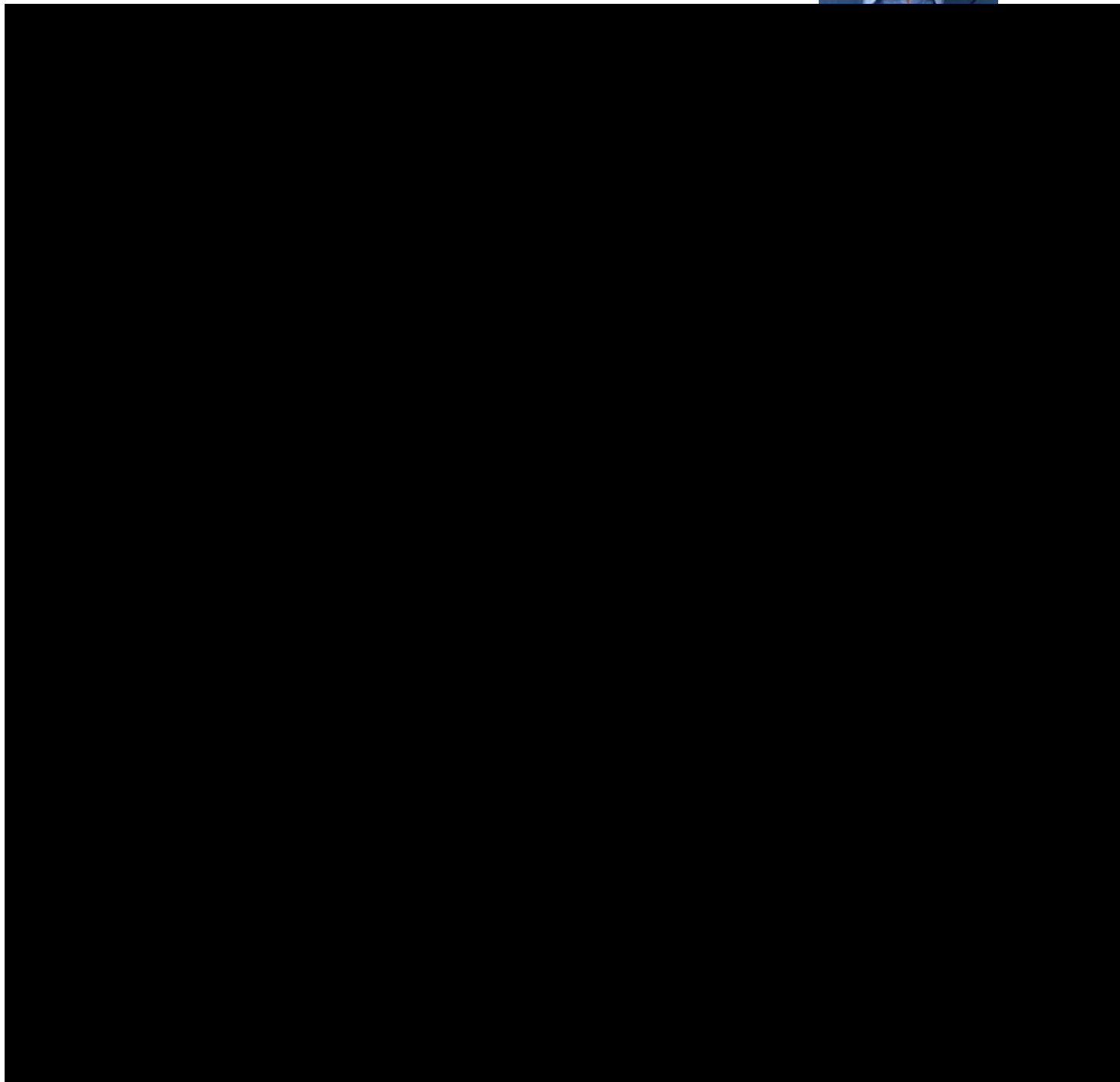
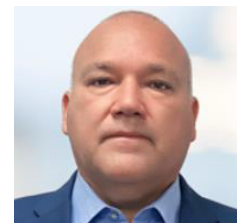
John F. Correia
Chief Operating Officer



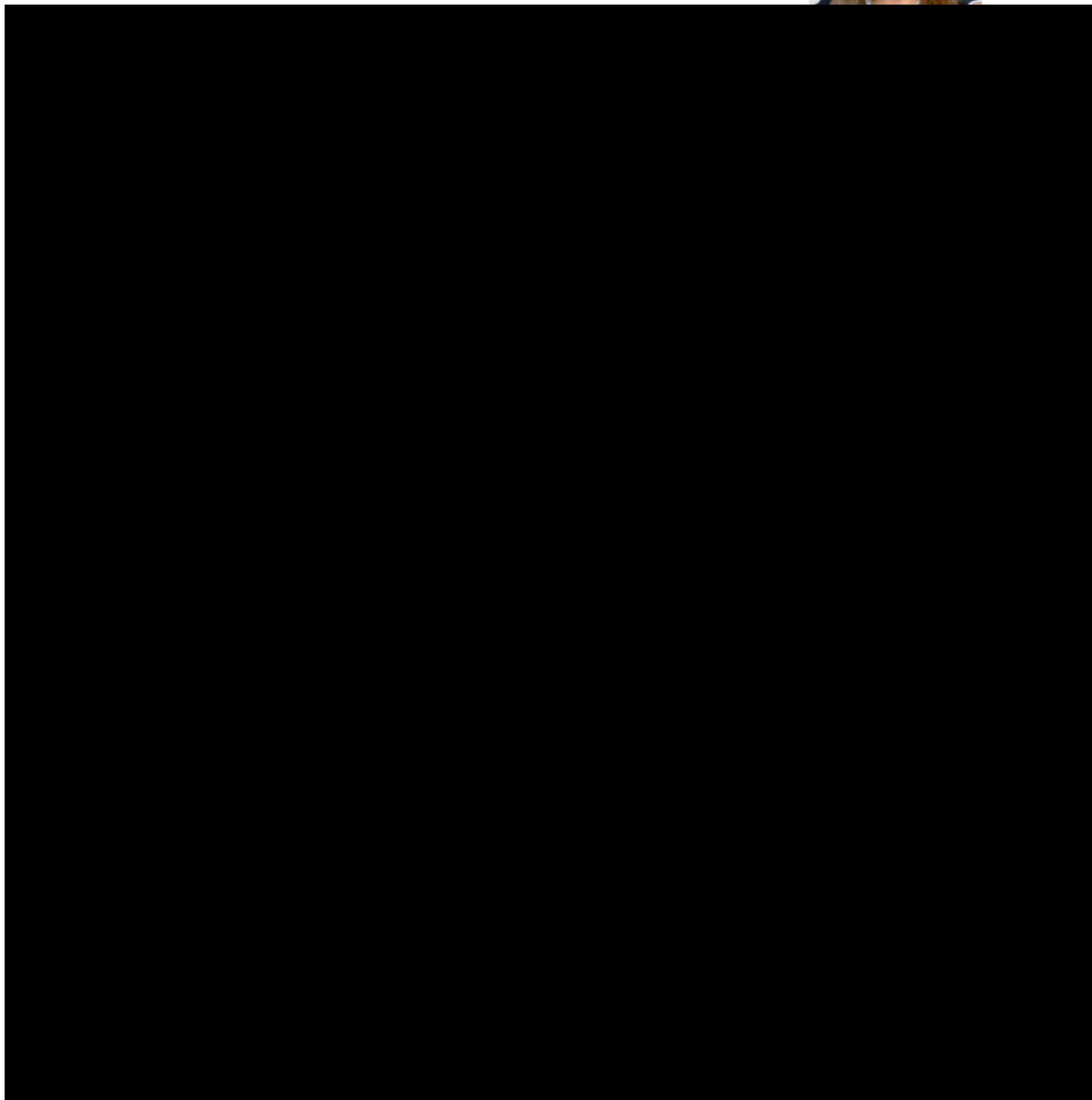
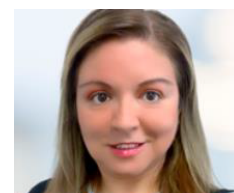
Chuck Restivo
Vice President of Operations



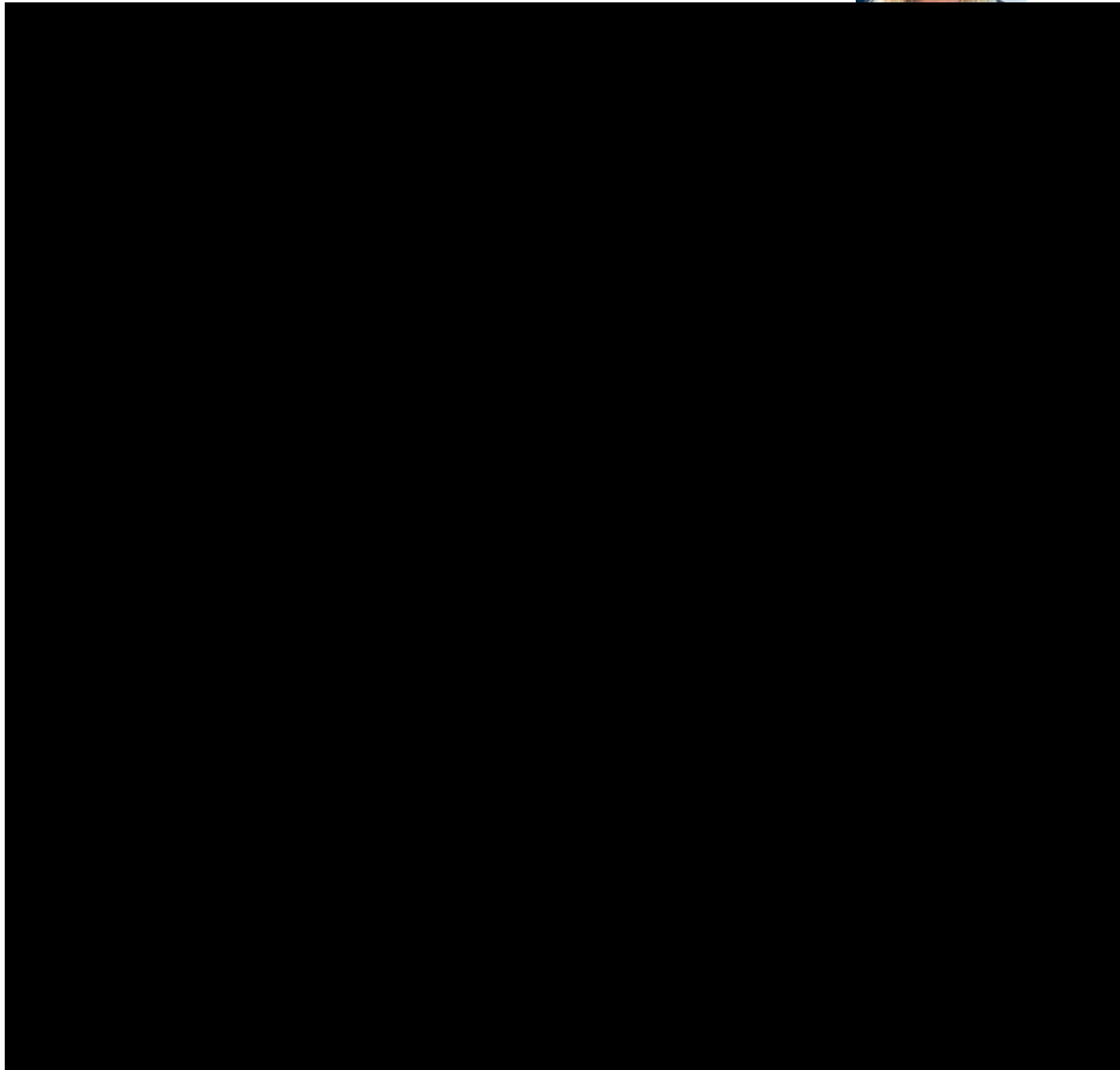
Juan Carlos Tueros
Operations Manager



Maria C Tueros
Regional Human Resources/Business Manager



Katie Kirkwood
Business Development Manager



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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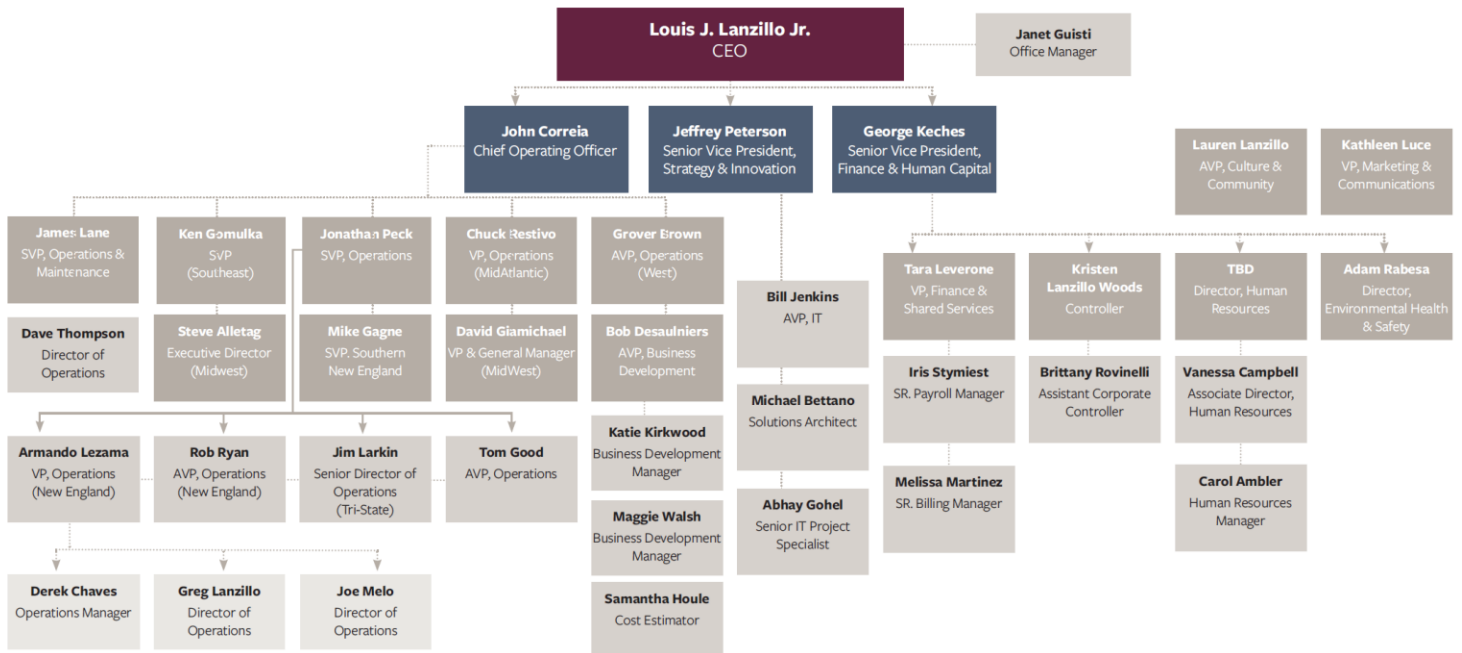
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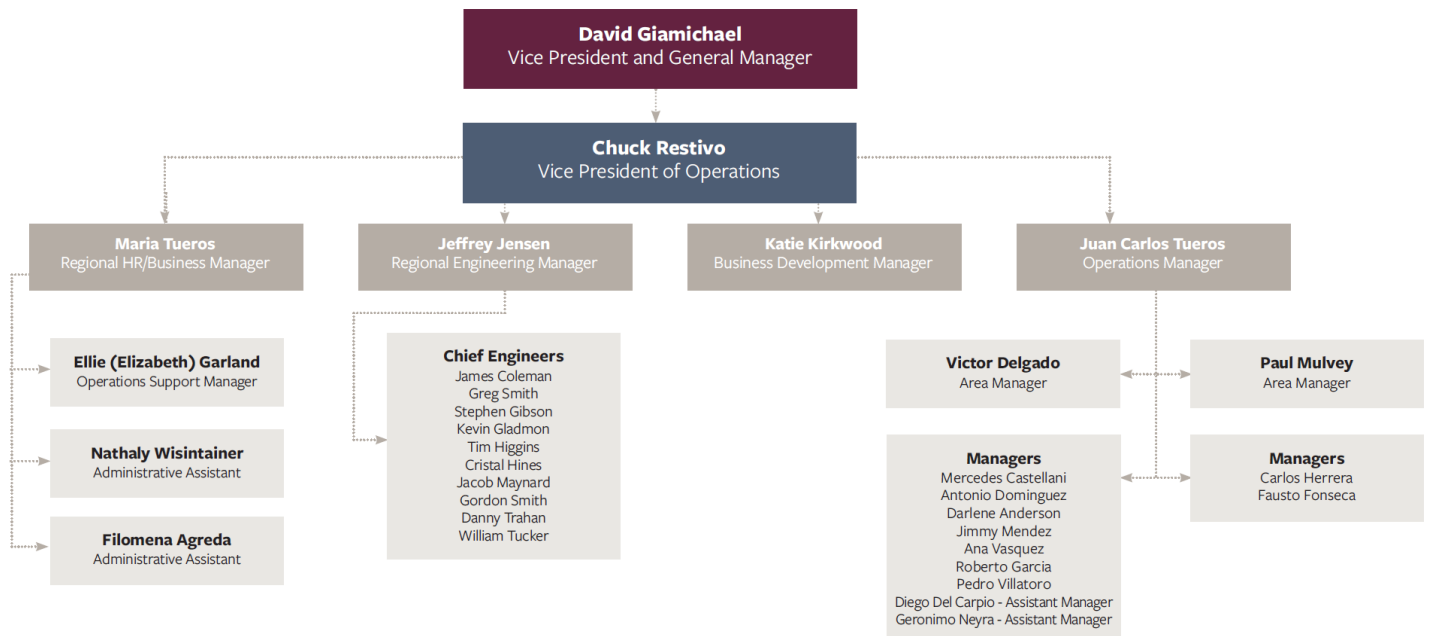
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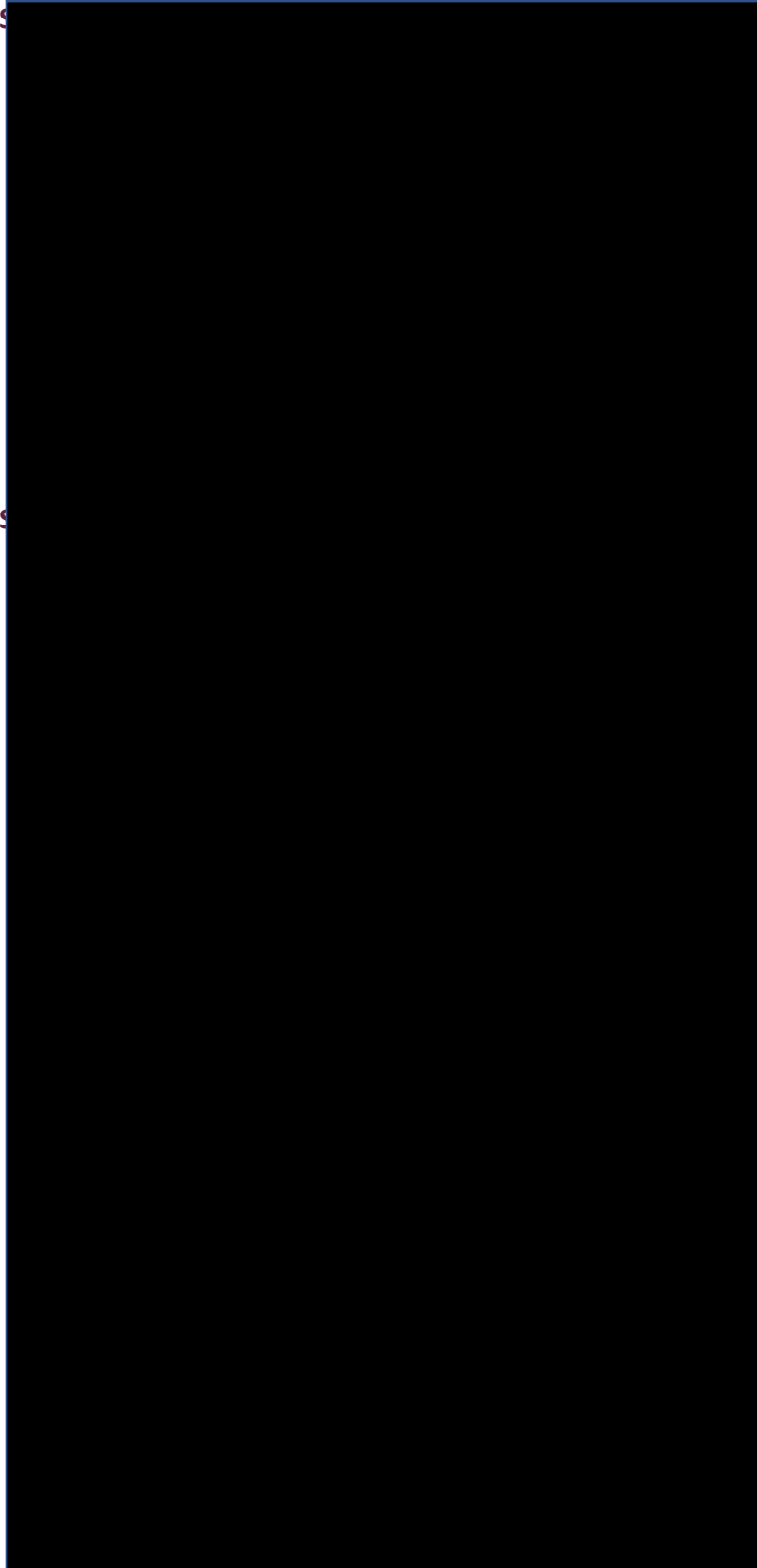
Staffing Models

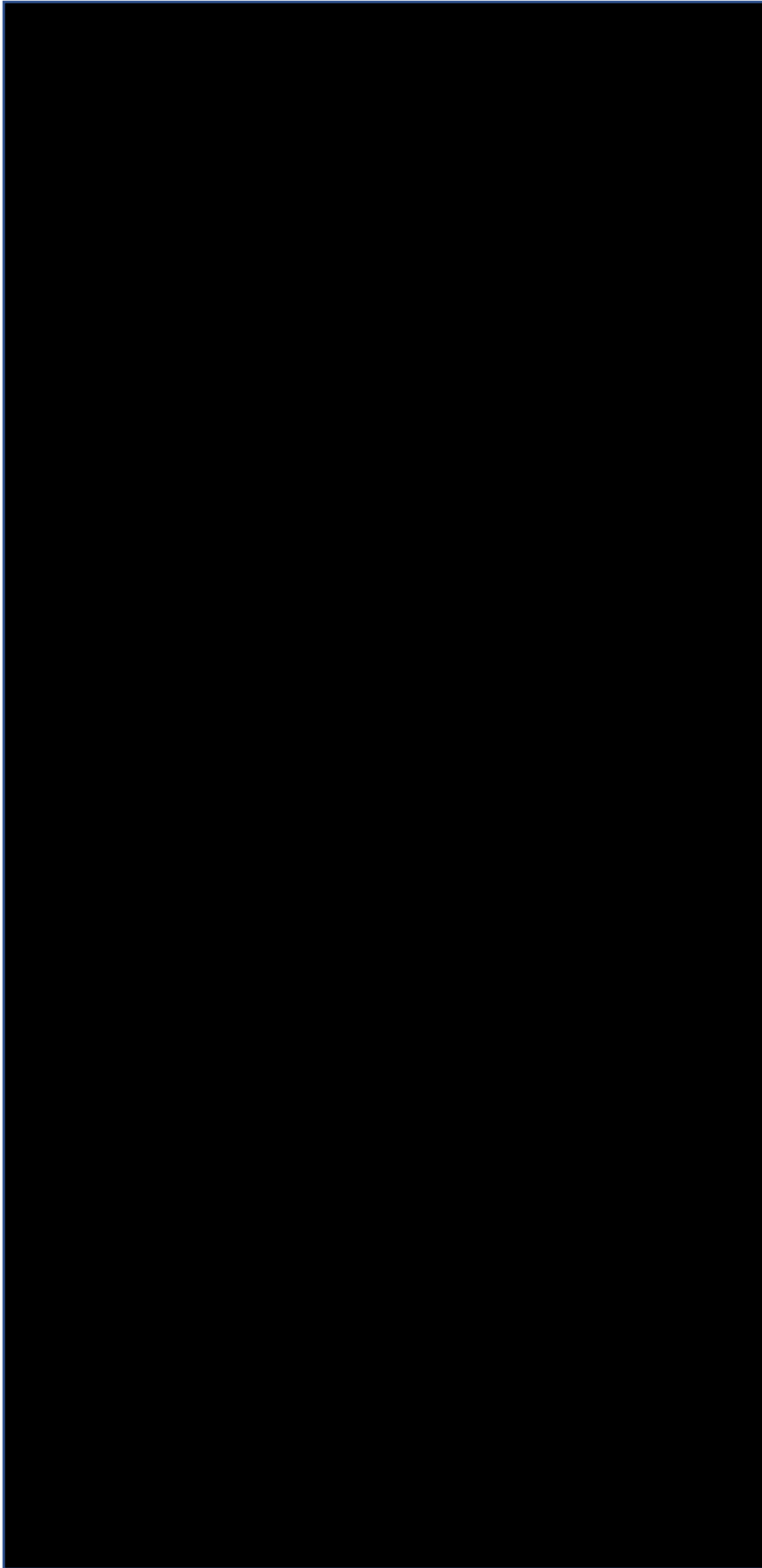
Corporate Organization Chart

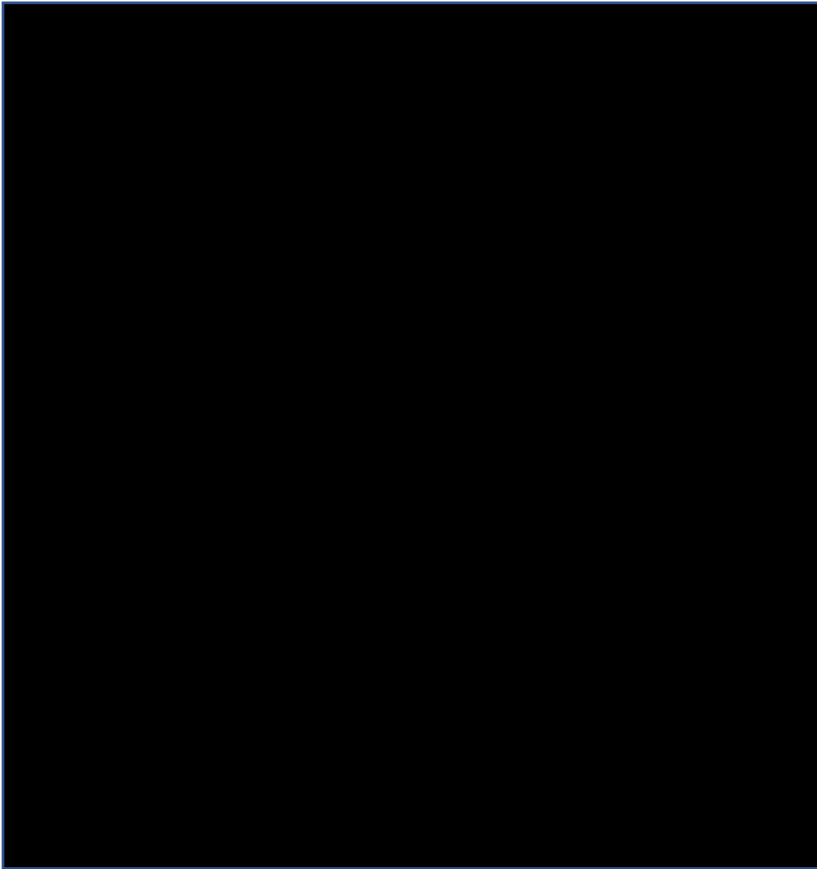


Mid-Atlantic Organization Chart









Hiring and Training Procedures

We recognize that *we are in the people business*. Our employees are the ones who deliver what we promise to our clients on a daily basis. From senior management to the line employees, we strive to demonstrate UG2's core values as an organization in every account and industry we serve.

Our focus is based on the following components:



Recruitment

Onboarding top talent for each and every account we service is the first step. Our senior management's long tenure in the industry has created an expansive network of talent for UG2 to pull from. No two accounts are alike, so recruiting from a diverse pool to satisfy the needs of our customers is crucial to UG2's success. Word of mouth is a powerful recruiting tool in our industry. We pride ourselves on knowing the brightest and best by recruiting through top local and national trade organizations such as BOMA, IFMA and CoreNet Global.

In addition to the talent that we know and can actively network with through our existing channels, UG2 keeps an edge by recruiting the future leaders of our industry. UG2 uses online recruiting websites such as Monster.com, Indeed.com and LinkedIn to identify and recruit potential employees.

Retention

As an employer in the facility services industry, it is UG2's responsibility to retain key employees and maintain a consistent level of service for our clients. By recognizing each employee's strengths and encouraging them to fully utilize their talents; we work with each member of our team to develop a growth plan. Individual plans may include learning new skills, cultivating existing skills or making sure each of our UG2 team members has the tools to produce excellent results.

A key component of our employee retention plan is acknowledging an employee when they complete a task well. So much emphasis is placed on fixing the shortcomings of employees that the positives are often not highlighted.

By regularly sharing results with our people, UG2 employees feel as if they are a part of something meaningful in their day-to-day work. This not only optimizes service delivery, but creates a tighter relationship with our employees, which ultimately leads to higher retention rates. By maintaining a safe and stable working environment, we enjoy the benefits of strong retention and client satisfaction.

Training and Development

UG2 views professional development as a key component to mitigate the challenges of today's labor market. With technological advancements in facility management solutions, our cleaners and technicians must follow suit and expand their skill sets. The lack of interest in augmenting one's skill set as an employee leads to substandard service delivery to our clients. This is not an acceptable path to success and UG2 recognizes the importance of responding to this challenge in today's labor market.

The benefits of a well-defined development program are two-fold:



For the Employee: A sense of community within the company when management invests in them.

For the Company: Developing high-performing employees and creating a family-like partnership between UG2, our clients and our employees.

UG2 Standard Training and Development Programs

UG2 ensures that all staff has the skills necessary to deliver the highest quality of service, while maintaining a focus on proactive customer service. Our training programs are structured to achieve two central purposes:

To ensure that every employee has the skill, knowledge, and applicable certifications/licenses to successfully perform all the requirements of his or her specific position.

To create pathways for succession planning and supply employees with the skills necessary to continue career growth.

UG2's training program will complement your training agenda and begins with competency modeling to identify necessary skill sets and licensing requirements for each member of the team, based on our enhanced job descriptions. We perform a competency assessment gap analysis for each employee as part of the hiring process during transition. Once employees have joined UG2, we build personalized professional development and training programs, with a timeline for completion of training.

We conduct training through a combination of on-the-job mentoring and web-based training. Where required, specialized training is provided offsite or facilitated on site. We use a state-of-the-art IT infrastructure to deliver knowledge, self-training tools, and perform ongoing skill reviews to ensure our staff have the skills to deliver high quality services. Our comprehensive training program reduces risk by ensuring that our employees are always up to date on the latest preventive maintenance, safety (including OSHA) and emergency response, and standard operating procedures. We place the highest value on our employees because their experience and expertise in the facilities services industry gives our organization a competitive advantage in the marketplace. As a result, UG2 has developed training and certification programs that blend behavior, experience, and formal training with regular performance reviews. These programs provide a means for career advancement and are the foundation for strengthening employee knowledge of facilities management, facilities operations, and technical skills. Our state-

of-the-art IT infrastructure delivers knowledge and provides self-training tools and ongoing skill reviews to ensure our staff have the skills to deliver according to each customer's service level requirements. We have recognized that our "product" to the customer is the people who work at UG2. In a service business such as ours, the future for success lies in the ability of our people to deliver a quality product in a friendly and professional manner. We are committed to continuing the development of our people from both an interpersonal skills and a craft skills perspective. UG2's training program also includes:

- Code of Conduct and Ethics
- Basic courses on UG2 and Facilities Management
- OSHA 10 Training
- Customer Service Training

Examples of Optional/Job specific training include:

- Floor Care
- Specialized Cleaning
- Lab Cleaning
- Project Work
- Vendor Supported Training
 - Tennant
 - Spartan Chemical Supply
 - SC Johnson
 - Nilfisk Advance
 - Karcher
 - Clorox 360
 - Victory Sprayers



The above training is available in a variety of formats. Live training may be conducted in-house, or at a client's site. Web-based Training uses the DuPont Coastal ELearning System to provide anytime, anywhere access to courses ranging from compliance and regulatory, to professional development, to software applications. Client- specific training starts day one with our onsite orientation, where contract-specific rules, requirements, and service are covered. In addition, we work with your team to understand the needs of your business and customize both a mandatory and optional training curriculum. This is part of our orientation program because of our focus on ongoing development initiatives that are clear from Day One. In addition, we also utilize a holistic performance management system linking corporate, division, project, and individual performance objectives to performance compensation.

UG2's Ongoing Training and Cross Training Initiatives

Cross training is one of the key and innovative components of our training program and part of what makes our investment in people so important to the success of our clients. Cross training enables our personnel to assume responsibility in critical areas in the event of an emergency, unavoidable absence by those normally assigned to a specific or critical phase of work, and to meet unanticipated surges in workload in a particular craft area. Furthermore, by cross training and training workers in tasks out of their normal scope, we minimize cost while maximizing productivity, and are also able to reduce the needs for subcontractors.

We also roll our cross-training programs out to our administrative support staff. While the core components and objectives of the cross training of administrative staff is similar to that of engineering personnel (e.g. emergency coverage, absences, unexpected surges in workload), we focus additional attention on ensuring that our administrative personnel are well trained to understand and assist with such account support functions as human resources, finance, procurement, safety, etc.

Investment in Human Capital

In today's market, there is significant pressure to create more with less and constantly drive employees for higher levels of production while not compromising quality. UG2 recognizes this as a prevalent factor in today's labor market and chooses to respond to it by empowering employees. Employee recognition and team recognition programs are important factors in employee satisfaction. As expectations for our employees increase, we try to ensure that each employee enjoys their job and feels appreciated for their individual contributions to the success of our business.



Diversity

At UG2, we have integrated diversity and inclusion into the core of our leadership competencies. It is expected that all UG2 leaders practice behaviors that demonstrate inclusion. UG2 strives to leverage diverse points of view, talents, and capabilities. The goal of the UG2 team is to build a diverse workforce, increase cultural competencies and shape a culture of inclusion.

UG2 and its subsidiaries are committed to a policy of equal opportunity and fair treatment of all employees and applicants for employment. It is UG2 policy to:

- Recruit, hire and promote qualified persons for all job classifications based on business needs and individual merit and qualifications for the particular job to be performed, without regard to race, color, religion, national or ethnic origin, ancestry, age, sex, pregnancy or pregnancy-related condition, sexual orientation, gender identity, disability, genetic information, military or veteran status or any other classification protected by state or federal law.

Ensure that all terms and conditions of employment including, but not limited to, hiring, promotion, compensation, benefits, transfers, layoffs, returns from layoffs and terminations are administered without regard to race, color, religion, national or ethnic origin, ancestry, age, sex, pregnancy or pregnancy-related condition, sexual orientation, gender identity, disability, genetic information, military or veteran status or any other classification protected by state or federal law.

UG2 Benefits

UG2 takes a proactive approach to combatting the industry's climbing turnover rate by offering benefit and development programs to its employees. We recognize that our employees are our greatest asset and our treatment of every individual as an extension of our family is reflected in our industry-leading employee retention.

Particularly in a non-union environment, UG2's comprehensive benefit packages, development programs, and overall employee support drives our high employee retention and ensures that our accounts are staffed with the industry's top talent. We pride ourselves on high employee morale and that is truly a cornerstone that has led to

our success. UG2's subcontracting partners for this account offer competitive benefits packages aligned with UG2's program.

All non-union employees would be offered the following benefits listed below:

- Medical Plan: Blue Cross Blue Shield
- Dental Plan: Delta Dental
- 401k Program: Eastern Benefits/BPAS
- Life Insurance: UNUM
- Long-Term Disability: UNUM
- Short-Term Disability: UNUM
- AD&D: UNUM
- Flexible Spending Account
- Dependent Care Account



Green Cleaning Program

UG2's green cleaning policy applies to the general cleaning activities at every janitorial, integrated facilities services, or integrated facilities management account. UG2 services a number of LEED, ISO, and WELL certified accounts nationwide and is experienced in complying with the certification requirements. UG2 was awarded the CIMS-GB with Honors Certification by ISSA in December 2019, which complies with LEED standards and helps our clients earn points under the LEED Green Building Rating System.

CIMS-GB Certification

In December 2019, UG2 was awarded the Clean Industry Management Standard – Green Building (CIMS-GB) with Honors Certification by ISSA. The prestigious certification is awarded following an independent, accredited assessment confirming that UG2 meets industry standards for quality systems, service delivery, human resources, health, safety, and environmental stewardship, management commitment, and green building services. This certification also enables our clients to achieve points under the U.S. Green Building Council's LEED for Existing Buildings: Operations and Maintenance (LEED EB: O&M).



Green Cleaning Program

Every building in every UG2 account is serviced under strict green cleaning guidelines. UG2 has aligned itself with Spartan Chemical Supply as our supplier of green cleaning chemicals in order to maintain best practices with no negative impact on your facilities and the environment. Our partnership with Spartan Chemical Supply equips our staff with sustainable products so that we can meet specific cleaning and maintenance requirements without the use of phosphates, nonylphenols, sulfuric acid, and similarly aggressive chemicals. UG2 cleaning personnel rely heavily on our CleanCheck internal procedures for cleaning office, restroom, and common area spaces. All UG2 cleaning staff utilize cleaning products and equipment consistent with U.S. Green Building Council LEED EB-OM's specifications. All cleaning products and chemicals are in accordance with OSHA regulations. UG2 is experienced

with LEED, ISO, and WELL building standards and employs our comprehensive green cleaning program at every property that we oversee.

UG2 partners with suppliers that recognize their responsibility to safeguard both our clients and the environment. Spartan Chemical Supply, our chemical supplier, is taking active steps to end plastic waste and stop deforestation. Spartan Chemical Supply has made a global commitment to increase plastic reuse and stop plastic pollution by reducing packaging, creating reusable spray bottles with refill cartridges and increasing the longevity of spray bottles to be refilled and reused. UG2's alignment with Spartan Chemical Supply supports our environmental efforts and, whenever applicable, UG2 opts for concentrated refill options and reusable/recyclable spray bottles.

Chemical Dispensing

- Safe, spill-tight, permanently integrated head and bottle
- Backflow prevention
- Portable dispensing
- Duo flow rate dispensing (high-flow for buckets; low-flow for bottles)
- Ergonomically designed handle
- Accurate and verifiable dilution rates

Sample Equipment List

The equipment utilized will reduce building and the environmental impact while continuing to deliver economical and effective results to UG2's client base.

Criteria:

- **Vacuum Cleaners (backpack or upright)** – CRI certified or HEPA filtration; sound level of less than 70 dBA
- **Carpet extractors** – CRI certified or capable of producing maximum 24 hr. drying times
- **Floor machines and burnishers** – vacuums to capture fine soil particles; sound level of less than 70 dBA
- **Propane floor equipment** – high-efficiency, low emission engines; sound level of less than 90 dBA
- **Automatic scrubbers** – variable speed pumps to optimize the use of cleaning fluids
- **Battery powered equipment** – equipped with environmentally preferable gel batteries
- **Ergonomically designed equipment** – designed to minimize vibration, noise, user fatigue and contain safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces

UG2 will maintain purchasing records and maintenance logs for each piece of equipment in the facility to assist our clients in pursuing or maintaining their LEED-EBOM certification.

Sample Supply and Chemical List

The following are typical criteria for environmentally preferable cleaning chemicals:

- Low VOC
- Low toxicity
- Low odor
- More moderate pH (4-11)
- Readily biodegradable
- Concentrates & dilution control
- Work in cold water
- No carcinogens
- Multiple use products
- No heavy metal floor finishes
- Products derived from renewable resources

- Products in recyclable packaging

Procedures

Green Floor Maintenance Procedures

The focus of this section is to detail the floor cleaning procedures UG2 employs to comply with environmentally friendly operations. The purpose is to maintain our clients' facilities in a manner acceptable not only to the client's specifications, but that also is cognizant of environmental concerns (limited use of chemicals, dust removal, etc.)

Preparation and Safety

- Gather supplies and PPE
- Read SDS and label instructions
- Remove obstacles
- Post caution signs

Clean Up

- Clean and restore all supplies
- Remove caution signs when floor is completely dry
- Communicate any issues to a UG2 supervisor

Hand Washing

Proper hand washing is critically important to limiting the growth of harmful microorganisms and the spread of infection and disease. Practicing good hand washing skills is enforced by our leadership to ensure compliance. Employees are instructed to get in the routine of washing their hands frequently throughout the day, especially after the following activities:

- Removing gloves
- Visiting the restrooms
- Sneezing or coughing
- Coming into contact with people who have colds or viruses
- Visiting or touching public areas

Measuring/Diluting Concentrated Cleaning Products

- Use appropriate protective equipment when mixing concentrated cleaning products, consult SDS sheet
- Follow manufacturer's dilution directions. Do not under- or over-dilute concentrated cleaning products
- Make sure that spray bottles (secondary containers) have appropriate labels
- Never mix different cleaning products together

Handling Chemicals

Virtually all cleaning products present some hazards and should be handled carefully. UG2 enforces 100% compliance to our best practices of handling chemicals. We train all employees on the safe handling of cleaning chemicals and provide them with the proper PPE needed. Below are the main topics that we enforce as an organization when handling chemicals:

- Know where SDS sheets are located and review on a regular basis
- Follow manufacturer's label instructions
- Put appropriate labels on secondary containers such as spray bottles
- Never mix different cleaning products together
- Ensure that chemicals are stored and disposed of properly

Recycling

UG2 understands that a holistic recycling reduces our burdens on the environment. Wherever possible, UG2 partners with our clients to maximize potential recycling opportunities in the following areas:

- Clear, green, and brown glass bottles and jars
- White office paper (e.g., copier, bond, computer)
- Mixed office paper (e.g., ledger paper, folders, pamphlets, brochures, envelopes)
- Newspaper
- Cardboard
- Telephone and other books

Training

As with conventional cleaning programs, UG2 believes that training is one of the keys to success. Green cleaning is no different and the following training process will ensure a successful sustainable program implementation and support the LEED-EB certification efforts of our clients. Initial training, periodic and corrective training will be meshed with current programs. The procedures and training segments will be presented to supervisors first and then incorporate management staff in UG2 employee training sessions to show management's commitment to the program. Below are topics for green cleaning training:

- Specific green cleaning training
- Product/equipment/supplies
- Cleaning procedures
- Methods of instruction
 - Lecture with training aids, videos, printed materials
 - Hands-on sessions
 - Vendor-instructed demonstrations

UG2 training attendance logs will be maintained for initial, review and corrective training sessions for all personnel if necessary.

UG2 ReNew Cleaning4Health Platform

UG2 ReNew Program

In January 2020, as news of a pathogenic pandemic began to sweep the globe, UG2 took immediate, impactful steps to ensure we remained at the forefront of our industry and a responsible partner to our clients by assembling a COVID-19 Task Force of industry subject matter experts in safety, chemical usage and certifications, sustainability, operations, risk management and finance. To reduce risk at our accounts through customized response plans with consideration for both safety and budgetary concerns.

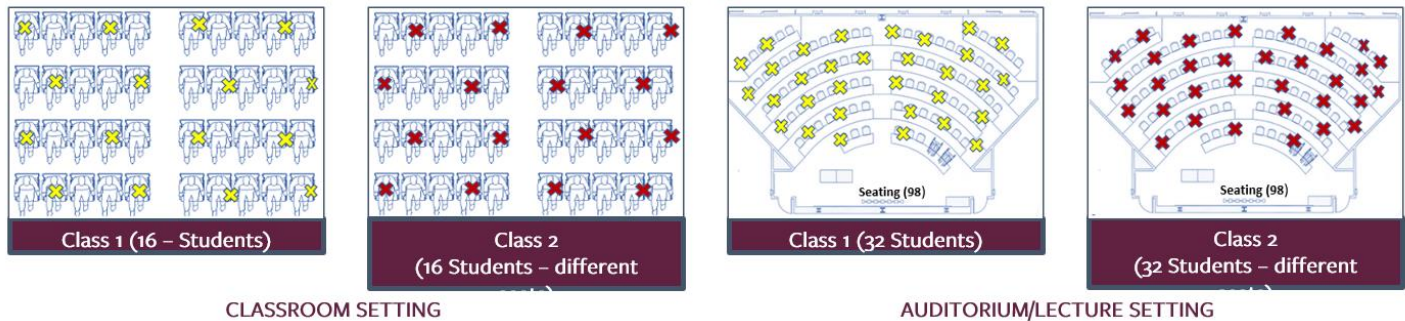
Our primary goal is to preserve the health of your environment with best-in-class facility services, and UG2 has taken a proactive approach to bringing faculty, staff and students back to campus safely and efficiently in compliance with all federal, state, local and CDC guidelines. UG2's campus reactivation and sustained disinfection plan is founded on best practices to protect the health and safety of your campus inhabitants through seamless partnership between campus administration, students, parents, faculty, and staff, and UG2 personnel. The connectivity of university campuses heightens the risk and momentum of viral outbreaks and UG2 has developed best practices for a proactive approach to preventing and responding to pandemics.

A Customized Approach

With fifteen higher education clients nationwide and a number of local primary and secondary school accounts, UG2 has quickly adapted to the "new normal" of facility services and has delivered customized disinfection programs to fit each of our clients' occupancy and budgetary needs. These programs consist of enhanced scopes for closed buildings, reduced occupancy buildings and regular use buildings with different recommendations based

on space types. Additionally, UG2 has continuously made recommendations to our clients regarding proper space use and behavioral recommendations to make across campus to mitigate the risk of viral outbreaks. The following graphics represent a customized COVID-19 Campus Reactivation Plan for a New England university.

Sample Seating Chart:



Bathrooms, Showers and Locker Rooms

- Clean and disinfect door handles / light switches
- Vacuum floor mats and carpets
- Sweep and damp mop hard surfaces
- Clean and disinfect counters and sinks
- Clean and disinfect toilets and urinals
- Clean and disinfect doors and stalls
- Clean and disinfect dispensers
- Clean and disinfect garbage cans

Libraries

- Clean and disinfect door handles / light switches
- Vacuum floor mats and carpets
- Sweep and damp mop hard surfaces
- Clean and disinfect tables / chairs
- Clean and disinfect Study Stations / Reading Rooms
- Clean and disinfect cleared surface
- Clean and disinfect garbage cans

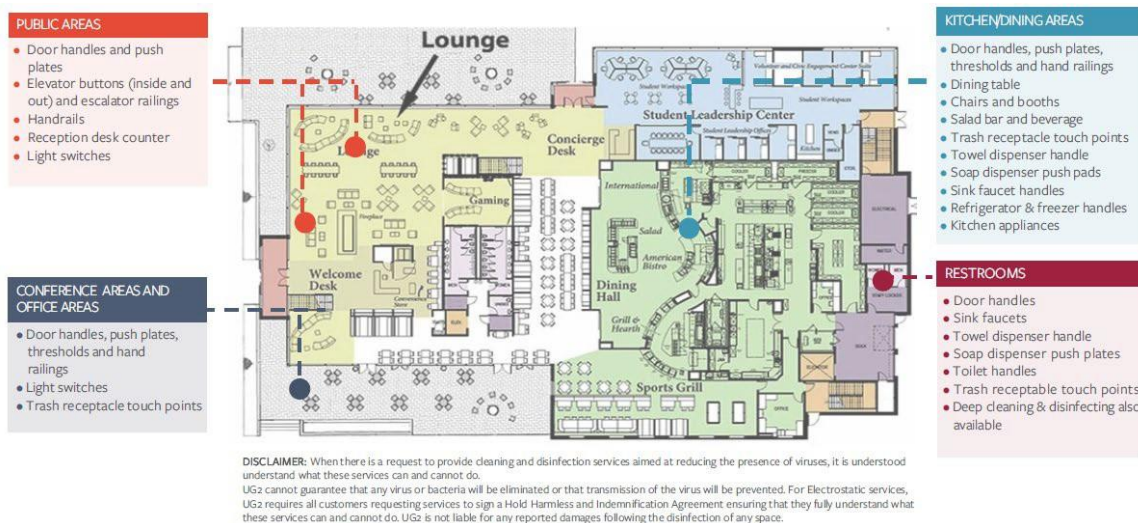
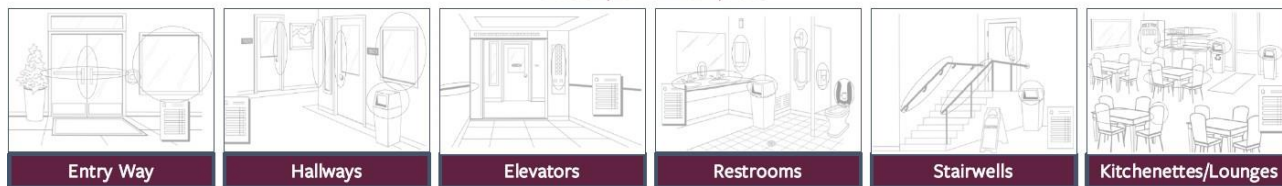
Campus Enhanced Disinfection Scope

UG2's high touchpoint disinfection processes require cleaning of non-contact surfaces such as floors and walls with pre-cleaning of any heavily soiled surfaces, followed by cleaning with an anti-viral disinfectant with a 10-minute contact period. Surfaces that are frequently touched by hands will be wiped down with a solution of disinfectant according to label instructions. All fixtures will be dried with paper towels after the appropriate dwell time, and the resultant paper waste will be discarded. In addition:

- All daily cleaning and wipe down will be performed using a registered antiviral disinfectant cleaner.
- Disinfectant wipes will also be accessible for commonly used technology objects and located at various areas including fitness centers for users to wipe down equipment before and after use.
- All hand soap dispensers will have anti-bacterial soap (note, antibacterial soap may not kill viruses, but may aid in washing them from the surface of the skin).
- All elevators and lobbies should be mopped with an antiviral disinfectant.

Double bucket techniques, frequent cleaning solution change, or sprayer-based applications are preferred in order to prevent the spread of contamination throughout the campus. Preference is to employ a freshly prepared cleaning solution for housekeeping tasks in each of the separate rooms cleaned.

Touchpoint Examples:



Three-Step Disinfection Services

Step 1: Utilize existing cleaning products and paper towels to wipe down surfaces as recommended by the CDC to avoid cross contamination and the potential spread of the virus. Upon completion of Step 1, Step 2 is to immediately follow.

Step 2: Utilize approved hard surface disinfectant cleaner (Disinfectant Wipes/Disinfectant Spray) to disinfect the areas wiped down in Step 1.

Disinfectant Wipes – Wipe down surfaces with wipe ensuring that surface is covered with disinfectant. Allow product to air dry. **Do not wipe dry.**

Disinfectant Spray – Spray solution directly onto paper towel to spread disinfectant throughout the entire surface. Once wiped down, allow time to air dry. Return areas that have been disinfected to ensure there is no residue.

- For technology equipment, do not directly spray disinfectant on equipment. Paper towel should be sprayed with disinfectant and equipment should be wiped down. Follow same process and allow to air dry.

Step 3: Electrostatic Disinfection: UG2 will disinfect after all wiping down with an electrostatic Victory sprayer.

EPA-Approved List N: Disinfectants for Coronavirus (COVID-19) Chemical Usage

All disinfecting processes are performed using EPA-Approved List N: Disinfectants for Coronavirus in accordance with their manufacturer specifications for surface compatibility, dwell time, dilution, and chemical handling. EPA's List N products have all proven effective to kill the coronavirus SARS-CoV-2 (COVID-19) when used appropriately. UG2's dedicated COVID-19 Task Force is comprised of operations, finance, business development, and environmental, health & safety personnel and has consulted industrial chemists to test and approve disinfectant chemicals and equipment. Our subject matter experts have tirelessly researched and beta-tested a variety of EPA-Approved disinfecting products and have determined that non-quaternary (quaternary ammonium compounds) products are best suited for our service industry, in which students, faculty and staff are occupying the buildings alongside disinfection being performed. Hydrogen peroxide products have been recognized as one of the safest options for disinfection, both for human and environmental health, and has an exceptional kill claim against a wide range of microorganisms including bacteria, yeast, fungi, viruses, and spores.

UG2's preferred EPA-approved List N disinfecting product is Diversey's **Oxivir Tb**, which can be used in both a wipe and electrostatic application. Oxivir Tb is a ready-to-use disinfectant with hydrogen peroxide technology. Oxivir Tb disinfects in 60 seconds and is a registered virucide, bactericide, tuberculocide, fungicide, and non-food contact sanitizer proven effective against MRSA and Norovirus. Oxivir Tb has no VOCs, no added fragrance and no NPES and is environmentally responsible.

Electrostatic Disinfection

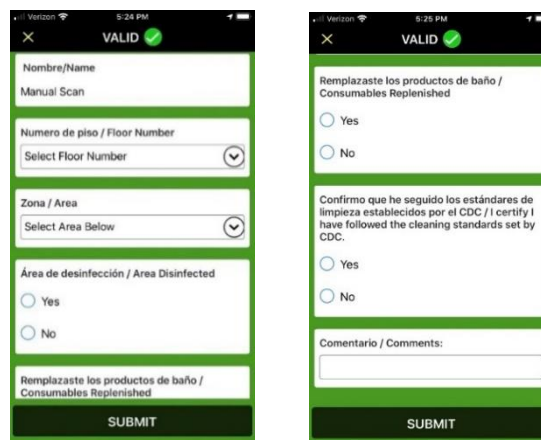
UG2 deploys electrostatic disinfection systems for 360-degree coverage of all surfaces including flooring, upholstery, and hard to reach areas. The Clorox Total 360, Victory, and Protexus technologies offer cordless cart, gun, and backpack spraying options for scalable disinfection of all spaces when traditional wiping or fogging methods prove insufficient.

The patented PowerWrap nozzle of the Clorox 360 system pairs with Total 360 Disinfectant Cleaner, Spore Defense Cleaner Disinfectant, and Anywhere Hard Surface Sanitizing Spray, which are EPA approved and have proven effective against SARS-CoV-2. Similarly, Victory cordless sprayers provide an electrical charge to disinfection solutions, allowing the disinfectant to coat conductive surfaces with an effective and even coverage with extended battery life for ease of use. UG2 performs electrostatic disinfection with both approved Clorox disinfection products and PurTab solutions, which are broad-spectrum, sporicidal disinfectants with neutral pH for optimized surface compatibility.

These systems work 75 percent faster than traditional sprayers, kill 99 percent of bacteria in 5 seconds, and cover up to 18,000 square feet per hour depending on machine size. This one-step process drives productivity and provides efficient surface disinfection with shorter chemical dwell times and more kill claims than alternative methods. This technology cordless, versatile, quiet, lightweight, and portable.

UG2 Disinfection Logs

In response to increased CDC and state government regulations, UG2's innovation team developed the UG2 Disinfection Log (UDL) to track disinfection activities on mobile devices and maintain transparency within our janitorial and enhanced programs. UDL tracks our employees' disinfection activities including Standard Operating Procedures (SOPs) followed, chemicals used, time of service, area serviced, and employee performing the service. UDL's logs are accessible to our management team and to our clients 24 hours a day, 7 days a week, 365 days a year.



3 Forms

The return of the General Information Form and addenda, if any, signed and filled out as required.

The General Information Form is Attached at the end of this Proposal.



5 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/>

UG2 holds a seamless partnership with Certified Business Enterprise provider Total Services, LLC for contracts holding CBE, WMBE, and MBE requirements. Total Services is a janitorial services company that operates throughout the Washington, DC, Maryland, and Virginia markets. Total Services is a Certified Business Enterprise program (CBE), a Women and Minority Owned Business, a Local Business Enterprise, and a Small Business Enterprise.



Total Services has been in operation since 2009 and provides comprehensive janitorial services to a diverse portfolio of owners, property managers, and tenants in the Mid-Atlantic Market. Total Services is focused on delivering an exceptional customer experience to their clients through their people and services, providing professional cleaning to a diverse portfolio of office and retail space. Total Services prides itself on matching the right team with each project and implementing a state-of-the-art quality control inspection system so that each client is involved in the progress of their project. Total Services offers accessibility and adaptability for customized client solutions, unique requests, and special projects.

CERTIFICATIONS

- **Certified Business Enterprise Program (CBE)**

Total Services LLC is a business certified by the Department of Small and Local Business Development (DSLBD), that receives preferred procurement and contracting opportunities with the District of Columbia governments.



- **Women and Minority Owned Business**

As a woman owned and minority run business, we are honored and privileged to service our customers. We're committed to inclusion and diversity within our organization and use our unique family dynamic to bring a personal touch to each interaction with our customers.

- **Local Business Enterprise (LBE)**

- **Small Business Enterprise (SBE)**

Total Services LLC Business Certification Information:

Certification Categories: Local Business Enterprise (LBE), Small Business Enterprise (SBE)

Certification Number: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Mission

Total Services LLC is focused on delivering exceptional services to our clients through our people, products, and services. We provide professional cleaning services to commercial office, retail, and residential space across the Mid-Atlantic market. Total Services matches the right team with each project and implements a state-of-the-art quality control inspection system so that each client is involved in the progress of their project.

Company History

Total Services LLC is a premier janitorial services provider that is certified by the Department of Small and Local Business Development and is certified as a Women and Minority Owned Business, a Local Business Enterprise, and a Small Business Enterprise. Total Services LLC was founded in 2009 and provides comprehensive janitorial services to a diverse portfolio of owners and tenants in the Washington DC, Maryland, and Virginia markets. Total Services prioritizes hiring the right people and utilizing the industry's best products to deliver exceptional cleaning services every day.

Total Services LLC Business Certification Information

Certification Categories: Local Business Enterprise (LBE), Small Business Enterprise (SBE)

Certification Number: [REDACTED]



Our Services

Total Services provides comprehensive janitorial services to a number of commercial, retail, and residential properties across the Mid-Atlantic market. Total Services' janitorial programs are customized for the needs of each individual client, and we recognize that no two accounts' needs are the same. As a privately and locally held company, Total Services is able to remain agile to your account's needs and evolving scope of work. Total Services maintains industry-tested best practices for all janitorial services including carpet cleaning, floor stripping and waxing, and office cleaning. The fundamentals of our services package are as follows:

- We supply all necessary equipment and skills to tackle any job required by our clients, no matter how big or small. We are committed to providing consistently reliable services in a timely and professional manner.
- Our qualified team of professionals bring their experience and know-how with them to every job. Our attention to detail and receptiveness to the unique needs of each client differentiate us from our competitors.
- We understand how important it is to feel confident and worry-free when it comes to the services we

provide. Our dedicated staff invests the time and energy necessary to be well prepared for any unique requests or special concerns our clients may have.

Partnership with UG2

UG2 has been partnered with Total Services for years and continues to work with them in a number of our accounts in the DC area. Several of our key accounts with Total Services are included below:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Negotiations Summary

1. **Virginia Tech question:** How does your firm plan to ensure that sufficient staffing levels are maintained to ensure adequate delivery of services as outlined in the RFP?

UG2 LLC Response: We will utilize our proven recruitment plan including outreach to local churches, markets, community boards, social media ads, and career fairs in Blacksburg and the surrounding areas. Our turnover rate for the region is less than 5% in large part due to our successful retention initiatives including our comprehensive benefits package, award and employee recognition programs, weekly compensation plan, and overall culture UG2 provides. We treat our employees like family and will bring the same environment to our program at VA Tech. Additionally, we will maintain 107%-110% staff to account for absentee and potential turnover.

2. **Virginia Tech question:** How would UG2 seek savings in material costs for services described in the RFP that could translate into savings for Virginia Tech?

UG2 LLC Response: UG2 has long-standing relationships with supply vendors and equipment manufacturers and has been able to provide savings to our clients via corporate buying power based on volume. We would utilize our discounted rates for supplies and equipment out of scope. Additionally, we will reevaluate the scope of work and service needs of each facility.

3. **Virginia Tech question:** Attached is a spreadsheet containing different scenarios that Virginia Tech would like UG2 to provide pricing for. Please fill out the pricing sheet tab to provide UG2's most competitive monthly price structure for these scenarios. Provide hourly rate pricing for DSA & Athletic properties on an as-needed basis to reflect the event in which zones 1 and 2 are split between 2 contractors.

UG2 LLC Response: Pricing is attached.

4. **Virginia Tech question:** If awarded a contract, do you agree that upon 20 day written notice, Virginia Tech reserves the right to modify the scope of work at its discretion?

UG2 LLC Response: Yes, we agree.

5. **Virginia Tech question:** As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contracts portal. If awarded a contract, is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal.

UG2 LLC Response: Redacted copy of proposal is attached.

6. **Virginia Tech question:** Are there any additional forms or documents that you will require to be incorporated into the contract documents? If so, please submit.

UG2 LLC Response: No, there are no additional forms or documents.

7. **Virginia Tech question:** Does UG2 agree to provide monthly invoices with payment due thirty (30) days after receipt of invoice or goods/services, whichever is later?

UG2 LLC Response: Yes, we agree.

8. **Virginia Tech question:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity?

UG2 LLC Response: Yes, we agree.

9. **Virginia Tech question:** Do you further agree that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees?

UG2 LLC Response: Yes, we agree.

10. **Virginia Tech question:** End of Contract Service Transition Expectations: If or when a transition of service to another provider is required (end of contract life or otherwise), the university would require the incumbent firm to cooperate fully in a successful transition of services. Explain any requirements your firm might have in preparing for such a transition of services. Additionally, please indicate your willingness to establish a transition plan alongside the new provider of service which may include but not be limited to sharing important data and/or existing service information via a cooperative knowledge transfer process.

UG2 LLC Response: Yes, we agree to cooperate.

11. **Virginia Tech question:** Do you agree that the initial contract period shall be two years?

UG2 LLC Response: Yes, we agree.

12. **Virginia Tech question:** Upon completion of the initial contract period, does UG2 agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for four (4) two-year periods, under the terms of the current contract?

UG2 LLC Response: Yes, we agree.

13. **Virginia Tech question:** If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, All Items category for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less?

UG2 LLC Response: Yes, we agree.

14. **Virginia Tech question:** If awarded a contract, are you willing to hold prices firm for the initial contract period and the first renewal year?

UG2 LLC Response: Yes, we agree.

15. **Virginia Tech question:** Please describe your quickest turn-around time if emergency services are needed.

UG2 LLC Response: The quickest turn-around time in an emergency is less than one hour.

16. **Virginia Tech question:** Will you be able to handle increased volumes of business and/or provide service to additional departments during the course of the contract?

UG2 LLC Response: Yes.

17. **Virginia Tech question:** How soon after contract award can you begin providing services?

UG2 LLC Response: 30 days after contract award.

18. **Virginia Tech question:** Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP?

UG2 LLC Response: Yes, we are registered.

19. **Virginia Tech question:** Do you acknowledge, agree and understand that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company?

UG2 LLC Response: Yes, we agree.

20. **Virginia Tech question:** Are the prices for all goods/services listed in your proposal inclusive of all applicable eVA system transaction fees?

UG2 LLC Response: Yes.

21. **Virginia Tech question:** Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 952642201A shall govern the contract if a contract is awarded to your company?

UG2 LLC Response: Yes, we agree.

22. **Virginia Tech question:** For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.

UG2 LLC Response:

Maria Tueros

Office: 202.871.6532

mtueros@ug2.com

23. **Virginia Tech question:** If awarded a contract, does UG2 agree to re-analyze the scope of work along with Virginia Tech at 6 months after contract period start to determine if additional efficiencies and/or savings can be found?

UG2 LLC Response: Yes, UG2 agrees to re-analyze the scope of work 6 months after contract start.

24. **Virginia Tech question: Please provide your best and final pricing structure.**

UG2 LLC Response:

Contractual Pricing Sheet	Provided Data for SQ. FT.	UG2
		Monthly Pricing
Classroom Cleaning	190821	\$ 33,958.95
Full Service Buildings - Main Campus	715603	\$ 127,350.36
Lease Properties	164984	\$ 27,322.09
E & G Research Properties	59652	\$ 9,878.64
E & G Customer Funded/Individual Service Requests	14769	\$ 2,445.81
Other University Facilities Customer Funded	11870	\$ 1,965.73
Full Service	148126	\$ 24,530.33
		Hourly Rate
Additional Properties (as needed basis)		
Athletic Properties		\$ 30.41
DSA Properties		\$ 30.41