



**Procurement
Operations**

Request for Proposals (RFP)

For

Janitorial Services

Project No.: RFP 14-01

Proposal Submittal Deadline: November 1, 2013, by 2:00 p.m. (local time)

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Note: Attachments 1, 8, and 10 must be signed and notarized.

Sample Contract Documents (The resulting contract will include at least the following documents)	
Exhibit A:	Proposal /Award Form
Exhibit B:	Schedule of Items and Prices
Exhibit C:	Scope of Services
Exhibit G:	Insurance Requirements, if appropriate
Exhibit H:	Proposer Questionnaire

**HOUSTON COMMUNITY COLLEGE
REQUEST FOR PROPOSALS – SUMMARY**

Date: October 3, 2013
Project Title: Janitorial Services
Project No.: RFP 14-01

.....
ISSUED BY:

Houston Community College
Procurement Operations Department
3100 Main Street (11th Floor)
Houston, Texas 77002

SUBMIT INQUIRES TO:

Name: Phillip Barker
Title: Senior Buyer
Telephone: (713) 718-5005
Fax: (713) 718-2113
Email: phillip.barker@hccs.edu

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I. SUMMARY OF RFP

1 Project Overview:

Houston Community College ("HCC") and the Houston Community College Public Facility Corporation, collectively, (HCC) or (College) is seeking proposals from qualified firms to provide Janitorial Services as described in the Scope of Services, Attachment No. 3, and in accordance with the terms, conditions and requirements set forth in the Request for Proposal (RFP).

PROPOSERS ARE CAUTIONED TO READ THE INFORMATION CONTAINED IN THIS RFP CAREFULLY AND TO SUBMIT A COMPLETE RESPONSE TO ALL REQUIREMENTS AND QUESTIONS AS DIRECTED.

2 Award / Contract Approval:

This Procurement, any award under this procurement, and the resulting contract, if any, is subject to approval by HCC Board of Trustees. Subsequent to Board approval, the only person authorized to commit HCC contractually is the Chancellor or designee. This solicitation is a request for proposals and neither this solicitation nor the response or proposal from any prospective proposer shall create a contractual relationship that would bind HCC until such time as both HCC and the selected proposer sign a legally binding contract, which includes, without limitation, the terms required by HCC as set forth in Attachment No. 1.

3. Pre-Proposal Meeting: _____Mandatory Not Mandatory _____ Not Applicable

A pre-proposal meeting will be held in the Procurement Operations department, 3100 Main Street (2nd Floor, Auditorium) Houston, Texas 77002 on October 16, 2013 at 10:00am (local time).

Immediately following the pre-proposal meeting there will be a walk through and site visit of HCC's Administration Building, 3100 Main, HCC's Central Campus, 1300 B Holman Street, and Colman College, 1900 Pressler. The remaining site visits are scheduled for October 17 & 18. (See "Campus Site Visit Schedule", page 4) It is highly encouraged that all vendors participate in site visits for each facility/site and meet with the Campus COO or Manager to gain knowledge of campus location size and to discuss any special needs or requirements for each site. (i.e. student traffic, campus hours, class schedules, weekend cleaning, HCC Staff/Faculty traffic) Facilities/Site Visit Acknowledgement Form must be signed by vendor and submitted with the proposal packet.

The purpose of this pre-proposal conference is to allow potential Proposers an opportunity to, present questions and obtain clarification relative to any facets of this solicitation. Proposers are encouraged to present all questions relative to this Request for Proposal at the pre-proposal conference. A copy of this solicitation should be brought to the pre-proposal conference. Any changes resulting from this conference will be issued in a written addendum to the RFP solicitation.

4. Proposal Due Date/Time:

HCC will accept sealed proposals in original form to provide the required products and services until 2:00 PM (local time) on November 1, 2013. Proposals will be received in the Procurement Operations Department, 3100 Main Street (11th Floor, Room 11A06), Houston, Texas 77002. Late proposals properly identified will be returned to proposer unopened. Late proposals will not be considered under any circumstances.

5. Contract Term:

It is anticipated that the contract term for contract(s) awarded resulting from this solicitation, if any, will be three (3) years with the option to renew for two (2) one-year terms. Further, HCC reserves the right to extend the contract term on a month to month basis, not to exceed three (3) months upon the expirations of the initial term and any successive renewal term.

6. HCC Contact:

Any questions or concerns regarding this Request for Proposal shall be directed to the above named HCC individual.

HCC specifically requests that Proposers restrict all contact and questions regarding this RFP to the above named individual. The above named individual must receive all questions or concerns, in writing, no later than October 22, 2013 by 2:00 p.m. It is HCC's intent to respond to all appropriate questions and concerns; however, HCC reserves the right to decline to respond to any questions

7. Inquiries and Interpretations:

Responses to inquiries which directly affect an interpretation or change to this RFP will be issued in writing by addendum (amendment) and all parties recorded by HCC as having received a copy of the RFP will be notified of the addendum; and all addenda will be posted on HCC's Website, www.hccs.edu. All such addenda issued by HCC prior to the time that proposals are received shall be considered part of the RFP, and the Proposer shall be required to consider and acknowledge receipt of such in their proposal. Firms receiving this proposal other than directly from HCC are responsible for notifying HCC that they are in receipt of a proposal package and are to provide a name and address to utilize in the event an amendment is issued.

Only those HCC replies to inquiries which are made by formal written addenda shall be binding. Oral and other interpretations or clarification will be without legal effect. Proposer must acknowledge receipt of all addenda in Attachment No. 1 of this RFP (Proposal/Contract Award Form).

8. Commitment:

Proposer understands and agrees that this RFP and any resulting Agreement is issued predicated on anticipated requirements for the Product and/or Services described herein and that HCC has made no representation, guarantee or commitment with respect to any specific quantity or dollar value (\$) under any resulting Agreement. Further Proposer recognizes and understands that any cost borne by the Proposer which arises from Proposer's performance under any resulting agreement shall be at the sole risk and responsibility of Proposer.

9. Acquisition from Other Sources:

The proposer(s) selected to provide the Products and/or Services requested and described in this RFP will be the primary provider of the Products and/or Services as described in this RFP to the HCC campus. However, HCC reserves the right and may, from time to time as required by HCC's operational needs, acquire Product and/or Services of equal type and kind from other sources during the term of the agreement without invalidating in whole or in part the agreement or any rights or remedies HCC may have hereunder.

10. Vendor Registration:

The Houston Community College Procurement Operations department has developed an online vendor application. This is designed to allow firms or individuals that are interested in doing business with HCC to register online and become part of our vendor database. Please take a moment to go to the Houston Community College Procurement Operations Department website and register as a vendor.

The website address to access the vendor registration form is:

<https://hccs.sbcompliance.com/FrontEnd/VendorsIntroduction.asp>

If you do not have internet access you are welcome to use a computer at any HCC library to access the website and register.

A PROPERLY COMPLETED VENDOR APPLICATION IS REQUIRED AND IS A CONDITON OF CONTRACT AWARD.

11. Obligation and Waivers:

THIS RFP IS A SOLICITATION FOR PROPOSAL AND IS NOT A CONTRACT OR AN OFFER TO CONTRACT.

THIS REQUEST FOR PROPOSAL DOES NOT OBLIGATE HCC TO AWARD A CONTRACT OR PAY ANY COSTS INCURRED BY THE PROPOSER IN THE PREPARATION AND SUBMITTAL OF A PROPOSAL.

HCC, IN ITS SOLE DISCRETION, RESERVES THE RIGHT TO ACCEPT ANY PROPOSAL AND/OR REJECT ANY AND ALL PROPOSALS OR A PART OF A PROPOSAL, WITHOUT REASON OR CAUSE, SUBMITTED IN RESPONSE TO THIS SOLICITATION.

HCC RESERVES THE RIGHT TO REJECT ANY NON-RESPONSIVE OR CONDITIONAL PROPOSAL. HCC RESERVES THE RIGHT TO WAIVE ANY INFORMALITIES, IRREGULARITIES AND/OR TECHNICALITIES IN THIS SOLICITATION, THE PROPOSAL DOCUMENTS AND /OR PROPOSALS RECEIVED OR SUBMITTED.

BY SUBMITTING A PROPOSAL, PROPOSER AGREES TO WAIVE ANY CLAIM IT HAS, OR MAY HAVE, AGAINST HOUSTON COMMUNITY COLLEGE SYSTEM AND ITS TRUSTEES OR AGENTS ARISING OUT OF OR IN CONNECTION WITH (1) THE ADMINISTRATION, EVALUATION OR RECOMMENDATIONS OF ANY PROPOSAL; (2) ANY REQUIREMENTS UNDER THE SOLICITATION, PROPOSAL PACKAGE, OR RELATED DOCUMENTS; (3) THE REJECTION OF ANY PROPOSAL OR ANY PART OF ANY PROPOSAL; AND/OR (4) THE AWARD OF A CONTRACT, IF ANY.

HCC RESERVES THE RIGHT TO WITHDRAW THIS SOLICITATION AT ANY TIME FOR ANY REASON; REMOVE ANY SCOPE COMPONENT FOR ANY REASON AND TO ISSUE SUCH CLARIFICATIONS, MODIFICATIONS AND/OR AMENDMENTS AS DEEMED APPROPRIATE.

HCC IS AN EQUAL OPPORTUNITY/EDUCATIONAL INSTITUTION, WHICH DOES NOT DISCRIMINTE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, DISABILITY, SEXUAL ORIENTATION OR VETERAN STATUS.

12. Inter-local/Cooperative Purchase:

The bidder/proposer agrees that any agreement inclusive of pricing resulting from this solicitation is extended to other public entities (e.g., state agency, local government, State of Texas educational institutions) authorized by State law to participate under cooperative procurement contracts or Inter-local Agreements with the following understandings:

- Unless specifically stated otherwise, any volume of products or services stated in this RFP document reflects only products or services to be purchased by HCC and does not include potential purchases by other entities;
- The awarded bidder shall establish a direct relationship with each entity concerning the placement of orders, issuance of the purchase order, contractual disputes, invoicing, payment and all other matters relating or referring to such entity's access to the agreement.
- Each entity is a financially separate entity and shall be solely responsible for the financial commitments of that entity;
- HCC shall not be held liable for any costs, damages or other obligations incurred by any participating entity.
- It is the entity's decision whether or not to enter into an agreement with the awarded bidder/proposer.
- Any purchases made by an entity shall be in accordance with each entity's purchasing policy and procedures

II. INSTRUCTIONS TO PROPOSERS

1. General Instructions:

- a. Proposers should carefully read the information contained herein and submit a complete response to all requirements and questions as directed.
- b. Proposals and any other information submitted by Proposers in response to this Request for Proposal shall become the property of HCC.
- c. HCC will not provide compensation to Proposers for any expenses incurred by the Proposer(s) for proposal preparation or for any demonstrations that may be made, unless otherwise expressly stated. Proposers submit proposals at their own risk and expense.
- d. Proposals which are qualified with conditional clauses, or alterations, or items not called for in the RFP documents, or irregularities of any kind are subject to disqualification by HCC, at its option.
- e. Each proposal should be prepared simply and economically, providing a straightforward, concise description of your firm's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of HCC's needs.
- f. HCC makes no guarantee that an award will be made as a result of this RFP, and reserves the right to accept or reject any or all proposals, waive any formalities or minor technical inconsistencies, or delete any item/requirements from this RFP or resulting Agreement when deemed to be in HCC's best interest. Representations made within the proposal will be binding on responding firms. HCC will not be bound to act by any previous communication or proposal submitted by the firms other than this RFP.
- g. Firms wishing to submit a "No-Response" are requested to return the first page of the Proposal/Contact Award Form (**ref. Attachment No. 1**). The returned form should indicate your company's name and include the words "No-Response" in the right-hand column.
- h. Failure to comply with the requirements contained in this Request for Proposal may result in the rejection of your proposal.

2. Preparation and Submittal Instructions:

- a. Respondents must complete, sign and return the following documents indicated below:

Attachment No. 1	Proposal/Contract Award Form
Attachment No. 2	Schedule of Items and Prices
Attachment No. 4	Determination of Good Faith Effort Form
Attachment No. 5	Small Business Unavailability Certificate
Attachment No. 6	Contractor & Subcontractor/Supplier Participation Form
Attachment No. 7	Small Business Development Questionnaire
Attachment No. 8	Proposer Certifications
Attachment No. 9	Conflict of Interest Questionnaire
Attachment No. 10	Financial Interests / Potential Conflicts of Interests
Attachment No. 11	Proposer Questionnaire

Note: Attachments 1, 8, and 10 must be signed and notarized.

Proposal must be signed by the Proposer's company official(s) authorized to commit to such proposals. Failure to sign and return these forms will subject your proposal to disqualification.

b. Responses to this RFP must include a response to the proposal requirements set forth in Section 4, below.

c. Page Size, Binders, Dividers and Electronic Copy

Proposals must be typed on letter-size (8-1/2" x 11") paper. HCC requests that proposals be submitted in a binder. Preprinted material should be referenced in the proposal and included as labeled attachments. Sections should be divided by tabs for ease of reference. An electronic Copy of the proposal must be provided in an Adobe Acrobat (.pdf) format.

d. Table of Contents

Include with the proposal a Table of Contents that includes page number references. The Table of Contents should be in sufficient detail to facilitate easy reference of the sections of the proposal as well as separate attachments (which should be included in the main Table of Contents). Supplemental information and attachments included by your firm (i.e., not required) should be clearly identified in the Table of Contents and provided as a separate section.

e. Pagination

All pages of the proposal should be numbered sequentially in Arabic numerals (1, 2, 3, etc.) Attachments should be numbered or referenced separately.

f. Number of Copies

Submit one (1) complete original, including all required HCC Forms and documents. The response to Attachment 3, Section 4 – Price Proposal shall be in separate envelope from the proposal. An original (manual) signature must appear on the complete original set of your Proposal documents. Additionally, your submittal shall include one (1) electronic copy of the Original version (compact disc or flash drive) in a non-editable Adobe Acrobat (.pdf) format. Note, the electronic copy shall include a separate electronic file including a copy of the original Attachment 3, Section 4 – Price Proposal.

g. Submission

One (1) original and all required copies of the Proposal must be submitted and received in HCC's Procurement Operations Department on or before the time and date specified in the Request for Proposal - Summary, Section 4 and delivered to:

Houston Community College
Procurement Operations Department
3100 Main Street (11th Floor)
Houston, Texas 77002
Reference: Project No. RFP 14-01
Attention: Phillip Barker

The envelope containing a proposal shall be addressed as follows:

Name, Address and Telephone Number of Proposer;
Project Title/Description;
Project Number; and
Proposal Due Date/Time

Late proposals properly identified will be returned to Proposer unopened. Late proposals will not be considered under any circumstances.

Telephone proposals are not acceptable in response to this Request for Proposal.

Facsimile ("FAX") or electronic (email) proposals are not acceptable in response to this Request for Proposal.

3. Eligibility for Award:

- a. In order for a proposer to be eligible to be awarded a contract, the proposal must be responsive to the solicitation and HCC must be able to determine that the proposer is responsible and has the resources and capacity to perform the resulting contract satisfactorily.
- b. Responsive proposals are those that comply with all material aspects of the solicitation, conform to the solicitation documents and meet the requirements set forth in this solicitation. Proposals, which do not comply with all the terms and conditions of this solicitation, will be rejected as non-responsive.
- c. Responsible proposers, at a minimum, must meet the following requirements:
 - Have adequate financial resources, or the ability to obtain such resources as required during the performance of any resulting contract;
 - Be able to comply with the required performance schedule, taking into consideration all existing business commitments;
 - Have a satisfactory record of past performance;
 - Have necessary personnel and management capability to perform any resulting contract;
 - Be qualified as an established firm regularly engaged in the type of business necessary to fulfill the contract requirements;
 - Certify that the firm is not delinquent in any taxes owed the State of Texas under Chapter 171, Tax Code; and is not delinquent in taxes owed to the Houston Community College System; signing and submitting the proposal is so certifying to such non-delinquency; and
 - Be otherwise qualified and eligible to receive an award under applicable laws and regulations.
- d. Proposer(s) may be requested to submit additional written evidence verifying that the firm meets the minimum requirements described in the above Section 3 (c) and as necessary to perform the requirements of the solicitation and be determined a responsible proposer. Failure to provide any requested additional information may result in the proposer being declared non-responsive and the proposal being rejected.
- e. A person is not eligible to be considered for award of this solicitation or any resulting contract or to be a subcontractor of the proposer or prime contractor if the person assisted in the development of this solicitation or any part of this solicitation or if the person participated in a project related to this solicitation when such participation would give the person special knowledge that would give that person or a prime contractor an unfair advantage over other bidders.
- f. A person or proposer shall not be eligible to be considered for this solicitation if the person or proposer engaged in or attempted to engage in prohibited communications as described in the below Section 12, Prohibited Communications and Political Contributions.
- g. Only individual firms or lawfully formed business organizations may apply (this does not preclude a respondent from using subcontractors or consultants). HCC will contract only with the individual firm or formal organization that submits a response to this RFP.

4. Preparation of Proposal:

a. Technical Proposal:

Proposer shall submit Technical Proposal responding to all Questions set forth in the Proposer Questionnaire, Section 3.0 attached hereto as Attachment No. 11.

b. Price Proposal:

Proposer shall submit a Price Proposal responsive to all requirements set forth in the Proposer Questionnaire, Section 4.0 attached hereto as Attachment No. 11.

5. Evaluation Criteria:

An Evaluation Committee ("Committee") will review all proposals to determine which proposers have qualified for consideration according to the criteria stated herein. The Committee's evaluations will be based on all available information, including qualification statements, subsequent interviews, if necessary, reports, discussions, reference checks, and other appropriate checks. The highest rated proposer(s) evaluated by the Committee **may** be invited to make an oral presentation of their written proposal to the Committee and/or HCC Board of Trustees. Proposals will be evaluated using the following criteria:

Evaluation Criteria	Available Points
Financial Status (See Attachment 11, Section 1.2)	10
Company Profile and Qualifications & Experience of Firm (See Attachment 11, Sections 1.1 and 2.0)	10
Qualifications & Experience of Staff and Staffing Plan (See Attachment 11, Section 3.2 & 3.3)	10
Implementation Plan, Commitment to Quality and Customer Service (See Attachment 11, Section 3.4, 3.5 & 3.6)	10
Capabilities and Capacity to Perform Work Identified in Scope of Services (Attachment 3) (See also 3.7 Attachment 11, Section 3.7, 3.5 & 3.6)	20
Communication Plan, Records & Reporting and Sustainable Practices (See Attachment 11, Section 3.8)	10
Price Proposal (Attachment 2) (See Attachment 11, Section 4.0)	30
Business relationship Strength	Acceptable/Unacceptable
Small Business Commitment	Acceptable/Unacceptable
Total Points:	100

6. Contract Award:

Award of a contract, if awarded, will be made to the proposer who (a) submits a responsive proposal; (b) is a responsible proposer; and (c) offers the best value to HCC, price and other factors considered. A responsive proposal and a responsible proposer are those that meet the requirements of and are as described in the above Section 3 (Eligibility for Award) of this solicitation. HCC may award a contract, based on initial proposals received, without discussion of such proposals. Accordingly, each initial proposal should be submitted on the most favorable terms from a price and technical standpoint, which the proposer can submit to HCC. Except as otherwise may be set forth in this solicitation, HCC reserves the right to waive any informalities, non-material errors, technicalities, or irregularities in the proposal documents submitted and consider the proposal for award.

7. Postponement of Proposals Due Date/Time:

Notwithstanding the date/time for receipt of proposals established in this solicitation, the date and time established herein for receiving proposals may be postponed solely at HCC's discretion.

8. Oral Presentations:

During the process of selecting a company to provide the required products and services, oral presentations may or may not be held. Each proposer should be prepared to make a presentation to HCC. The presentations must show that the proposer clearly understands the requirements of the solicitation, and has a strategic plan and approach to complete the work including presentation of Janitorial Services management and operations plans and space utilization, etc.

9. Small Business Development Program (SBDP):

- a. HCC has adopted a Small Business Development Program for small businesses attempting to provide goods and/or services as prime contractors or as subcontractors to other prime contractors to HCC. The program is designed to prevent discrimination by ensuring that small, underutilized and disadvantaged businesses are informed and prepared to compete for HCC procurements. HCC will neither discriminate nor select vendors on the basis of race, color, national origin, religion, gender, age, disability, sexual orientation or veteran status in its procurement selection process.

b. Small businesses whose gross annual income averaged over the past three (3) years does not exceed the Small Business Administration's size standard as specified in 13 CFR Part 121 are eligible to apply for participation in the program.

c. For this solicitation, HCC has established thirty-five percent (35%) of the total amount of the proposal as its goal for Small Business participation.

d. Good Faith Efforts: HCC will make a good faith effort to utilize small businesses in all contracts. The annual program goals may be met by contracting directly with small businesses or indirectly through subcontracting opportunities. Therefore, any business that contracts with HCC will be required to make a good faith effort to award subcontracts to small businesses. The subcontracting goal applies to all vendors regardless of their status. By implementing the following procedures, a contractor shall be presumed to have made a good faith effort:

- to the extent consistent with industry practices, divide the contract work into reasonable lots;
- give notice to SBDP eligible firms of subcontract opportunities or post notices of such opportunities in newspapers and other circulars; and
- document reasons for rejecting a firm that bids on subcontracting opportunities.

10. Prime Contractor/Contracts for Services:

The prime contractor must perform a minimum of 30% of any contract for services with its labor force and or demonstrate management of the contract for services to the satisfaction of HCC.

11. Internship Program:

- a. HCC is expanding its student internship program. All vendors are encouraged to make a commitment to utilize certain HCC student(s) in an internship capacity with the company under any resulting contract for services required under this solicitation. The selected contractor will be expected to pay the student(s) at least the minimum wage required by law. HCC will provide the selected contractor with the name of student(s) eligible to participate in the internship program.
- b. For additional information regarding the internship program, please contact Dr. Freddie Wade, Director of Workforce Program Initiatives at (713) 718-7596.

12. Prohibited Communications and Political Contributions:

Except as provided in exceptions below, political contributions and the following communications regarding this solicitation or any other invitation for bids, requests for proposal, requests for qualifications, or other solicitation are prohibited:

- [1] Between a potential vendor, subcontractor to vendor, service provider, proposer, offeror, lobbyist or consultant and any Trustee;
- [2] Between any Trustee and any member of a selection or evaluation committee; or
- [3] Between any Trustee and administrator or employee.

The communications prohibition shall be imposed from the day the solicitation is first advertised through thirty (30) days after contract is executed by the Chancellor or his or her designee or when a determination is made that the contract will not be awarded. During this period, no HCC Trustee and no Vendor shall communicate in any way concerning any pending Solicitation involving that Vendor, subject to the penalties stated herein.

In the event the Board refers the recommendation back to staff for reconsideration, the communications prohibition shall be re-imposed.

The communications prohibition shall not apply to the following:

- [1] Duly noted pre-bid or pre-proposal conferences.
- [2] Communications with the HCC General Counsel.
- [3] Emergency contracts.
- [4] Presentations made to the Board during any duly-noticed public meeting.
- [5] Unless otherwise prohibited in the solicitation documents, any written communications between any parties, provided that the originator shall immediately file a copy of any written communication with the Board Services Office. The Board Services Office shall make copies available to any person upon request.

- [6] Nothing contained herein shall prohibit any person or entity from publicly addressing the Board during any duly-noticed public meeting, in accordance with applicable Board policies, regarding action on the contract.

Any potential vendor, subcontractor vendor, service provider, bidder, offeror, lobbyist or consultant who engages or attempts to engage in prohibited communications shall not be eligible for the award of any resulting contract under this solicitation. Any other direct or indirect actions taken to unduly influence competitive purposes, to circumvent equal consideration for competitive bidders, or to disregard ethical and legal trade practices will disqualify bidders, vendors, service providers, lobbyists, consultants, and contractors from both this current and any future consideration for participation in HCC orders and contracts.

13. Drug Policy:

HCC is a drug-free workforce and workplace. The manufacture, sale, distribution, dispensation, possession or use of illegal drugs (except legally prescribed medications under physician's prescription and in the original container) or alcohol by vendors or contractors while on HCC's premises is strictly prohibited.

14. Taxes:

HCC is tax exempt as a governmental subdivision of the State of Texas under Section 501C (3) of the Internal Revenue Code. Limited Sales Tax Number: 1-74-1709152-1. No proposal shall include any costs for taxes to be assessed against HCC.

15. Texas Public Information Act:

HCC considers all information, documentation and other materials requested to be submitted in response to this solicitation to be of a non-confidential and/or non-proprietary nature, and therefore, shall be subject to public disclosure under the Texas Public Information Act (Texas Government Code, Chapter 552.001, et seq.) ("the Act") after a contract if any, is awarded. If the proposer considers any information submitted in response to this request for proposal to be confidential under law or constitute trade secrets or other protected information, the proposer must identify such materials in the proposal response. Notwithstanding the foregoing, the identification of such materials would not be construed or require HCC to act in contravention of its obligation to comply with the Act and the proposer releases HCC from any liability or responsibility for maintaining the confidentiality of such documents.

16. Appropriated Funds:

The purchase of service or product, which arises from this solicitation, is contingent upon the availability of appropriated funds. HCC shall have the right to terminate the resulting contract at the end of the current or each succeeding fiscal year if funds are not appropriated by the HCC Board of Trustees for the next fiscal year that would permit continuation of the resulting contract. If funds are withdrawn or do not become available, HCC reserves the right to terminate the resulting contract by giving the selected contractor a thirty (30) day written notice of its intention to terminate without penalty or any further obligations on the part of HCC or the contractor. Upon termination of the contract HCC shall not be responsible for any payment of any service or product received that occurs after the end of the current contract period or the effective date of termination, whichever is the earlier to occur. HCC's fiscal year begins on September 1 and ends on August 31st.

17. Conflict of Interest:

If a firm, proposer, contractor or other person responding to this solicitation knows of any material personal interest, direct or indirect, that any member, official or employee of HCC would have in any contract resulting from this solicitation, the firm must disclose this information to HCC. Persons submitting a proposal or response to this solicitation must comply with all applicable laws, ordinances, and regulations of the State of Texas Government Code, including, without limitation, Chapter 171 and 176 of the Local Government Code. The person /proposer submitting a response to this solicitation must complete (as applicable), sign and submit **Attachment No.9, Conflict of Interest Questionnaire Form, and Attachment No. 10, Financial Interest and Potential Conflict of Interests** with the proposal package. HCC expects the selected contractor to comply with Chapter 176 of the Local Government Code and that failure to comply will be grounds for termination of the contract.

Note: Attachment No. 9 and Attachment No. 10 shall be completed, signed and returned to HCC. Enter N/A in those areas on the Attachments that are not applicable to your company. Failure to complete, sign and notarize Attachment No. 10 shall render your proposal non-responsive.

18. Ethics Conduct:

Any direct or indirect actions taken to unduly influence competitive purposes, to circumvent equal consideration for competitive bidders, or to disregard ethical and legal trade practices will disqualify vendors and contractors from current and future consideration for participation in HCC orders and contracts.

19. No Third Party Rights:

This Contract is made for the sole benefit of HCC and the Contractor and their respective successors and permitted assigns. Nothing in this Contract shall create or be deemed to create a relationship between the Parties to this Contract and any third person, including a relationship in the nature of a third-party beneficiary or fiduciary.

20. Withdrawal or Modification:

No proposal may be changed, amended, modified by telegram or otherwise, after the same has been submitted or filed in response to this solicitation, except for obvious errors in extension. However, a proposal may be withdrawn and resubmitted any time prior to the time set for receipt of proposals. No proposal may be withdrawn after the submittal deadline without approval by HCC which shall be based on Respondent's submittal, in writing, of a reason acceptable to HCC.

21. Validity Period:

Proposals are to be valid for HCC's acceptance for a minimum of 180 days from the submittal deadline date to allow time for evaluation, selection, and any unforeseen delays. Proposals, if accepted, shall remain valid for the life of the Agreement.

22. Terms and Conditions:

The HCC General Terms and Conditions of Contracts shall govern any Purchase Order/Contract issued as a result of this solicitation (RFP). They may be viewed at:

http://www.hccs.edu/hcc/System%20Home/Departments/Procurement_Operations/About_Procurement/General%20Terms%20and%20Conditions%20of%20Contracts.pdf

Proposers may offer for HCC's consideration alternate provisions to the Terms and Conditions. Alternates proposed must refer to the specific article(s) or section(s) concerned. General exceptions such as "company standard sales terms apply" or "will negotiate" are not acceptable. Proposer's silence as to the terms and conditions shall be construed as an indication of complete acceptance of these conditions as written.

23. Indemnification:

Contractor shall indemnify, pay for the defense of, and hold harmless the College and its officers, agents and employees of and from any and all liabilities, claims, debts, damages, demands, suits, actions and causes of actions of whatsoever kind, nature or sort which may be incurred by reason of Consultant's negligence, recklessness, or willful acts and/or omission in rendering any services hereunder. Contractor shall assume full responsibility for payments of federal, state and local taxes or contributions imposed or required under the social security, Workers' Compensation or income tax law, or any disability or unemployment law, or retirement contribution of any sort whatsoever, concerning Contractor or any employee and shall further indemnify, pay for the defense of, and hold harmless the College of and from any such payment or liability arising out of or in any manner connected with Contractor's performance under this Agreement.

24. Delegation:

HCC Board of Trustees must approve all contracts valued at over \$50,000. The Board has granted the Chancellor authority to initiate and execute contracts valued up to \$50,000. The procurement of goods and services, including professional services and construction services shall be completed as per any applicable HCC policy and procedure and shall be in accordance with Section 44.031 of the Texas Education Code for the purchase of goods and services, Section 2254 of the Texas Government Code for the purchase of Professional and Consulting Services, and Section 2267 of the Texas Government Code for the purchase of construction services.

This includes the evaluation of all bids, proposals, or statements of qualification under procurement, regardless of contract amount, including the final ranking and selection which shall be made on the evaluation and scoring as per the published selection criteria and the final evaluation ranking.

25. Site Visits/Informational Meeting

- a. All prospective proposers are hereby notified that there will be formal site visits. Interested proposers may attend these non-mandatory site visits to become familiar with each facility/work site that may in any manner affect the work to be done. Attendance is not mandatory but is highly recommended.
- b. Procurement Operations has set specific dates for the site visits according to the Campus Site Visit Schedule below. Vendors will not be allowed or granted individual visits at any other time. All attendees will be required to sign in and register at each Site Visit and location.

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Campus Site Visit Schedule

Wednesday, October 16, 2013 – Immediately following Pre- Proposal meeting

- 1.) District/Admin building 3100/3200 Main
- 2.) Central Campus – meet at Learning HUB building front lobby -1301 Holman St., 77004

Lunch Break

- 3.) Coleman Campus –Starting at 2:30 PM – meet in front lobby - 1900 Pressler, 77030
- 4.) West Loop Campus – meet in front lobby – 5601 West Loop South, 77081
- 5.) Gulfton Campus – meet in front lobby – 5407 Gulfton Dr., 77081

Thursday, October 17, 2013 – Starting at 10:00 AM

- 1.) Willie Lee Gay Hall – front lobby – 1990 W. Airport Blvd., 77004
- 2.) Missouri City Campus – 5855 Sienna Spring Way, 77459
- 3.) Stafford Campus - meet at Learning HUB building front lobby – 10041 Cash Rd., 77477
- 4.) Applied Tech bldg. – front lobby – 4014 Bluebonnet D. 77477

Lunch Break

- 5.) Alief Center – Starting at 2:00 PM – meet in front lobby – 13803 Bissonet St., 77072
- 6.) Alief Campus – meet in front lobby – 2811 Hayes Rd. , 77082
- 7.) Katy Campus – meet, center of atrium - 1550 Fox Lake Dr., 77084
- 8.) Spring Branch – main bldg. meet in front lobby - 1010 West Sam Houston, 77043

Friday, October 18th, 2013 – Starting at 10:00 AM

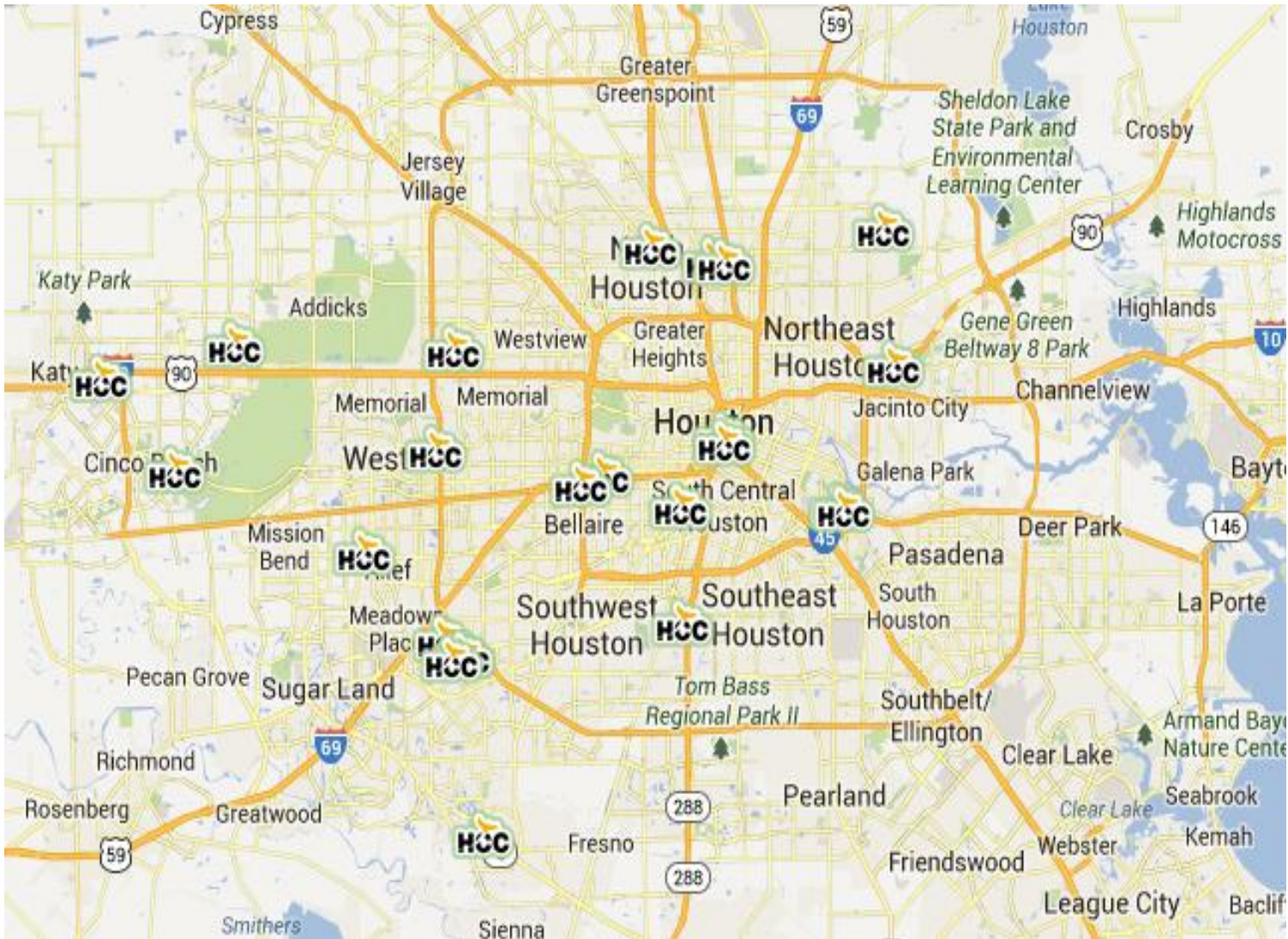
- 1.) Southeast – Felix Fraga Campus – meet in front lobby – 301 N. Drennan St., 77087
- 2.) Southeast Campus - meet at Learning HUB building front lobby–6815 Rustic St., 77087
- 3.) Northeast Campus - meet at Codwell building front lobby – 555 Community College Dr., 77013
- 4.) North Forest Campus – meet in front lobby – 6610 Little York, zip

Lunch Break

- 5.) Northline Campus – Starting at 2:00 PM – meet in front lobby – 8001 Fulton, 77013
- 6.) Automotive Tech –meet in front lobby –4638 Airline Dr., 77022
- 7.) Pinemont Campus – meet in front lobby – 1265 Pinemont Dr., 77018

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Map of Campuses



**ATTACHMENT NO. 1
PROJECT NO. RFP 14-01
HOUSTON COMMUNITY COLLEGE
REQUEST FOR PROPOSALS
PROPOSAL/CONTRACT AWARD FORM**

PROJECT TITLE: Janitorial Services
PROJECT NO.: RFP 14-01

Name of Proposer/Contractor: _____

Federal Employer Identification Number _____
(Note: please refer to RFP- Summary, Section 10: Vendor Registration)

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

In compliance with the requirements of this Request for Proposals for providing _____, the undersigned hereby proposes to furnish all necessary resources required to perform the services in accordance with our Technical Proposal and Price Proposal dated _____ and as mutually agreed upon by subsequent negotiations, if any.

The undersigned certifies that he/she has read, understands and agrees to be bound by the requirements and terms and conditions set forth in this Solicitation and any and all amendments issued by HCC and made a part of this Request For Proposals. The undersigned further certifies that he/she is legally authorized to make the statements and representations in the Solicitation and that said statements and representations are true and accurate to the best of his/her knowledge. The undersigned understands and agrees that when evaluating proposals and making an award decision, HCC relies on the truth and accuracy of the statements and representations presented in the proposal response. Accordingly, HCC has the right to suspend or debar the undersigned from its procurement process and/or terminate any contract award that may have resulted from this solicitation if HCC determines that any statements or representations made were not true and accurate.

Signed By: _____ Name: _____
(Type or Print)

Title: _____
(Type or Print)

State of _____

Sworn to and subscribed before me at _____,
(City) (State)

this the _____ day of _____, 2013.

Notary Public for the State of: _____

ACCEPTANCE AND CONTRACT AWARD FORM

(Note: This page will be completed by HCC.)

.....
Purchase Order No. _____ (for payment purposes only)

Project No. RFP 14-01

Effective Date:

.....
Contractor to perform the work required herein in accordance with Purchase Order(s) issued by HCC, the Terms and Conditions incorporated herein by reference, and the prices, scope of services and any terms, specifications and requirement attached hereto and made a part hereof.

In the event of an inconsistency between this Contract, the RFP, and/or the Contractor's Proposal, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence first to this Contract, then the RFP and finally, the Contractor's Proposal.

HOUSTON COMMUNITY COLLEGE

Executed for and on behalf of the Houston Community College pursuant to approval by the Board of Trustees on _____, 2013.

Signed By: _____

Title: _____

**ATTACHMENT NO. 2
PROJECT NO. RFP 14-01**

**SCHEDULE OF ITEMS AND PRICES FOR
JANITORIAL SERVICES**

The Proposer/Contractor agrees to furnish all labor, tools, equipment, materials, supervision, transportation, insurance, reports and all other items necessary to perform the work complete, in strict compliance with the terms and conditions of the contract at the firm unit rates stated herein in accordance with the Scope of Services (Attachment 3) and the corresponding Frequency Cleaning Chart and Day Porter Duties listed below:

Administration

Administration Bldgs.	Price Proposal for System Administration Buildings				
	Address	No. of Sq. Ft.	Price Per Sq. Ft.	Monthly Price	Annual Price
System Building- office space	3100 Main St, 77002	520,515			
Neo Café	3100 Main St. 77002	10,485			
Office Space	3220 Main St. 77002	27,983			
Total Square Footage / Price for System Buildings:		558,983	\$	\$	\$

Central

Central College	Price Proposal for Central College Buildings				
	Address	No. of Sq. Ft.	Price Per Sq. Ft.	Monthly Price	Annual Price
J Don Boney Bldg.	1215 Holman St A, 77004	35,000			
Business Center (BSCC)	1205 Holman St B, 77004	48,846			
Curriculum Innovation Center	1215 Holman St C, 77004	2,000			
Fine Arts Center	3517 Austin St, 77004	75,000			
Heinen Theater	3517 Austin St, 77004	18,000			
J. B. Whitely Bldg.	1301 Alabama St, 77004	102,000			
San Jacinto Memorial	1300 Holman St, 77004	172,000			
Learning Hub	1300 B Holman St, 77004	120,000			
Staff Instructional Services	3821 Caroline St, 77004	21,800			
Caroline Annex	3902 Caroline St, 77004	1,000			
Crawford Annex	3412 Crawford St, 77004	2,320			
Theater One	3517 Austin St, 77004	21,900			
Educational Development Center	3214 Austin St, 77004	40,845			
Fannin	3601 Fannin, 77004	24,924			
Willie Lee Gay Hall	1990 W. Airport Blvd, 77004	39,000			
Total Square Footage / Price for Central College:		724,635	\$	\$	\$

Coleman

Coleman College for Health Sciences	Price Proposal for Coleman College Building				
	Address	No. of Sq. Ft.	Price Per Sq. Ft.	Monthly Price	Annual Price
Health Science Center	1900 Pressler Dr., 77030	140,000			
Total Square Footage / Price for Coleman College:		140,000	\$	\$	\$

Northeast

Northeast College	Price Proposal for Northeast College Buildings:				
	Address	No. of Sq. Ft.	Price Per Sq. Ft.	Monthly Price	Annual Price
Automotive Tech. Training Ctr. A	4638 Airline Dr., 77022	53,658			
Automotive Tech. Training Ctr. B	4638 Airline Dr., 77022	18,401			
Northline	8001 Fulton	116,700			
Pinemont Center	1265 Pinemont Dr., 77018	50,330			
Codwell Hall	555 Community College Dr., 77013	76,000			
Roland Smith Truck Driving Ctr.	555 Community College Dr., 77013	13,000			
Public Safety Shooting Range	555 Community College Dr., 77013	21,026			
Physical Cooling Plant Office area	555 Community College Dr., 77013	250			
PSI external Showers	555 Community College Dr., 77013	400			
Science Building	555 Community College Dr., 77013	46,792			
Learning HUB	555 Community College Dr., 77013	86,527			
North Forest	6610 Little York, 77016	15,000			
Total Square Footage/ Price for Northeast College:		498,084	\$	\$	\$

Northwest

	Price Proposal for Northwest College Buildings:				
Northwest College	Address	No. of Sq. Ft.	Price Per Sq. Foot	Monthly Price	Annual Price
Spring Branch	1010 West Sam Houston Pkwy, 77043	132,792			
Science Building	1050 West San Houston Pkwy, 77043	15,687			
Commons Area/Faculty Offices	1050 West Sam Houston Pkwy, 77043	7,726			
Performing Arts Ctr.	1060 West Sam Houston Pkwy, 77043	33,050			
Katy Campus	1550 Fox Lake Dr., 77084,	108,503			
Alief	13803 Bissonnet, 77072	43,000			
Alief Campus	2811 Hayes Rd, 77082	83,682			
Alief Campus	Second Floor	65,059			
Alief Campus	Fourth Floor	6,515			
Total Square Footage / Price for Northwest College:		496,014	\$	\$	\$

Southeast

	Price Proposal for Southeast College Buildings:				
Southeast College	Address	No. of Sq. Ft.	Price Per Sq. Foot	Monthly Price	Annual Price
Angela Morales Bldg.	6816 Rustic St, 77087	60,640			
Felix Morales Bldg.	6815 Rustic St, 77087	54,345			
SE Learning Hub	6815 Rustic St, 77087	90,213			
WorkForce	6815 Rustic St, 77087	43,176			
SE Drennan Campus	3012 N. Drennan, 77003	65,000			
Parking Garage First Floor Space	6815 Rustic St, 77087	12,492			
Total Square Footage / Price for Southeast College:		325,866	\$	\$	\$

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Southwest

	Price Proposal for Southwest College Buildings:				
Southwest College	Address	No. of Sq. Ft.	Price Per Sq. Foot	Monthly Price	Annual Price
Applied Technology Ctr.	4014 Bluebonnet Dr., 77477	9,044			
Gulfton Center	5407 Gulfton Dr., 77081	35,500			
Scarcella Science & Technology Ctr.	10141 Cash Rd, 77477	75,000			
Fine Arts Center	9910 Cash Rd, 77477	34,087			
West Loop Center	5601 W. Loop S., 77081	239,907			
Missouri City- Sienna Plantation	5855 Sienna Springs, 77459	48,456			
Stafford Learning HUB	10041 Cash Road, 77477	120,000			
Total Square Footage / Price for Southwest College:		561,994	\$	\$	\$

Miscellaneous Group

Miscellaneous Facilities: Parking Garages, Warehouse, Mechanical Floors and Vacant Spaces	Price Proposal for Miscellaneous Facilities:				
	Address	No. of Sq. Ft.	Price Per Sq. Foot	Monthly Price	Annual Price
Warehouse	1102 Delano, 77003	40,000			
Fannin Warehouse	9424 Fannin				
Mechanical Floors – 13th, 14th & 15th – System	3100 Main Street, 77002	39,919			
Fine Arts Parking Structure	3517 Austin St, 77004	*			
Parking Structure	3220 Main St, 77002	*			
Central Cooling Water Plant	1318 Alabama St, 77004	350			
Parking Structures - Southeast	6815 Rustic St., 77087	*			
Parking Structures – Hayes Rd	2811 Hayes Road, 77082	*			
Total Square Footage / Price for Misc. Facilities:		80,269	\$	\$	\$

***Note: Parking Garages-Clean Maintain Elevators (Cabs) & Landings/Stairwells.**

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Price Proposal Totals

Price Proposal Totals:		
	Monthly Price	Annual Price
System Administration	\$	\$
Central College	\$	\$
Coleman College	\$	\$
Northeast College	\$	\$
Northwest College	\$	\$
Southeast College	\$	\$
Southwest College	\$	\$
Miscellaneous Facilities	\$	\$
Grand Totals	\$	\$

Proposed Daily Hourly Rate For Additional Personnel:

Provide a fee schedule fee-per-additional services beyond the daily, monthly, or quarterly services proposed. This fee-per-additional services can be in the form of an hourly rate (include minimum time if applicable) or per service performed

Day Supervisor \$ _____ / Hour

Cleaning Personnel \$ _____ / Hour

Day Porter \$ _____ / Hour

Working Hours: 7:30 AM – 4:30 PM

Proposed Evening Hourly Rates For Additional Personnel:

Supervisor \$ _____ / Hour

Cleaning Personnel \$ _____ / Hour

Evening Porter \$ _____ / Hour

Working Hours: 6:00 PM to 10:30 PM

Fixed Escalation Clause:

All proposed price increases must be based SOLELY upon product cost. Documentation from the manufacturer and/or published price sheets MUST be provided to support any request. Price increases cannot exceed 10% over the firm bid price over the life of the contract, subject to proven market conditions as justified for each commodity, but must be held firm for the entirety of the initial term.

Following the initial term, HCC must be notified ninety (90) days in advance of the effective date of requested price adjustment; price increases and decreases must be handled the same for the contract duration.

Proposers must certify a fixed, maximum percentage of escalation for any subsequent terms of the contract as specified. This percentage will be employed in the evaluation and award of any contract resultant of this proposal. If a percentage is not presented, zero percentage (0%) will apply. The maximum annual percentage of escalation anticipated by the **Proposer is _____%**.

In the event of an increase in the Federal Minimum Wage, the Proposer will be allowed to increase minimum wages accordingly only for those employees currently being paid minimum wages.

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ATTACHMENT NO. 3
RFQ 14-01
JANITORIAL SERVICES
SCOPE OF SERVICES

I. GENERAL

This scope of service covers the requirements for the Contractor to furnish all required and necessary resources to perform janitorial services for Houston Community College ("HCC").

The Contractor shall provide all the necessary management, supervision, labor, transportation, tools, supplies, equipment and any other resources and materials necessary and required to perform janitorial services.

It is HCC's desire to evaluate all possible options for administering and improving the janitorial service operations of the College. This RFP is issued for the purpose of negotiating a contract for janitorial services for the entire HCC system with one or more firms. In the RFP, the proposer may be referred to as the "Contractor".

With regard to the requirements herein, Contractors are invited and encouraged to propose alternative solutions or approaches to the requirements contained in this RFP, particularly if Contractor believes the requirement(s) result in unnecessary costs or otherwise impede the efficient and cost-effective delivery of janitorial services. HCC will give appropriate consideration to the advantages and disadvantages of any proposed alternative solutions or approaches.

II. WORK HOURS

1. **Work Schedule** - Janitorial services shall be provided up to seven (7) days per week at the time specified for each location. General cleaning shall be performed between the hours of 5:00 PM and 1:00 AM, with the exception of facilities that are open later in the evening. The contractor shall provide twenty-four (24) hour emergency response, if requested, and shall respond to HCC within one (1) hour of request for emergency services and have staff onsite if needed within two (2) hours. Contractor shall provide a specific monthly schedule of all quarterly and semiannual services by building, giving specific dates.
2. **Holidays:** Generally, HCC Colleges are closed on the below Federal holidays but because of the dynamic nature of the campus buildings, some buildings may require service on these holidays while others may not require service.
 - New Year's Day
 - Martin Luther King's Day
 - Independence Day
 - President's Day
 - Labor Day
 - Memorial Day
 - Thanksgiving (Thursday & Friday)
 - Christmas Day

In addition, HCC Colleges are closed for two (2) weeks for Winter Break and one (1) week for Spring Break. Quarterly and semi-annual cleaning services should be scheduled for completion during these periods as well as during semester breaks in the summer.

Special cleaning projects will be required during breaks in college sessions. Usually these cleanings may be scheduled during normal business hours.

III. FACILITIES AND CLEANING HOURS

SYSTEM ADMINISTRATION BUILDING

- Evening Cleaners 5:30 PM – 6:00 AM (Mon.-Fri.)

3200 MAIN OFFICES

- Evening Cleaners 5:30 PM – 6:00 AM (Mon.-Fri.)

CENTRAL COLLEGE

- Evening Cleaners 8:00 PM – 2:00 AM (Mon.-Fri.)
- Weekend Cleaning 6:00 PM – 12:00 AM (Sat.)

WILLIE LEE GAY HALL

- Evening Cleaners 8:00 PM – 11:00 PM (Mon. - Thur.)
3:00 PM - 5:00 PM (Sat.)

3601 FANNIN

- Evening Cleaners 8:00 PM – 6:00 AM (Mon. - Fri.)

COLEMAN COLLEGE

- Evening Cleaners 10:00 PM – 6:00 AM (Mon. - Fri.)
5:00 PM – 12:00 AM (Sat.)

NORTHEAST COLLEGE

- Evening Cleaners **Pinemont Center**
10:00 PM – 6:00 AM (Mon.-Fri.)
5:00 PM – 6:00 AM (Sat.)

- Evening Cleaners **Northline**
10:00 PM – 6:00 AM (Mon.-Fri.)
4:30 PM – 6:00 AM (Sat.-Sun.)

- Evening Cleaners **Automotive Technology Training Center**
10:00 PM – 6:00AM (Mon.-Fri.)

- Evening Cleaners **Codwell Hall /Roland Smith Truck Driving/Learning HUB/ Science & Tech/ PSI**
10:00 PM – 6:00AM (Mon.-Fri.)
5:00 PM – 6:00 AM (Sat.-Sun.)

- Evening Cleaners **North Forest**
8:00 PM – 12:00 AM (Mon.-Fri.)
2:00 PM – 10:00 PM (Sat.)

NORTHWEST COLLEGE

- Evening Cleaners **Spring Branch**
8:00 PM–6:00 AM (Mon–Sat.) **Main Building**
9:00 PM–6:00 AM (Sun.-Sat.) **Performing Arts Ctr.**
8:00 PM–6:00 AM (Sun.–Sat.) **Science Hall**
8:00 PM–6:00 AM (Mon–Sat.) **The Commons**

- Evening Cleaners **Katy Campus**
8:00 PM – 1:00 AM (Mon–Fri.)
5:00 PM – 1:00 AM (Sat.)

- Evening Cleaners

Alief Center

10:00 PM – 5:00 AM (Mon.-Fri.)

5:00 PM – 5:00 AM (Sat.)

Alief Campus at Hayes Road

10:00 PM – 5:00 AM (Mon.-Fri.)

6:00 PM – 5:00 AM (Sat.)

SOUTHEAST COLLEGE

- Evening Cleaners

10:00 PM – 6:00 AM (Mon.-Fri.)

5:00 PM – 6:00 AM (Sat.-Sun.)

Note: Sunday night cleaning at Felix Morales bldg. only

SOUTHWEST COLLEGE

- Evening Cleaners

Applied Technology

Day porter will need to perform both porter and cleaning requirements (Mon. – Sat.)

- Evening Cleaners

Gulfton Center

10:00 PM – 5:00 AM (Mon.-Fri.)

6:00 PM – 5:00 AM (Sat.)

- Evening Cleaners

Missouri City Sienna Plantation

10:00 PM – 5:00 AM (Mon.-Fri.)

3:00 PM – 5:00 AM (Sun.)

- Evening Cleaners

Scarcella Science

10:00 PM – 5:00 AM (Mon.-Fri.)

5:00 PM – 5:00 AM (Sat.)

- Evening Cleaners

Fine Arts Center

10:00 PM – 5:00 AM (Mon.-Fri.)

5:00 PM – 5:00 AM (Sat.)

- Evening Cleaners

Stafford Learning Hub

10:00 PM – 5:00 AM (Mon.-Fri.)

5:00 PM – 5:00 AM (Sat.)

- Evening Cleaners

West Loop Center

10:00 PM – 5:00 AM (Mon.-Fri.)

5:00 PM – 5:00 AM (Sat.-Sun.)

IV. STAFFING REQUIREMENTS

Listed below are the minimum staffing requirements for cleaning personnel for each facility. The number of porters specified is the minimum required at each facility. A designated lead person for day staff must be on site to oversee employees and schedules on a daily, weekly and monthly basis. The lead person will be responsible for coordinating the daily duties between the day staff and the campus managers.

Note: Please indicate below both the number of employees and the total combined hours to be worked per day for cleaning personnel only, excluding the stated mandatory day porter hours. Evening Porters shall not double as night cleaners during set hours listed below.

SYSTEM ADMINISTRATION BUILDINGS:

HCC ADMINISTRATION BUILDING, 3100 MAIN STREET (BASEMENT THROUGH 13TH FLOOR)

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____

HCC OFFICE BUILDING, 3200 MAIN STREET

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____

- Supervisor 8:00 AM – 5:00 PM (Mon.-Fri.) 1 Person
- Day Porter(s) 7:00 AM – 4:00 PM (Mon.-Fri.) 2 People
- 8:00 AM – 5:00 PM (Mon.-Fri.) 2 People
- 2:00 PM – 6:00 PM (Sat.) 1 Person
- 8:00 AM – 12:00 PM (Sun.) 2 People
- Evening Porter(s) 4:00 PM – 8:00 PM (Mon.-Fri.) 1 person

Note: Porters cover all areas at both, 3100 Main and 3200 Main – All public areas, office space, Conference Services - Auditorium, all tenant spaces (clean overall as needed)
 Maintain entrances, police perimeter of buildings, police parking garage/lots for trash and debris, check and maintain all restrooms for throughout the day

Saturday Porter – to cover events on the 2nd Floor Conference Services – service restrooms, public areas and help with set ups

Sunday Porters – clean all public areas as needed have areas clean, ready for Monday morning business operations

Weekend hours of service maybe altered depending on scheduled events

CENTRAL COLLEGE

CENTRAL CAMPUS

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____

- Supervisor 8:00 AM – 5:00 PM (Mon.-Fri.) 1 Person

- Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Fri.) 8 People
9:00 AM – 6:00 PM (Mon. – Fri.) 8 People
9:00 AM – 5:00 PM (Sat.) 4 People
9:00 AM – 2:00 PM (Sun.) 2 People
- Evening Porter(s) 4:00 PM – 8:00 PM (Mon. – Fri.) 5 People

Note: Porters will service all buildings, as needed during the day

Note: Sunday service will only be needed at the following buildings: Fine Arts, San Jacinto, Heinen Theater and Learning HUB – Porters are only needed for the Fall & Spring Semester it is possible that the program maybe moved to the San Jacinto building.

3601 FANNIN

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s) 9:00 AM – 5:00 PM (Mon.–Fri.) 1 Person		
• Evening Porter(s) 4:00 PM – 8:00 PM (Mon.–Fri.) 1 Person		

WILLIE LEE GAY HALL

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Thur.) 1 Person 8:00 AM – 5:00 PM (Sat.) 1 Person		
• Evening Porter(s) 4:00 PM – 8:00 PM (Mon. – Thur.) 1 Person		

COLEMAN COLLEGE

COLEMAN COLLEGE

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s) 8:00 AM – 5:00 PM (Mon.-Sat.) 2 People		
• Evening Porter(s) 5:00 PM – 10:00 PM (Mon.-Sat.) 2 People		

NORTHEAST COLLEGE

PINEMONT CENTER

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s) 7:30 AM - 4:00 PM (Mon.–Sat.) 1 Person 9:00 AM - 5:30 PM (Mon.– Sat.) 1 Person		
• Evening Porter(s) 5:00 PM -10:00 PM (Mon.-Sat.) 1 Person		

NORTHLINE

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	9:00 AM – 5:00 PM (Mon.–Sun.) 2 People	
• Evening Porter(s)	4:00 PM – 8:00 PM (Mon.–Fri.) 1 Person	

AUTOMOTIVE TECHNOLOGY TRAINING CENTER

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	9:00 AM – 5:00 PM (Mon.–Fri.) 1 Person	
• Evening Porter(s)	4:00 PM – 8:00 PM (Mon.–Fri.) 1 Person	

CODWELL HALL/ROLAND SMITH TRUCK DRIVING/LEARNING HUB/ SCIENCE AND TECH/PSI

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 5:00 PM (Mon.–Sun.) 4 People	
• Evening Porter(s)	4:00 PM – 10:00 PM (Mon.–Sun.) 4 People	

Note: Porters will service all buildings, as needed during the day

NORTH FOREST

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 5:00 PM (Mon.–Fri.) 1 Person	
	9:00 AM – 2:00 PM (Sat.) 1 Person	
• Evening Porter(s)	4:00 PM - 8:00PM (Mon.–Fri.) 1 Person	

NORTHWEST COLLEGE

SPRING BRANCH

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 5:00 PM (Mon.–Fri.) 1 Person	
	9:00 AM – 6:00 PM (Mon.-Fri) 1 Person	
	11:00 AM – 8:00 PM (Mon. – Fri.) 1 Person	
	12:00 PM – 9:00 PM (Mon. – Fri.) 1 Person	
	9:00 AM – 5:00 PM (Sat.) 1 Person	
• Evening Porter(s)	N/A	

Note: Porters will service all buildings, as needed during the day

ALIEF CENTER

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Fri.) 1 Person • Evening Porter(s) 4:00 PM - 8:00PM (Mon.–Thurs.) 1 Person 		

ALIEF CAMPUS AT HAYES ROAD

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Sat.) 2 People 10:00 AM – 7:00 PM (Mon.–Fri.) 1 Person • Evening Porter(s) 5:00 PM - 9:00PM (Mon.–Fri.) 1 Person 		

KATY CAMPUS

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Fri.) 2 People 10:00 AM – 2:00 PM (Sat.) 1 Person • Evening Porter(s) 4:00 PM – 8:00 PM (Mon.–Fri.) 1 Person 		

SOUTHEAST COLLEGE

FELIX MORALES AND ANGELA MORALES

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Fri.) 3 People 8:00 AM – 4:00 PM (Sat.) 2 People 8:00 AM – 4:00 PM (Sun.) 1 Person • Evening Porter(s) 5:00 PM – 9:00 PM (Mon – Fri) 2 People 		

Note: Porters will service all buildings, as needed during the day

WORK FORCE

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon. - Fri.) 1 Person 8:00 AM – 4:00 PM (Sat.) 1 Person • Evening Porter(s) 5:00 PM – 9:00 PM (Mon. – Fri) 1 Person 		

LEARNING HUB / PARKING GARAGE 1ST FLOOR

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon. - Fri.) 2 People 8:00 AM – 4:00 PM (Sat.) 1 Person • Evening Porter(s) 5:00 PM – 9:00 PM (Mon. – Fri) 1 Person 		

Note: Porters will service both buildings, as needed during the day

FELIX FRAGA

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon. - Fri.) 1 Person 9:00 AM – 5:00 PM (Sat.) 1 Person • Evening Porter(s) 4:00 PM – 8:00 PM (Mon. – Fri) 1 Person 		

SOUTHWEST COLLEGE

APPLIED TECHNOLOGY

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 4:00 PM (Mon.–Fri.) 1 Person • Evening Porter(s) 4:00 PM – 8:00 PM (Mon. – Fri) 1 Person 		

GULFTON CAMPUS

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon.–Sat.) 1 Person • Evening Porter(s) 4:00 PM – 8:00 PM (Mon.–Fri.) 1 Person 		

ALIEF CAMPUS AT HAYES ROAD

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
<ul style="list-style-type: none"> • Day Porter(s) 8:00 AM – 5:00 PM (Mon. – Fri.) 1 Person 9:00 AM – 2:00 PM (Sun.) 1 Person • Evening Porter(s) 4:00 PM - 8:00PM (Mon. – Thur.) 1 Person 		

SCARCELLA SCIENCE AND TECHNOLOGY

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 4:00 PM (Mon.–Sat.) 2 People	
• Evening Porter(s)	4:00 PM – 8:00 PM (Mon.–Fri.) 1 Person	

FINE ARTS CENTER

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 4:00 PM (Mon. – Fri.) 1 Person	
• Evening Porter(s)	4:00 PM – 8:00 PM (Mon. – Fri.) 1 Person	

STAFFORD LEARNING HUB

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 4:00 PM (Mon.–Sat.) 3 People	
• Evening Porter(s)	4:00 PM – 8:00 PM (Mon.–Sat.) 2 People	

WEST LOOP CENTER – HISD

	Number of Persons	Total Hours
Evening Cleaners	_____	_____
Weekend Cleaners	_____	_____
• Day Porter(s)	8:00 AM – 5:00 PM (Mon.-Sat.) 2 people	
	7:00 AM – 4:00 PM (Mon.-Fri.) 2 people	
	2:00 PM – 6:00 PM, (Sun.) 1 Person	
• Evening Porter(s)	4:00 PM – 8:00 PM (Mon.-Fri.) 2 people	

Note: Porters will service both HCC and Early College areas as needed during the day

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V. GENERAL CLEANING / PERFORMANCE REQUIREMENTS FOR ALL FACILITES

A. Equipment and Supplies:

1. All Contractor furnished equipment shall be engraved or otherwise permanently identified so that ownership can be readily determined. All Contractor equipment shall be kept in good working order.
2. Contractor shall furnish and keep in good working order all necessary tools, equipment and supplies, including, but not limited to, waxes, soaps, cleaners, mops, brooms, buffers, ladders, hoses, vacuum cleaners, etc. The College Operations Officer, or designee, must approve all supplies and/or equipment prior to their use under this contract. Any non-complying equipment or supplies shall be changed out immediately at the request of the COO or designee. Janitorial closets located in College facilities may be used by the Contractor and shall be kept clean and free of debris and odor at all times and supplies and equipment stored in any the janitorial closets shall be stored in a neat and orderly manner and in such a way as to prevent injury to College staff, the public, or Contractor's employees. Contractor's on-site supervisor shall maintain an equipment inventory and a copy shall be given to the HCC facility manager or designee, upon request.
3. HCC has incorporated a green-standard level of cleaning and has set a minimum of eighty percent (80%) of all chemical and paper products supplied by the contractor must have a Green Seal (GS) rating. The Contractor will provide all environmentally friendly cleaning chemicals, floor finishes, and waxes as needed for an efficient and complete cleaning program for the College. (See Exhibit A)
4. HCC will furnish chalk and erasers and secured storage areas for all Contractor furnished equipment and supplies. Control of all equipment and supplies shall be the sole responsibility of the Contractor.
5. Contractor shall supply cleaning products and supplies, including those needed to clean and maintain white boards, all paper products and restroom supplies including, but not limited to, paper towels, toilet seat covers, sanitary napkins, urinal cakes/screens, soap and fragrance/deodorant canisters and batteries for air freshener units in all restrooms, break rooms, kitchenettes and any other location that dispensers may be located. In addition, toilet seat cover dispensers shall be mounted and stocked for all restrooms located in public areas. All toilet tissue shall be at least 2-ply. Fikes units to be maintained by vendor. Contact Fikes of Houston take over cost of service Any product supplied by the contractor must fit the existing Kimberly Clark dispensers currently installed at all HCC facilities.
6. HCC has incorporated a green-standard level of cleaning; all paper products(see Exhibit A) supplied by the Contractor shall be green certified. Following is a list of green-certified paper products that are the minimum standard that would be acceptable if submitting pricing on Attachment 2A - Schedule of items and Prices – Green Requirements: An alternate brand or product number may be supplied as long as it is equal or better in quality and the substitution is approved by the campus manager or College Operations Officer or designee, prior to installation.
 - a. Toilet tissue: Kimberly Clark coreless JRT #7006 Green
 - b. Toilet tissue: Kimberly Clark coreless SRT #04007 - Green
 - c. Hand towels: Kimberly Clark HRT #50606 or #02000 - Green
 - d. Hand towels: Scott fold towels # 01950 - Green

7. Several campus locations host special events / church services for other than instructional purposes. The contractor shall accommodate and maintain the facilities for these events as well.
8. For locations that have AutoSan (commode drip) dispensers, units must be maintained with the appropriate chemical agent. Locations with Fikes air freshener units must be maintained.

B. Cleaning Activity Specifications

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. At a minimum all janitorial services must be provided and performed to meet the requirements of APPA's Level 3 cleaning. The cleaning activities are included in Section VIII, "Cleaning Requirements and Frequency Schedule".

1. General Cleaning:

Pick-up trash, bag and place in designated areas, leaving area neat and free of trash. Do not remove items that do not appear to be trash. Leave items that appear to be placed purposefully (such as desk items, test papers, etc.), and leave or turn in items that appear to be lost, such as coats, books, notebooks, etc.

2. Hard Surface Floors:

- a. Sweep using soft hair brooms sprayed with a non-oily sweeping compound. 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 the broom shall be loosened sufficiently to permit removal by sweeping.
- b. Dust mop using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt, 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.
- c. Damp mop using a clean mop and clean water or neutral detergent. Dust mop floors immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If strong cleaning solution is used, floor shall be rinsed with clean water.
- d. Spray buff using a floor-polishing machine and clean water or buffing compounds compatible with wax on floor. Floors shall be damp mopped immediately prior to spray buffing. Spray buff until floor is dry and glossy. Dust mop floor after buffing to remove all loose wax residue.
- e. Strip and refinish vinyl tile floors by removing all old wax 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. Apply wax using a new mop or other equipment according to manufacturer instructions, applying at least six (6) coats of wax. Wax shall be applied evenly, and shall cover the entire floor surface.

- f. Terrazzo flooring shall be maintained using a hard rock crystallization treatment. A maintenance process shall be completed on monthly basis and an annual crystallization process shall be done during the Winter Holiday break.
- g. Scrub and disinfect floors using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor and film. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with a clean cloth or sponge and germicidal cleaner.

3. Carpeted Floors:

- a. Vacuum carpeted floors using a vacuum cleaner that incorporates brushing or beating action. 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.
- b. Carpeted floors are to be cleaned using a water extraction method safe for all carpets and quick drying. Immediately prior to cleaning, vacuum, spot clean, and pre-treat heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand. Furniture 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. Care shall be taken when moving desks, large tables, file cabinets, credenzas, shelving units, etc. BONNETING IS NOT ALLOWED.

4. Walls and Doors:

- a. Dust walls, moldings, doorframes, and tops of doors using a clean cloth treated with a non- oily dressing to leave surfaces free of dust, loose dirt and webs.
- b. Spot clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains and streaks.
- c. Scrub and disinfect walls, including incidental hardware and vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor and film.

5. Fixtures and Furniture:

- a. Empty trash cans, bag trash daily, and place in the appropriate dumpster.
- b. All specified recyclable materials must also be collected a minimum of one (1) time per week or when the container is nearing capacity, maintaining separation into appropriate containers. Once collected, materials are to be moved to the proper designated locations for disposal into an identified recycling container.
- c. Replace trash can Liners with liners compatible with trash can size.
- d. Wash trash cans using a neutral detergent solution, germicidal cleaner for restroom trashcans, leaving the trashcan clean and free of odor.
- e. Clean and disinfect water fountains by cleaning metal type fountains using a germicidal cleaner and polishing sides of fountain with a clean cloth, leaving the water fountain clean using a germicidal cleaner and dry with clean cloth. If necessary, porcelain type fountains shall be scoured with abrasive cleaner to

remove mineral deposits. Metal fountains shall be cleaned and polished with appropriate stainless steel cleaner.

- f. Dust and clean light fixtures using a clean dry cloth, or water and a neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.
 - g. Empty and clean cigarette urns. Clean the sand in sand type urns with a sand screen or sieve to remove all butts and ashes, and other debris. Wipe exterior of urn with a damp cloth to remove butts, ashes, and debris, wiping clean with detergent, and polishing with clean dry cloth.
 - h. Dust furniture, including shelves, windowsills, computers and all other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. While dusting do not disturb papers or books located on desks, tables or shelves.
 - i. Clean furniture by damp wiping vinyl, plastic, or leather furniture, and vacuuming cloth furniture to remove all loose dirt, lint, and dust.
 - j. Dust blinds using a cloth treated with a non-oily cleaner to remove all dust, loose dirt, and webs.
 - k. Clean hardware using a clean cloth dampened with a neutral cleaner. Wipe dry and polish metal surfaces.
 - l. Clean vertical grilles and louvers by dusting using finger duster or cloth treated with a non-oily cleaner, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
 - m. Clean ceiling grilles and louvers by dusting using finger duster or cloth treated with a non-oily cleaner, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponges dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
 - n. Clean rug type mats by vacuuming or sweeping to leave mat clean of all loose dirt and soil.
 - o. Clean handrails and accessories using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
 - p. Clean chalkboards using clean water or pre-approved chalkboard cleaner and wipe dry with a clean cloth leaving chalkboard clean and free of chalk residue. Also wipe out chalk trays and machine clean erasers to remove all chalk residue. Contractor shall replenish and maintain classroom chalk trays stocked at all times. HCC shall supply chalk to the contractors.
 - q. Empty and clean pencil sharpener, wall mounted and non-electric type, by emptying all shavings and wiping clean with a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
6. Restroom Fixtures and Accessories:
- a. Clean and disinfect toilet fixtures including toilet bowls, urinals, sinks, air freshener dispensers, etc., using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixture, leaving surfaces clean

and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.

- b. Clean and disinfect toilet accessories including dispensers, disposals, shelves, mirrors, partitions, etc., using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and 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.
- c. Replace toilet supplies as necessary to keep supplies from running out; including toilet paper, toilet seat covers, paper towels, urinal cakes/screens and soap. Supplies shall be of the brand and quality, specified in this proposal and must be compatible with existing holders and accessories.

7. Glass:

- a. Clean door glass, both sides, and wipe 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.
- b. Clean entrance door and/or hallway door glass and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.
- c. Clean interior windows and wipe 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.

8. Exterior Area:

- a. Remove dirt etc. when necessary, using tools, appropriate chemicals and pressure washing as needed to keep building entrance areas and sidewalks clean.
- b. Clean building and entrance area to 10' outside of entrance door by sweeping concrete surfaces, pick up and remove trash, leaves, grass and other litter. Pressure washes all patios, outside lounge areas, patio furniture and umbrellas, walkways and drives within 10' outside of entrance doors once each month. Cleaning shall incorporate designated patio areas or walkway to a patio area which extend beyond 10' outside of entrance door.
- c. Clean exterior of glass entrance area and wipe 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 adjacent to the entrance doors.
- d. Ash containers outside of buildings will be cleaned by the contractor at least once in the morning and once in the afternoon daily, as well as the walk areas where cigarette butts may be scattered.
- e. Police exterior surface parking lots, five (5) days per week (Mon-Fri) for one hour each day per lot. This service shall include, but is not limited to, emptying trash receptacles around the lots and pick up trash such as paper, bottles, newspaper and small trash.

C. Required Major Equipment for Routine Work:

- 1. The Contractor shall be responsible for maintaining the proper equipment required to complete the stated work objectives contained in this proposal. The following list of equipment, at minimum, is necessary to complete the stated work

objectives. Contractor must provide sufficient quantities of the equipment for the accomplishment of the work.

- a) High speed floor machines
 - b) Wet/ dry tank vacuums
 - c) Upright carpet vacuums and backpacks
 - d) Shelf-type custodial carts
 - e) Small pump-up sprayers
2. Equipment used to complete the stated work objectives must meet the manufacturer's mechanical and safety specifications.

Contractor shall provide a list of all major equipment on a separate document attached to the proposal submission.

D. Chemicals:

1. General Requirements and Specifications:
 - a. The Contractor shall furnish all environmentally friendly chemicals necessary to perform the work in accordance with the Scope of Work requirements. The College requires the use of "Green Seal," or other non-hazardous/biodegradable cleaning products in all of its buildings. Any non-complying equipment or supplies shall be changed out immediately at the request of the COO or designee. Green Cleaning. Eighty percent (80%) of cleaning chemicals used throughout the course of this contract must have a Green Seal (GS) rating;
 - b. The Contractor shall use only those brands and types of chemicals meeting the specifications contained herein. Contractors shall submit the list of chemicals by type and brand that they propose to use HCC to the College Operations Officer with a copy to the safety department. No other chemicals of any brand or type may be used unless the Contractor has obtained written permission to change in accordance with the following procedure. HCC reserves the right to reject any brand or type and order the Contractor to substitute another product acceptable to HCC. The Contractor must have yearly training for all its employees on hazardous chemicals and provide signed documentation by the employee of such training to the College Operations Officer or designee;
 - c. The Contractor shall maintain an onsite copy of OSHA Form 20, Material Safety Data Sheet (MSDS), or equivalent forms, for all chemicals that will be present at each location and used in the performance of the contract. An additional copy shall be provided to each College Operations Officer or his/her designee;
 - d. The MSDS shall be posted in all closets where cleaning chemicals are stored. The MSDS must be multilingual, to sufficiently accommodate non-English speaking employees, assigned by the Contractor to the building. The hazardous chemical list must be kept updated;
 - e. All hazardous materials must be properly labeled;
 - f. All chemicals used by the Contractor must have the manufacturer's quality control batch numbers included on the cases or containers;
 - g. The Contractor shall also maintain on site documentation to satisfy the Texas Hazard Communication Act for chemicals used in performance of the work, at a location designated by the appropriate HCC representative.
2. Chemical Substitution Requests: Prior to substituting chemical products, the Contractor shall submit a written request to the College Operations Officer, with a copy to the safety

department, for review and concurrence. The written request shall identify the product use, the brand name and the manufacturer's name along with a sample for onsite evaluation. If the alternate product is accepted for substitution then the MSDS book and postings must be updated to reflect the change.

3. **Prohibited Chemicals:** No ammonia, powdered cleanser or any other type of corrosive or damaging chemical agents shall be used in the performance of the work requirements without the written concurrence of the College Operations Officer and the safety department.

E. Task Performance Standards:

1. **General Cleaning:** Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the process of disinfecting, if required by HCC.

Standard: When properly cleaned, an area, fixture or item will be free of all dirt, soil, stains or other foreign material and will present a clean, safe, healthful, and pleasant appearance.

2. **Specific Elements of Routine Task Housekeeping Performance Standards:** The preceding tasks are general in nature and are not intended to eliminate any specific elements of the housekeeping routine. However, the specific elements of the housekeeping routine will be judged against the general task description and standard.

3. **Acceptable Quality Level:** The level of service which must be maintained, as outlined below, for which the Contractor will not be paid, or for which damages will be assessed and deducted from any invoice currently due, or charged in any other manner allowed under the terms of this contract or by law, rule, or delegation.

If during the course of cleaning and a process or chemical damages the intended surface to be cleaned or any other surface, the Contractor shall be responsible for the replacement of the damaged item or damaged area to its original condition prior to the damage.

4. **Sweeping:** Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

Standard: When properly completed, a swept area will be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt will be returned to their original location.

5. **Wet Mopping:** Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfecting detergent and water solution. This will include rinsing if required or recommended by the detergent manufacturer.

Standard: When properly completed, a wet mopped floor will be free of all dirt, debris, soil, liquids or other foreign material. It will present a uniform appearance free of streaks, smudges, heel-marks or any other marks that can be reasonably removed through this cleaning method. All splash marks/spots on walls and furniture/fixtures must be removed upon the proper completion of the wet mopping task. All items moved to accomplish this task will be returned to their original positions.

6. **Machine Scrubbing:** Machine scrubbing is defined as the use of a mechanized scrubbing/vacuum machine to accomplish the same result as wet mopping for large areas such as halls, lobbies, auditoriums or similar large areas which would otherwise require extensive labor requirements to complete in a reasonable time period.

Standard: When properly completed, machine scrubbing will be held to the same quality standard as wet mopping.

7. **Damp Mopping:** Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

Standard: When properly completed, damp mopping will be held to the same quality standard as wet mopping.

8. **Spot Cleaning:** Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors, walls, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

Standard: When properly completed, spot cleaning will completely remove any evidence of the soiling which necessitated the cleaning and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

9. **Stripping:** Stripping is defined as the complete, as is practicable, removal of the wax/finish applied to non-carpeted floor. Stripping may be accomplished by either manual or mechanized application of an approved stripping agent.

Standard: When properly accomplished, a stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution, and shall be ready for the re-application of sealer and floor finish. All splash evidence on baseboards and furniture/fixtures shall be removed.

10. **Sealing:** Sealing is defined as the application of an approved floor sealer prior to the application of the final floor finish according to industry standards and manufacturer recommendations. Application may be by either manual or mechanized methods.

Standard: When properly sealed in compliance with the manufacturer's recommendation, a floor shall present a uniform appearance with all evidence of splashing on baseboards and furniture/fixtures completely removed.

11. **Waxing/Finishing:** Waxing/Finishing is defined as the application of an approved non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Application may be by either manual or mechanized methods. This includes buffing the finish.

Standard: When applied according to the manufacturer's recommendations, the finish will present an even, high gloss shine. All evidence of splashing will be removed from baseboards and furniture/fixtures. There will be no evidence of buildup or discoloring. After stripping, sealing and waxing have been completed all items moved shall be returned to their original positions.

12. **Spray Buffing:** Spray buffing is defined as the application of a wax and water solution to a floor and buffing with a high-speed buffing machine to refurbish the floor finish after wet or damp mopping.

Standard: When properly completed, a spray buffed floor shall be held to the same quality as a newly waxed/finished floor.

13. **Vacuuming:** Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and other items which lend themselves to this

method of cleaning (Examples: couches, chairs, walls, curtains/drapes).

Standard: When properly vacuumed, there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process shall be returned to their original positions.

14. **Shampooing:** Shampooing is defined as the application of an approved cleaning agent to a carpeted floor or cloth material or covering for the purpose of removing embedded soil, dirt, stains or other foreign materials. Application may be by manual or mechanized methods.

Standard: When properly shampooed, an item will be free of any foreign material such as dirt, soil, and stains. The item will be free of any cleaning residue and shall present a clean and uniform appearance. All excess-cleaning agents shall be removed from baseboards, walls, and furniture/fixtures. Any items moved during this process will be returned to their original positions.

15. **Dusting:** Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which may accumulate airborne particles. Normal or low dusting is all levels up to and including six (6) feet in height. All high dusting will be all levels above six (6) feet high.

Standard: When properly dusted, an item will be free of any laden airborne materials, streaks, and smudges. Laden airborne matter will be removed by either mechanical, chemical or manual means except that devices that merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task will be returned to their original position.

16. **Glass/Window Cleaning:** Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass windows, doors, partitions, or any other items which may consist in whole or part of glass or similar material, including mirrors. The Houston Community College System must approve all chemicals or solutions used to accomplish this task.

Standard: When properly cleaned, glass objects will be free of all dirt, soil, smudges, streaks, smears or any other substances that will interfere with the passage or reflection of light rays as may be applicable to the particular object. All excess spray/solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.

17. **Trash/Waste Removal:** Trash/Waste removal is defined as the collection and disposal of all materials that have been placed into appropriate containers dedicated for disposal. This service also includes the separation of identified recyclable materials and placement into an identified recycling container.

18. **Recycling:** All specified recyclable materials must be collected, maintaining separation into appropriate containers. Once collected, materials are to be moved to the proper designated locations for transportation.

Standard: When properly removed, the waste receptacles will be free of all waste and disposed materials. When any liner is used in a waste receptacle it shall be replaced if there is any evidence of soiling, tearing or other damage or contamination. When any receptacle has been used for disposal of liquid or wet wastes the liner shall be replaced regardless of its age or appearance. If the liner leaked or otherwise allowed wastes to contact the receptacle, the receptacle will be cleaned and disinfected. Recyclable materials will be kept separated and placed into their appropriate containers.

19. **Metal Cleaning/Polishing:** Metal cleaning/polishing is defined as the removal of dirt, soil, fingerprints, smudges, streaks, watermarks, scale and other foreign material from metal surfaces

and textures.

Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish, the metal surface will present a clean uniform appearance free from all dirt, soil, marks, smudges, streaks, scale, etc.

20. **Disinfecting:** Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated, through the application of an approved disinfectant by either manual or mechanical methods.

Standard: When properly disinfected, surfaces shall be as free as possible of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the agency or through an independent testing facility.

21. **Woodwork Cleaning/Polishing:** Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

Standard: When properly cleaned and polished, the wood will exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material that would detract from a clean and appealing appearance.

22. **Dispenser Service:** Dispenser service is defined as the checking, and refilling of all towel, toilet tissue, toilet seat covers, soap, air fresheners or any other dispensers which may be identified by HCC.

Standard: When properly serviced, dispensers will have an adequate, at least one (1) day, supply of dispensed product or will be identified as needing a follow-up check to insure that the dispenser does not remain empty for an extended period of time. At no time will additional supplies be left for patrons/clients/students/employees to install in the dispensers.

23. **White Board Cleaning:** White board cleaning shall include the erasure with an approved board erasure or soft cloth of all visible marks. Boards shall be conditioned with an approved product applied on a weekly basis per the board manufacturer's instructions or as needed, due to excessive use of the boards.

Standard: When the boards have been cleaned properly, there shall be no marker residue on the boards nor shall there be any visible marker or shadow of marker left on the boards. When conditioner is applied it shall be applied according the manufacturer's instructions.

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VI. Special Conditions

1. Services and Frequency Schedule:

It shall be the responsibility of the Contractor to be familiar with good housekeeping procedures and practices and to perform the required services accordingly. The Contractor shall be familiar with the requirements of the various areas and shall have examined the premises and understands the conditions under which the Contractor will be obligated to perform. Supervisors shall provide a weekly checklist to ensure items have been completed. The cleaning requirements and frequency schedule are outlined in Section VIII, Cleaning Requirements.

2. Policing of Exterior Surface Lots:

The contractor shall provide policing of exterior surface parking lots, five (5) days per week (Mon-Fri) for one hour each day per lot. Policing of exterior surface lots and parking garage service shall include, but is not limited to, emptying trash receptacles around the lots and pick up trash such as paper, bottles, cans, newspaper, cigarette butts and other debris and dispose of it accordingly.

3. Alarms:

If a building is equipped with an alarm system, it must be turned on when leaving the building after cleaning is completed for the day. If the Contractor's personnel is unable to activate the alarm or secure the building, they must contact HCC Police Dispatch by telephoning 713-718-8888 before leaving the facility.

4. Communication:

- a. The campus administrator or designee must be able to communicate both in writing and verbally in English with at least one (1) designated employee of the contractor's on-site staff at all times.
- b. There shall be a lead porter / custodian on duty at all times (day and night) while the porter/cleaning personnel on HCC premises. The role of the lead porter / custodian shall be to supervise staff, conduct daily written inspections, develop cleaning project lists for daytime / evening staff and conduct follow-up and cleaning duties.
- c. Designated on-site staff must carry a two-way radio provided by HCC at all times.

5. Emergency Contact:

In case of an emergency at a campus location, the Contractor must provide a 24 hour, 7 day a week contact number with response time within one (1) hour after notification and staffing on-site within two (2) hours if required.

6. Contractor Representative:

Prior to the start of contract performance, the contractor shall advise HCC, in writing, of the primary and alternate representative (including phone number) who will have management responsibility for the total contract effort to receive and act on and resolve problems of a contractual nature. In addition, the contractor shall have a full-time person that will office at the HCC Administration building to serve as a liaison between HCC and the contractor and its subcontractors. This person will serve as the direct contact for all janitorial services related issues that arise at any of the HCC campus facilities.

7. Security Access Cards:

- a. Prior to the issuance of a security access card to any contractor's or subcontractor's personnel, a government-issued photo identification card and a completed application for a card must be presented to the HCC Police Department. An acceptable government-issued photo ID card is defined as one of the following: a Texas ID Card, a valid Driver's License or Resident Alien Card. A second form of

identification may also be requested. The HCC Police Department personnel will make a photocopy of the document presented and it shall be filed with the access card application.

- b. The contractor shall immediately notify HCC's janitorial services manager and return such identification badges and garage tags for contractor's employees whose services are no longer needed during the course of the contract or whose employment has been terminated with the contractor.
- c. The contractor will be assessed a \$20.00 fee for any identification badges that are lost or not returned to HCC.
- d. At the termination or expiration date of this contract, the contractor shall return to the HCC Janitorial Services Manager all HCC-issued identification badges.

8. **Contractor's Employees**

- a. Immigration Reform and Control Act of 1986 - By submitting a statement of qualification, the Contractors certify that they do not and will not, during the performance of this contract, employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- b. The contractor shall screen all employees and is required to conduct a pre-employment criminal background check on all employees **prior** to their assignment to this contract. Any falsification of application information or credentials or failure to make full disclosure of criminal history shall be grounds to remove and bar the contractor's employee from any and all HCC's facilities;
- c. The contractor must submit the name, address, social security number, date of birth and driver's license number of all employees that will be assigned to work at an HCC facility. This information, along with the results of a criminal background check, shall be submitted to the HCC Manager for Janitorial Services prior to assigning any employee to this contract;
- d. The contractor must immediately notify, in writing, the HCC Manager for Janitorial Services and the Campus Manager the name(s) of any employees that will no longer be assigned to work at an HCC facility and provide the information listed in Item (b) above for the replacement employee;
- e. All contractors' employees while on duty at any HCC facility shall wear, in plain view, name tag or company identification, indicating their affiliation with the contracting firm.
- f. All employees shall be neatly attired at all times, and in a manner that will reflect credit both upon the contractor and Houston Community College;
- g. Persons employed by the contractor to perform services under this contract shall be legally authorized to work in the United States;
- h. When working in HCC facilities, the contractor shall prohibit their employees from disturbing papers on desks, opening desk drawers or using any office equipment including telephones, computers, fax machines, copiers, etc.;
- i. All HCC facilities are non-smoking buildings. Contractor employees are prohibited from smoking in all non- designated areas;
- j. Sleeping on the job is prohibited;
- k. Theft or aiding in the theft of any HCC or tenant's property by the contractor's employees is prohibited. The contractor shall be financially liable for all thefts by its employees;

- l. Use of any HCC or tenant's computer, telephone, fax, television, etc. equipment is prohibited;
- m. The contractor shall require their employees to comply with the instructions pertaining to conduct and other regulations called to the attention of the contractor by the janitorial services manager or designee;
- n. At the request of the janitorial services manager or campus manager, the contractor shall remove an employee from their work force that is found unacceptable or unsatisfactory by the HCC manager. It shall be the contractor's responsibility to find a suitable replacement for the removed employee;
- o. HCC may periodically request additional custodial / porter personnel to perform services not covered by this specification. Normally notification to provide extra services will be given at least twenty-four (24) hours in advance. The cost for the additional personnel will be based on the rate quoted on Attachment No. 2, the Schedule of Items and Prices.

9. Attendance Log

- a. Each contractor's employee shall sign an attendance log or utilize a time recorder each day/night; sign in at the beginning of the shift and sign out at the end of the shift. The location of the attendance log shall be determined by the campus manager at each facility.
- b. At a minimum, the attendance log shall have; actual time the employees entered the property, the actual time the employee left the property, the actual time the employee received and/or returned the keys, the employee's legible signature, and the task to be performed.
- c. The attendance log will be used as a daily record to monitor the contractor's employees actual time recorded for the shift he/she worked. Any contractor's employee's entry on the attendance log that has been intentionally falsified, the person(s) responsible will be requested by HCC to be immediately removed from the contractor's on site work force and not be allowed to work at any HCC facility.

10. Keys to Building

- a. The contractor or its employees, at all times, shall be fully compliant with the key control procedures set forth by HCC. The procedures are as follows:
 - 1) The security guard on duty has control of the janitorial keys. The guard on duty will issue keys to the contractor's personnel based on the following:
 - a) Employee must provide proper photographic identification; and
 - b) Employee shall sign an attendance log upon receipt and return of such keys.
- b. Under no circumstance shall the contractor's employees leave the building without returning the keys to the guard on duty, and shall not leave the keys unattended at any time. In the event that the security guard is not at his/her duty station, the employee(s) shall wait for his or her return or call Dispatch at 713-718-8888 to contact the security guard on duty.
- c. The contractor shall be responsible for any lost keys, card keys and shall be financially liable for their replacements. This shall include all costs associated with the replacement keys, the re-keying of any doors and all cores that require replacement as a result of the loss. HCC will provide the contractor with the actual cost for the replacements and will deduct the applicable amount from the contractor's invoice for payment.

11. Method of Payment

The Contractor shall submit to HCC Accounts Payable Department a certified itemized invoice for payment for services rendered and accepted by HCC during the previous month. The invoice shall be accompanied with supporting documentation and details, including dates and hours worked. Payment will be made within thirty (30) calendar days after receipt and approval of a proper invoice.

12. Quality Control

The Contractor shall conduct walk-through inspections of the facilities at least monthly with HCC College Operations Officers, or their designees. The Contractor shall, at all times, employ and maintain an adequate staff on the HCC premises for consistent and efficient performance of all services as specified in this Contract. HCC shall notify the Contractor of housekeeping tasks that are not being performed in a satisfactory manner, as specified in the Contract. In the event of such notification, the Contractor shall take all necessary steps to correct non-performance or unsatisfactory performance within twenty-four (24) hours

13. Uniforms

All Contractor employees shall be uniformed properly and shall be neat and clean in their appearance, and shall be easily recognized as a Contractor employee. All employee uniforms shall be of the same design and color. The Supervisor's uniform shall be of the same design but may be of a different color to distinguish him/her from the custodial staff. All uniforms must include a name tag or other markings with the name of the Contractor attached thereto. Uniforms shall be worn at all times while working in HCC facility. Contractor accepts and understands that any employee who fails to meet this requirement may be asked to leave HCC property. Should this occur, HCC will not compensate the Contractor or Contractor's employee for lost time.

14. Safety

The Contractor shall submit for approval a plan. for safety training within thirty (30) days of contract award. This program shall include the specific action that will be taken to train employees in:

- a. Safe work habits;
- b. Safe use of cleaning chemicals;
- c. Safe use of cleaning equipment;
- d. The use of equipment signs, in particular, wet floor signs, barriers, or other devices, to protect the building occupants or equipment;
- e. Recognizing hazardous or other materials that are not allowed for use in this contract;
- f. Contractor shall submit Material Safety Data Sheets (MSDS) to the HCC Safety Officer in advance for all materials being used by the Contractor on the premises of HCC; and
- g. In addition to the above, the Contractor is responsible for obeying all rules and regulations of any governing agency having jurisdiction.

15. Security

The Contractor is responsible for training its employees in the security requirements of HCC and is responsible for enforcing the security rules of HCC as they apply to its employees. In addition to any other security rules and regulations, the Contractor shall inform its employees of the following:

- a. No guns, knives, or other dangerous weapons are allowed on HCC premises;
- b. No dangerous drugs, or other prohibited substances, including alcohol, are allowed on premises. Contractor will not allow employees to work while under the influence of prohibited substances;

- c. The Contractor will be furnished keys to the facilities and shall be held responsible for their use or misuse. All keys shall remain the property of HCC and shall not be duplicated by the Contractor or its employees. All keys and parking tags shall be returned to the College Operations Officer upon request. The Contractor will be liable for the cost of any keys not returned, for replacement keys, and for the cost of any re-keying of locks necessitated by loss of keys. The Contractor will be charged \$10.00 for each key misplaced or lost;
- d. Keys shall not be left in doors or on service carts at any time;
- e. No master keys may be taken from the building. A supervisor may remove those keys necessary to gain access to the building(s) and the key cabinet; and
- f. All exterior doors must remain as they are found when entering the building by the Contractor's employees.

16. Waste Removal

All trash collected by the Contractor must be removed via designated exit points to areas designated by the College Operations Officer or designee.

17. Non-Performance of Services

No payment will be allowed the Contractor for man-hours worked on any job assignment under the following conditions:

- a. The employee does not have the required equipment, supplies or materials as specified to perform the scheduled work;
- b. The job assignment is not performed in strict accordance to specifications;
- c. It shall be the responsibility of the Contractor to insure all custodial work requests or complaints are resolved and completed in a satisfactory manner. HCC will exercise the option to use an outside custodial vendor after three (3) written notifications have been given to the Contractor for unresolved work requests or complaints. The outside custodial vendor will be at the expense of the Contractor;
- d. It is the Contractor's responsibility to furnish day Custodians as required and requested. The Contractor cannot bill HCC when day Custodians are absent from work and no replacements are available;
- e. It shall be the responsibility of the Contractor to insure at least two (2) of their day Custodians are available to work overtime or weekends, when required; and
- f. Fall, winter, spring and summer cleaning shall be done in accordance with the scope of services of this contract. Non-Performance can result in a deduction of payment from the vendors invoice(s).

18. HCC-furnished Storage Space

The Contractor shall store its supplies, materials, and equipment in storage areas and custodial closets designated by the College Operations Officer or designee. The Contractor agrees to keep these areas neat and clean at all times in accordance with all applicable fire regulations. Also, all cleaning equipment shall be kept clean and in good repair at all times.

19. Reporting Needed Repairs

The Contractor's employees will be required to actively seek out and report to their on-site supervisor **or the Campus Manager (office)**, any needed repairs to the building, its furnishing, its fixtures and its mechanical equipment, etc. within the area covered by this Contract. Any item of a critical priority or an emergency nature will be reported upon discovery to the HCC Police Department.

20. Audit and Review of Contractor Records

The Contractor shall make available to the duly authorized representative of HCC, all payroll records, invoices for materials, books of account and other relevant records, pertinent to the Contract for the purposes of inspection and audit of such records upon request by HCC.

HCC shall have the option to audit all accounts directly pertaining to the resulting contract for a period of three (3) years after the contract expiration date or as required by applicable State and Federal law. Records shall be made available during regular working hours for this purpose.

21. Supervisory Requirements

The Contractor shall have a supervisor on-site directly in charge of the work who shall represent the Contractor and communicate with and coordinate the work with the College Operations Officer or designee. The Contractor's Supervisor shall be approved by the College Operations Officer or designee and shall not be replaced without prior consent of the same.

22. Labor Activity

If any strike, boycott, picketing, work stoppage, slowdown, or other labor activity is directed against the Contractor at a HCC facility, which results in the curtailment or discontinuation of services performed hereunder, HCC shall have the right, during said period, to employ any means legally permissible to have the work performed. This may include the use of the Contractor's equipment.

23. Minimum Wage Requirements

Notwithstanding any other provision of the contract, the Contractor covenants and agrees to pay each of their employees engaged in any way in work where under, a wage not less than what is currently known as the "Federal Minimum Wage", and any increase or amendments thereto. Furthermore, the Contractor shall produce proof of compliance with this provision to Houston Community College. Houston Community College shall withhold payments due to the Contractor hereunder until the Contractor has complied with this provision. Prior to any payment being made for work satisfactorily completed and accepted, the Contractor shall submit affidavits with Contractor's billing documents affirming that all employees have been paid not less than the Federal Minimum Wage.

24. Bonding Requirements

The Contractor shall furnish payment bonds, payable to "Houston Community College System," within fifteen (15) calendar days following contract award. The sum for penalty under this bond will be 100% of the amount of the payment amount per each contract year.

25. Employee Background Checks

- a. The Contractor shall have a comprehensive background check performed for its employees and/or its subcontractor's employees performing housekeeping services in any Houston Community College (HCC) facility, prior to placing the employee at any campus.
- b. The Contractor shall obtain a comprehensive background verification report on information contained in the past seven (7) years that includes, but is not limited to the following:
 - i. National Sex Offender Registry Search;
 - ii. Felony and Misdemeanor Charges (Federal, State and Local);
 - iii. CP National Criminal File PLUS;
 - iv. Social Security Number Verification;
 - v. Statewide Criminal; and

- vi. Global Sanction Search
- c. Contractor attests and affirms by responding to this solicitation that all Contractor's employees assigned to projects for and within HCC property have completed background checks, those background checks have been verified and reviewed by Contractor as acceptable for work for and within HCC property, and Contractor further accepts all liability for actions of Contractor employees.
- d. Contractor shall provide a list of all Contractors' staff assigned to each work site.
- e. The list shall include name, social security number, date of birth, and the employee's work schedule and assignment.

26. Removal of Employees

The College Operations Officer or designee may request removal from the Houston Community College premises any employee for cause, including but not limited to, poor or non-performance of work, theft, abusive language and behavior or improper attire. The Contractor shall immediately remove the employee from the premises upon receipt of such request to do so.

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VII. DAY PORTER DAILY CLEANING TASKS

The following duties are a minimum standard for all campuses. Each individual campus may vary slightly due to usage and night-time accessibility.

ENTRANCES, LOBBIES, CORRIDORS, VENDING, LOUNGES, RECREATION AREAS, CLASSROOMS, LIBRARIES AND OTHER COMMON AREAS:

- The day porter is responsible for cleaning offices or areas that are inaccessible to the nightly cleaning crew due to security and privacy access restrictions;
- Collect and remove any litter;
- Remove trash from tables, ledges, and other building and furniture surfaces;
- Pick up trash or other debris within ten (10) foot perimeter of exterior of building;
- Empty waste receptacles that are full or nearly full;
- Empty and clean outside ash receptacles;
- Remove gum or other sticky items from floors. Spot clean walls, doors, door facings, columns, and other building surfaces to remove handprints, smudges, and other obvious soil or graffiti;
- Damp wipe soiled surfaces including flat surfaces, counter tops, tables, etc;
- Refill paper towels and coffee service items in break rooms (if applicable) as needed;
- Clean entrance mats with an upright carpet vacuum or a stiff broom and lobby pan. During inclement weather, clean entrance mats with a tank-type vacuum and damp mop entrance areas to remove tracked-in water and soil;
- Sweep / Spot mop floors as necessary to remove trash and spills;
- Spot vacuum carpeted areas where needed;
- Erase and clean chalkboards and/or dry marker boards using manufacturers suggested cleaner or equivalent;
- Polish all bright hardware to remove handprints or smears;
- Return furniture to its original position;
- Windows and doors shall be secured;
- During inclement weather, place "wet floor" signs at all entrances;
- **Clean lounges on a frequency of every 2 hours; and
- Police parking garages, parking lots for trash and debris (remove all trash and debris) once a day or on request.

RESTROOMS:

Cleaning frequency at a minimum of 6-8 times per a day; at approximately every 2 hours Restrooms located at the System Administration must be checked hourly during regular business hours. During special functions held in the auditorium, located on the second floor, restrooms to be checked every 30 minutes.

- Collect trash and litter from the floor and other surfaces and place in waste receptacle or waste collection bag on the cart;
- Empty waste receptacles that are full or nearly full;
- Refill paper products, hand soap dispensers, sanitary napkins and urinal screens / cakes as necessary;
- Check all basins and rinse or wipe clean those that are soiled;
- Check all urinals, flush as needed, and clean those that are soiled;
- Check unoccupied stalls, flush fixtures as needed, and clean those that are soiled, and clean soiled partitions and stall doors;
- Clean wet or heavily soiled floor areas with a mop and germicidal detergent solution;
- Spot clean mirrors, walls and doors;
- Spot mop floors; and
- Upon completion of cleaning tasks, document time and date on posted cleaning schedule.

VIII. CLEANING FREQUENCY SCHEDULES

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D A I L Y	W E E K L Y	M O N T H L Y	Q U A R T E R L Y	S E M I A N N U A L	A N N U A L	O N R E Q U E S T
1. PUBLIC AREAS: Entrances, Lounges, Lobbies, Hallways, Vending & Recreational Areas							
Empty Wastebaskets and Remove Trash	X						
Spot Dust All Horizontal Surfaces	X						
Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed	X						
Complete Dusting - All Areas		X					
Complete Dusting - Exec. Suites, Chancellor & VC offices & Attorney offices at 3100 Main, 12 th floor	X						
Spot Clean: Desks, Counters, Chairs, Floors & Tables	X						
Complete Clean: Desks, Counters, Chairs, Etc.		X					
Clean and Sanitize Microwave Ovens, Coffee Makers, Refrigerators, etc. in Break Rooms and Lounges (inside and outside)	X						
Empty and Clean Refrigerators in Break Rooms (The Last Friday of Every Month)			X				
Clean (inside and outside) Refrigerators in Break Rooms Every Friday		X					
Load Dirty Dishes into Dishwasher and Start Dishwasher	X						
Clean & Disinfect Drinking Fountains and Bottled Water Dispensers	X						
Clean Glass, Mirrors and Spot Clean Windows	X						
Polish Hardware	X						
Clean Telephone Common & Damp Clean Common Instruments	X						
Spot Clean Walls, Wall Switches, Doors, Door Glass, Halls, Passage Ways	X						
Clean Furniture, Vacuum/Polish			X				
Spot Clean Upholstered Furniture	X						
Dusting of All Plants		X					

Cleaning frequency schedule cont'd

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D A I L Y	W E E K L Y	M O N T H L Y	Q U A R T E R L Y	S E M I A N N U A L	A N N U A L	O N R E Q U E S T
Shampoo Furniture				X			X
Straighten Chairs and Furniture	X						
Vacuum & Spot Clean/Water Extraction Carpets to Remove Stains, including Walk-off Mats	X						
Hose Down / Wash Exterior Walk-off Mats	X						
Shampoo Carpets				X			
Shampoo Carpets (Tenant Floors 3100 & 3200 Main)				X			
Shampoo Carpets (3100 Main Auditorium & Foyer)			X				X
Sweep and Damp Mop Tile/Slate/Terrazzo/Concrete Floors with Disinfectant Solution	X						
Buff Terrazzo Floors		X					
Buff Tile Floors		X					
Scrub & Sanitize Tile/Slate/Terrazzo Floors, Light Wax				X			
Strip & Rewax: Tile/Slate Floors, Six Coats				X			
Apply Hardrock Treatment on Terrazzo Floors (Walk-path Areas)			X				
Hardrock Treatment on Terrazzo Floors (complete)						X	
Damp Mop Floor in Gym (10 th Floor, 3100 Main)	X						
Set-up / Take-down Furniture as Requested by HCC Designated Representatives							X
Dust Window Blinds		X					
Empty Outside Cigarette Urns & Clean	X						
Outdoor Trash Receptacles Washed Inside and Out		X					
Sweep & Pick-Up Around All Outside Lobby & Building Entrances & Squeegee Water Pooling Areas	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D A I L Y	W E E K L Y	M O N T H L Y	Q U A R T E R L Y	S E M I A N N U A L	A N N U A L	O N R E Q U E S T
Pick Up Litter Around Perimeter of Building	X						
Pick Up Litter in Courtyard and Student Patio Area	X						
Place Any Left Items In "Lost and Found"	X						
Reset Furniture, Windows and Doors Secured and Lights Turned Off	X						
2. WASHROOMS: Block Doorways With Sign "Closed For Cleaning"							
Spot Clean/Sanitize: Bowls, Basins, Etc.	X						
Clean and Sanitize All Fixtures (Commodes, Urinals, Lavatories and Hand Dryers) with Disinfecting Solution	X						
Complete Clean/Sanitize: Bowls, Basins, Etc.		X					
Empty Wastebaskets & Remove Trash	X						
Disinfect Waste Receptacles		X					
Damp Wipe Wastebaskets & Replace Plastic Liners As Needed	X						
Polish All Metal & Mirrors	X						
Clean Partitions and Tile Walls With Disinfecting Solution	X						
Clean Shower Walls and Floors With Disinfecting Solution	X						
Scrub & Sanitize Shower Walls and Floors		X					
Complete Clean/Sanitize: Partitions / Walls				X			
Spot Dusting	X						
Complete Dusting (Including Ceiling)		X					
Sweep, Damp Mop & Sanitize Floors	X						
Surface Scrub & Sanitize Floors		X					
Fill & Maintain Dispensers (soap, paper towels, seat covers, hand towels and sanitary napkins)	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D A I L Y	W E E K L Y	M O N T H L Y	Q U A R T E R L Y	S E M I A N N U A L	A N N U A L	O N R E Q U E S T
Clean Mirrors	X						
Vacuum Vents & Gratings On Walls & Ceiling		X					
Post & Fill In Cleaning Schedule	X						
3. OFFICE, CONFERENCE ROOMS & MEETING ROOMS:							
Empty Wastebaskets – deposit recyclable materials into appropriate bins	X						
Dusting of All Plants		X					
Damp Wipe all Wastebaskets & Replace Plastic Liners as Needed	X						
Spot Clean Glass	X						
Vacuum Carpets	X						
Spot Clean / Water Extraction Carpets to Remove Stains	X						
Spot Dust All Horizontal Surfaces	X						
Complete Dusting All Areas and Ceiling		X					
Spot Clean: Desks, Counters, Chairs, Etc.	X						
Complete Clean: Desks, Counters, Chairs, Etc.		X					
Spot Clean: Mirrors, Windows (Interior)	X						
Spot Clean Walls, Doors, Etc.	X						
Clean Furniture, Vacuum & Polish				X			
Spot Clean Upholstered Furniture	X						
Clean Fabric Cubicle Partitions per Mfg. Recommendations (3100 Main – HCC Floors Only)				X			
Shampoo Furniture							X
Shampoo Furniture				X			
Shampoo Carpets				X			
Strip/Wax Tile Floors, Six (6) Coats				X			
Dust Window Blinds and All Plants		X					
Clean Phones		X					
Clean Whiteboards/Dry Marker Board	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D	W	M	Q	S	A	O
	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Condition Dry Marker Boards		X					
Reset Furniture, Windows & Doors Secured and Lights Turned Off	X						
4. COMPUTER ROOM / COMPUTER LAB:							
Empty Wastebaskets – deposit recyclable materials into appropriate bins	X						
Damp Wipe all Wastebaskets & Replace Plastic Liners as Needed	X						
Spot Clean Glass	X						
Damp Mop Floor		X					
Vacuum Carpets	X						
Spot Clean / Water Extraction Carpets to Remove Stains	X			X			
Buff and Polish Floors				X			
Shampoo Carpets				X			
Clean Chalkboard/Dry Marker Board	X						
Condition Dry Marker Boards		X					
Clean Lab Tables		X					
Dust Window Blinds		X					
Dusting of All Plants		X					
5. CLASSROOMS, LIBRARIES, TIERED LECTURE HALLS, LABORATORIES, AUDITORIUMS & STUDIOS:							
NOTE: LABORATORIES No Laboratory Tools, Equipment Or Work Projects Are To Be Moved Or Handled by Contractor Personnel							
Empty Wastebaskets and Pencil Sharpeners	X						
Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed	X						
Deposit recyclable materials into appropriate bins		X					

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D	W	M	Q	S	A	O
	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Dust Mop Theater Floors	X						
Damp Mop Theater Floors		X					
Vacuum Carpets	X						
Spot Clean / Water Extraction Carpets to Remove Stains	X						
Shampoo Carpets				X			
Shampoo Carpets (3100 Main 2 nd Floor Auditorium & Foyer)			X				
Damp Mop Tile / Slate / Terrazzo Floors	X						
Strip/Wax Tile Floors, Six (6) Coats				X			
Spot Dust All Furniture, Shelves, Cases, Ledges	X						
Complete Dusting All Area		X					
Spot Clean Furniture	X						
Shampoo Upholstered Furniture per Mfg. Specs.					X		
Shampoo Upholstered Furniture per Mfg. Specs. (3100 Main Only)					X		
Spot Clean / Sanitize Sinks in Labs	X						
Wipe Down Classroom Chairs	X						
Spot Clean Soiled Desks and Table Tops	X						
Compete Clean Tables, Counters, Etc.	X						
Dust Window Blinds		X					
Clean Light Fixtures							X
Spot Clean Glass	X						
Spot Clean Walls, Doors, Etc.	X						
Clean Chalkboards / Dry Marker Boards and Trays	X						
Condition Dry Marker Boards		X					
Reset Furniture, Windows & Doors Secured and Lights Turned Off	X						
6. PRODUCTION & WORK AREAS: Including Control Booths, Art Studios and Television Production Studios:							
Empty Wastebaskets and Pencil Sharpeners	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
	Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed	X					
Deposit recyclable materials into appropriate bins		X					
Sweep Floor	X						
Damp Mop Floor	X						
Strip/Wax Tile Floors, Six (6) Coats				X			
Vacuum Carpets	X						
Spot Clean / Water Extraction Carpets to Remove Stains	X						
Spot Clean Furniture	X						
Spot Dust All Horizontal Surfaces	X						
Complete Dusting All Areas		X					
Spot Clean Walls, Doors & Door Facings	X						
Damp Wipe Tabletops (Art Studio Only)	X						
Clean Mirrors, Spot Clean Interior Windows		X					
Complete Clean & Reseal Floors				X			
Dust Window Blinds		X					
7. GENERAL:							
Dust Ledges & Window Sills		X					
Perform Low Dusting		X					
Perform High Dusting, i.e. Door Sashes & Tops of Partitions		X					
Dust Ledges & Picture Moldings		X					
Dust Picture Frames & Window Blinds		X					

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D A I L Y	W E E K L Y	M O N T H L Y	Q U A R T E R L Y	S E M I A N N U A L	A N N U A L	O N R E Q U E S T
Clean & Polish All Hardware		X					
Clean All Light Fixtures			X				
Damp Clean All Vents (HVAC)			X				
Spot Clean All Interior Glass Panels Located in Halls, Classroom Doors & Entrances	X						
Remove Debris & Trash From Exterior Perimeter	X						
8. STORAGE AREAS:							
Empty Wastebaskets	X						
Damp Wipe All Wastebaskets & Replace Plastic Liners As Needed	X						
Sweep and Damp Mop Floors			X				
Dust Mop Non-Carpeted Floors	X						
Damp Mop Floors To Remove Spills & Soils	X						
Dust All Horizontal Surfaces		X					
Spot Clean All Wall Spots, Doors, Door Facings		X					
Damp Mop All Non-Carpeted Floors		X					
Buff Pad Floors Using a Floor Machine & Spray			X				
Shampoo Carpet						X	
9. ELEVATORS & CHAIR LIFT:							
Damp Wipe All Wastebaskets & Replace Plastic Liners as Needed	X						
Spot Clean Walls, Doors, Door Facings	X						
Dust doors and spot clean walls	X						
Polish All Bright Work	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D	W	M	Q	S	A	O
	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
Dust Mop Non-Carpeted Floors	X						
Damp Mop Non-Carpeted Floors	X						
Strip and Rewax Tile Floors, Six (6) Coats				X			
Vacuum All Carpeted Floors	X						
Spot Clean Carpet To Remove Spills & Stains	X						
Wipe Interior Surfaces With Detergent Solution	X						
Clean Elevator Door Track	X						
Clean Ceiling Vents		X					
10. STAIRWELLS & LANDINGS:							
Dust Mop & Sweep	X						
Wet Mop		X					
Dust Ledges & Shelves		X					
Dust Fire Extinguisher Cabinets			X				
Spot Clean Walls	X						
Wash Handrails	X						
Wax Brick Floors, One Coat As Needed			X				
Strip, Seal/Wax Brick Floors, Two (2) Coats						X	

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D	W	M	Q	S	A	O
	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
11. PATIO AREAS							
Pick up Litter and Trash around perimeter of buildings and exterior patio areas	X						
Wash exterior patio furniture with soap and mop pressure wash exterior patio areas hose down/wash patio areas			X				
Pressure wash exterior patio areas			X				
Clean black granite located in front of 3100 Main Street	X						
Police patio areas to collect trash and debris	X						
Sweep patio areas to remove cigarette butt	X						
Hose down/Wash Patio areas		X					
Clean black granite located in front of 3100 Main - front face and top with soap and water and squeegee			X				
12. PARKING GARAGE AREAS ELEVATOR CAB/EXTERIOR STAIRWELLS AND LANDINGS							
Damp Wipe All Wastebaskets & Replace Plastic Liners as Needed	X						
Strip, Seal/Wax Tile Floors (6 Coats)		X					
Sweep, Damp Mop and Sanitize	X						
Spot Clean Walls, Doors, Door Facings	X						
Dust doors and spot clean walls	X						
Polish All Bright Work	X						
Sweep Stairwells and Landings		X					
Spot Clean Walls at Entrance to Sky Bridge From Garage (3100 Main Only)	X						
Police surface parking lots to collect trash and debris	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D	W	M	Q	S	A	O
	DAILY	WEEKLY	MONTHLY	QUARTERLY	SEMIANNUAL	ANNUAL	ON REQUEST
13. MECHANICAL ROOMS, WAREHOUSE AND VACANT FLOORS							
Empty Waste Baskets	X						
Sweep Floors			X				
Sweep Floors (3100 Mechanical Room)	X						
Damp Mop Painted Floors	X						
Vacant or unoccupied areas							X
14. NEO MARKET AND BAKERY							
Sweep Floors Thoroughly. Move racks, carts tables and chairs; sweep under stoves, equipment and food prep tables and in storage areas.	X						
Sweep and Mop and Sanitize Floors in Kitchen Areas	X						
Sweep and Mop Tile Floors in Dining and public area	X						
Empty and Clean Floor Drains and Grates (DO NOT Pour Liquids Down Drain)	X						
Spot Clean Walls, Doors, Door Frames, Etc.	X						
Damp Wipe Tops of Coolers, Racks and Light Fixtures			X				
Damp Wipe Top of Refrigerators	X						
Clean and Degrease Vent Hoods Over Stoves, walls behind stoves and cooking equipment. Also clean and degrease wall behind grill and floor areas around grill.		X					
Clean and Dust Window Blinds and Window Sills	X						
Clean Handprints and Smudges From Windows and Doors	X						
Scrub and sanitize kitchen floor		X					
Scrub and Sanitize Tile Floors in Dining and Public Areas			X				
Polish all Metal Trim	X						

CLEANING REQUIREMENTS & FREQUENCY SCHEDULE	D A I L Y	W E E K L Y	M O N T H L Y	Q U A R T E R L Y	S E M I A N N U A L	A N N U A L	O N R E Q U E S T
Wash all mini-blinds in the kitchen area from floor to eight (8) feet above floor.			X				
Detail scrub and degrease floor surfaces in kitchen and grill area			X				
Detail clean, degrease and sanitize all floors, all equipment exteriors, all food preparation surfaces and walls, which includes moving and resetting all moveable equipment.	Required 4 times per year (Sept., Winter Break, Spring Break & end of Spring semester (June))						

Balance of page intentionally left blank.

**ATTACHMENT NO. 4
DETERMINATION OF GOOD FAITH EFFORT
HCC PROJECT NO. RFP 14-01**

Proposer _____

Address _____

Phone _____

Fax Number _____

In making a determination that a good faith effort has been made, HCC requires the Proposer to complete this form as directed below:

NOTE: Only second tier sub-contracting will be allowed.

Section 1.

After having divided the contract work into reasonable lots or portions to the extent consistent with prudent industry practices, the Proposer must determine what portion(s) of work, including goods or services, will be subcontracted. Check the appropriate box that identifies your subcontracting intentions:

_____ Yes, I will be subcontracting portion(s) of the contract.
(If Yes, please complete Section 2, below and Attachments No. 6 and No. 7)

_____ No, I will not be subcontracting any portion of the contract, and will be fulfilling the entire contract with my own resources.
(If No, complete Section 3, below.)

Section 2.

In making a determination that a good faith effort has been made, HCC requires the Proposer to complete this section and submit supporting documentation explaining in what ways the Proposer has made a good faith effort to attain the goal. The Proposer will respond by answering "yes" or "no" to the following and provide supporting documentation.

_____ (1) Whether the Proposer provided written notices and/or advertising to at least five (5) certified small businesses or advertised in general circulation, trade association and/or small businesses focus media concerning subcontracting opportunities.

_____ (2) Whether the Proposer divided the work into the reasonable portions in accordance with standard industry practices.

_____ (3) Whether the Proposer documented reasons for rejection or met with the rejected small business to discuss the rejection.

_____ (4) Whether the Proposer negotiated in good faith with small businesses, not rejecting qualified subcontractors who were also the lowest responsive bidder.

NOTE: If the Proposer is subcontracting a portion of the work and is unable to meet the solicitation goal or if any of the above items (1-4) are answered "no", the Proposer must submit a letter of justification.

Section 3.

SELF PERFORMANCE JUSTIFICATION

If you responded "No" in SECTION 1, please explain how your company will perform the entire contract with its own equipment, supplies, materials, and/or employees.

Signature of Proposer

Title

Date

Balance of page intentionally left blank.

**ATTACHMENT NO. 5
HCC PROJECT NO. RFP 14-01
SMALL BUSINESS UNAVAILABILITY CERTIFICATE**

I, _____, _____, of
 (Name) (Title)

 (Name of proposer's company)

certify that on the date(s) shown, the small businesses listed herein were contacted to solicit Proposals for Materials or Services to be used on this Project.

DATE CONTACTED	SMALL BUSINESS NAME	TELEPHONE NO.	CONTACT PERSON	MATERIALS OR SERVICES	RESULTS
1.					
2.					
3.					
4.					
5.					
6.					

- To the best of my knowledge and belief, said small business was unavailable for this solicitation, unable to prepare a proposal or prepared a proposal that was rejected for the reason(s) stated in the RESULTS column above.
- The above statement is a true and accurate account of why I am unable to commit to awarding subcontract(s) or supply order(s) to the small business listed above.

NOTE: This form to be submitted with all Proposal documents for waiver of small business participation. (See Instructions to Proposers)

Signature: _____

**ATTACHMENT NO. 6
HCC PROJECT NO. RFP 14-01,
CONTRACTOR AND SUBCONTRACTOR PARTICIPATION FORM**

RESPONDENT/OFFERER PRESENTS THE FOLLOWING PARTICIPANTS IN THIS SOLICITATION AND ANY RESULTING CONTRACT. ALL RESPONDENTS/OFFERORS, INCLUDING SMALL BUSINESSES SUBMITTING PROPOSALS AS PRIME CONTRACTORS ARE REQUIRED TO DEMONSTRATE GOOD FAITH EFFORTS TO INCLUDE SMALL BUSINESSES IN THEIR PROPOSAL SUBMISSIONS.

CONTRACTOR	TYPE OF WORK TO BE DONE	TYPE OF SMALL BUSINESS CERTIFICATION	% OF CONTRACT EFFORT	PRICE \$
BUSINESS NAME: _____ ADDRESS: _____ CONTACT NAME: _____ TELEPHONE #/E-MAIL ADDRESS: _____				
SMALL BUSINESS SUBCONTRACTOR(S)/ATTACH SEPARATE SHEET IF NEEDED				
BUSINESS NAME: _____ ADDRESS: _____ CONTACT NAME: _____ TELEPHONE #/E-MAIL ADDRESS: _____				
BUSINESS NAME: _____ ADDRESS: _____ CONTACT NAME: _____ TELEPHONE #/E-MAIL ADDRESS: _____				
NON-SMALL BUSINESS SUBCONTRACTOR(S)/ATTACH SEPARATE SHEET IF NEEDED				
BUSINESS NAME: _____ ADDRESS: _____ CONTACT NAME: _____ TELEPHONE #/E-MAIL ADDRESS: _____				
BUSINESS NAME: _____ ADDRESS: _____ CONTACT NAME: _____ TELEPHONE #/E-MAIL ADDRESS: _____				

BUSINESS NAME: _____
ADDRESS: _____
SUBMITTED BY: _____
TELEPHONE/FAX: _____

DATE SUBMITTED _____
CONTRACTOR'S PRICE/TOTAL SMALL BUSINESS \$ _____
SUBCONTRACTOR(S) PRICE/TOTAL NON- SMALL BUSINESS \$ _____
SUB-CONTRACTOR'S PRICE/TOTAL \$ _____

**ATTACHMENT NO. 7
SMALL BUSINESS DEVELOPMENT QUESTIONNAIRE
PROJECT NO. RFP 14-01**

Note: Bidders / Proposers/Offerers are to complete this form along with a **copy** of the Contractor and Subcontractor / Supplier Participation Form and return it in a separate envelope with your proposal.

FIRM NAME: _____

FIRM ADDRESS: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

CONTACT PERSON'S NAME AND TELEPHONE NUMBER: _____

SIGNATURE OF FIRM'S AUTHORIZED OFFICIAL: _____

NAME AND TITLE (Type or Print): _____

COMPANY MAJORITY OWNERSHIP (Check one in each column)

<u>ETHNICITY</u>	<u>GENDER</u>	<u>LOCATION</u>
<input type="checkbox"/> African American (AA)	<input type="checkbox"/> Male	<input type="checkbox"/> Houston (H)
<input type="checkbox"/> Asian Pacific American (APA)	<input type="checkbox"/> Female	<input type="checkbox"/> Texas (T)
<input type="checkbox"/> Caucasian (C)		<input type="checkbox"/> Out of State (O)
<input type="checkbox"/> Hispanic American (HA)		Specify State _____
<input type="checkbox"/> Native American (NA)		<input type="checkbox"/> Public Owned (PO)
<input type="checkbox"/> Other (O) Specify _____		

BUSINESS CLASSIFICATION

<input type="checkbox"/> DBE Disadvantaged Business Enterprise	<input type="checkbox"/> SB Small Business
<input type="checkbox"/> WBE Women Owned Business Enterprise	<input type="checkbox"/> MBE Minority Business Enterprise
<input type="checkbox"/> HUB Historically Underutilized Business	<input type="checkbox"/> Other: _____

Please provide information regarding certifying agency (if any)

Name of Agency	Certificate Number	Expiration Date
_____	_____	_____
_____	_____	_____
_____	_____	_____

**ATTACHMENT NO. 8
PROPOSER'S CERTIFICATIONS
HCC PROJECT NO. RFP 14-01**

1. NON-DISCRIMINATION STATEMENT:

The undersigned certifies that he/she will not discriminate against any employee or applicant for employment or in the selection of subcontractors because of race, color, age, religion, gender, national origin or disability. The undersigned shall also take action to ensure that applicants are employed, and treated during employment, without regard to their race, color, religion, gender, age, national origin or disability. Such action shall include, but shall not be limited to, the following non-discriminatory employment practices: employment, upgrading or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other compensation and selection for training, including apprenticeship.

2. ASSURANCE OF SBDP GOAL:

The undersigned certifies that he/she has read, understands and agrees to be bound by the small business provisions set forth in this Solicitation. The undersigned further certifies that he/she is legally authorized to make the statements and representations in the Solicitation and that said statements and representations are true and accurate to the best of his/her knowledge. The undersigned will enter into formal agreement(s) for work identified on the CONTRACTOR AND SUBCONTRACTOR PARTICIPATION form conditioned upon execution of a contract with HCC. The undersigned agrees to attain the small business utilization percentages of the total offer amount as set forth below:

Small Business Participation Goal = Thirty-Five (35%)

The undersigned certifies that the firm shown below has not discriminated against any small business or other potential subcontractor because of race, color, religion, gender, age, veteran's status, disability or national origin, but has provided full and equal opportunity to all potential subcontractors irrespective of race, color, religion, gender, age, disability, national origin or veteran status.

The undersigned understands that if any of the statements and representations are made knowing them to be false or there is a failure to implement any of the stated commitments set forth herein without prior approval of HCC's Chancellor or the duly authorized representative, the Respondent may be subject to the loss of the contract or the termination thereof

3. BLACKOUT PERIOD COMPLIANCE:

The undersigned certifies that he/she has read, understands and agrees to be bound by the Prohibited Communications provision set forth in the RFP. The undersigned further understands that the Proposer shall not communicate with an HCC Trustee, employee, or any member of the selection/evaluation committee in any way concerning this Solicitation from the day it is first advertised through thirty (30) days after the contract is executed by the Chancellor or his/her designee, or when a determination is made that the contract will not be awarded.

This period is known as the "Blackout Period," as further defined in Section 1.7.10 and 3.3 of the Procurement Operations Manual. Violation of the Blackout Period is considered unethical conduct and will be handled as such with regard to a Trustee and all applicable federal and state laws and regulations, local ordinances, board policies and procurement procedures with respect to their conduct as public officials involved in the procurement process.

With regard to a Proposer, violation of the Blackout Period may result in the cancellation of the referenced transaction, debarment, disqualification from future procurement solicitations and prosecution in accordance with the Laws of the State of Texas.

4. CERTIFICATION AND DISCLOSURE STATEMENT:

A person or business entity entering into a contract with HCC is required by Texas Law to disclose, in advance of the contract award, if the person or an owner or operator of the business entity has been convicted of a felony. The disclosure should include a general description of the conduct resulting in the conviction of a felony as provided in section 44.034 of the Texas Education Code. The requested information is being collected in accordance with applicable law. This requirement does not apply to a publicly held corporation.

If an individual:

Have you been convicted of a felony? YES or NO

If a business entity: YES or NO

Has any owner of your business entity been convicted of a felony? _____

Has any operator of your business entity been convicted of a felony? _____

If you answered yes to any of the above questions, please provide a general description of the conduct resulting in the conviction of the felony, including the Case Number, the applicable dates, the State and County where the conviction occurred, and the sentence.

5. OWNERSHIP INTEREST DISCLOSURE:

The undersigned certifies that he/she has accurately completed the attached Exhibit 1 "Ownership Interest Disclosure List." For the purposes of this section, in accordance with Board Bylaws, the term "Contractors" shall include any member of the potential vendor's board of directors, its chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest of 10% or more. This requirement shall also apply to any Subcontractor listed on the "Contractor and Subcontractor Participation Form."

6. PROHIBITED CONTRACTS/PURCHASES:

The undersigned certifies that he / she has read, understands and is eligible to receive a contract in accordance with HCC Board of Trustees Bylaws regarding Prohibited Contracts/Purchases as further defined in the attached Exhibit 2.

I attest that I have answered the questions truthfully and to the best of my knowledge.

Signed: _____

Name of Company: _____

Address of Company: _____

State of _____

Sworn to and subscribed before me at _____ (City) _____ (State),

this the _____ day of _____, 2013.

Notary Public for the State of: _____

Balance of page intentionally left blank.

**EXHIBIT 1 - TO ATTACHMENT NO. 8
OWNERSHIP INTEREST DISCLOSURE LIST
HCC PROJECT NO. RFP 14-01**

Instruction: Using the following table, please fill in the names of any member of the Respondent's company who is a "Contractor" (as defined in Section 5 above); any person with an ownership interest of 10% or more; and any Subcontractor listed on the "Contractor and Subcontractor Participation Form."

Name	Title	Company Name

**EXHIBIT 2 - TO ATTACHMENT NO. 8
PROHIBITED CONTRACTS/PURCHASES
HCC PROJECT NO. RFP 14-01**

The College shall not contract with a business entity in which a Board Member, Senior Staff Member, or a relative of a Board member or Senior Staff Member within the first degree of consanguinity or affinity, has any pecuniary interest. All such contracts executed prior to June 21, 2012 shall continue to be in full force and effect.

Further, the College shall not contract with a business entity that employs, hires, or contracts with, in any capacity, including but not limited to, a subcontractor, employee, consultant, advisor or independent contractor, a Board Member or a Senior Staff Member.

Further, the College shall not contract with a business entity that employs an officer or director who is a relative of a Board member or a Senior Staff Member within the first degree of consanguinity or affinity.

Definitions:

"Business entity" shall not include a corporation or a subsidiary or division of a corporation whose shares are listed on a national or regional stock exchange or traded in the over-the-counter market. "Business entity" shall not include non-profit corporations or religious, educational, and governmental institutions, except that private, for-profit educational institutions are included in the definition of Business entity.

"Director" is defined as an appointed or elected member of the board of directors of a company who, with other directors, has the responsibility for determining and implementing the company's policy, and as the company's agent, can bind the company with valid contracts.

"Officer" is defined as a person appointed by the board of directors of a company to manage the day-to-day business of the company and carry out the policies set by the board. An officer includes, but is not limited to, a chief executive officer (CEO), president, chief operating officer (COO), chief financial officer (CFO), vice-president, or other senior company official, as determined by the Board.

"Senior Staff Member" shall have the meaning as defined in Article A, Section 3 of the Board Bylaws which includes:

- a. Any member of the Chancellor's Advisory Council;
- b. HCC employees classified as E-10 and above;
- c. All procurement and purchasing personnel;
- d. Any employee who participates on an evaluation or selection committee for any HCC solicitation for goods or services; and
- e. Any employee who participates in the evaluation of goods or services provided by a vendor or contractor.

Absent other legal requirements, all contracts entered into by the College in violation of this policy shall be voided within 30 days of notice of the violation.

I attest that I have answered the questions truthfully and to the best of my knowledge.

**ATTACHMENT NO. 9
HCC PROJECT NO. RFP 14-01**

CONFLICT OF INTEREST QUESTIONNAIRE For vendor or other person doing business with local governmental entity	FORM CIQ
<p><small>This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.</small></p> <p><small>This questionnaire is being filed in accordance with Chapter 178, Local Government Code by a person who has a business relationship as defined by Section 178.001(1-a) with a local governmental entity and the person meets requirements under Section 178.006(a).</small></p> <p><small>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 178.006, Local Government Code.</small></p> <p><small>A person commits an offense if the person knowingly violates Section 178.006, Local Government Code. An offense under this section is a Class C misdemeanor.</small></p>	<p align="center">OFFICE USE ONLY</p> <p>Date Received</p>
<p>1 Name of person who has a business relationship with local governmental entity.</p>	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p align="center"><small>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</small></p>	
<p>3 Name of local government officer with whom filer has employment or business relationship.</p> <p align="center">_____</p> <p align="center"><small>Name of Officer</small></p> <p><small>This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 178.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.</small></p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?</p> <p align="center"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?</p> <p align="center"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?</p> <p align="center"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>D. Describe each employment or business relationship with the local government officer named in this section.</p>	
<p>4</p> <p align="center">_____</p> <p align="center"><small>Signature of person doing business with the governmental entity</small></p> <p align="center">_____</p> <p align="center"><small>Date</small></p>	

Adopted 06/29/2007

Note: When completing this Questionnaire, please be certain to answer each and every question; indicate "Not Applicable", if appropriate

ATTACHMENT NO. 10
FINANCIAL INTERESTS AND POTENTIAL CONFLICTS OF INTERESTS
HCC Project No. RFQ 14-01

Texas Local Government Code Chapter 176 requires that vendors desiring to enter into certain contracts with a local governmental entity must disclose the financial and potential conflict of interest information as specified below.

Vendor shall disclose the financial interest and potential conflict of interest information identified in Sections 1 through 3 below as a condition of receiving an award or contract. Submit this information along with your bid, proposal, or offer. **This form must be completed, signed and notarized. The Completed form must be submitted along with your proposal**

This requirement applies to contracts with a value exceeding \$50,000.

Section 1 - Disclosure of Financial Interest in the Vendor

a. If any officers or employees of HCC ("individuals") have one of the following financial interests in the vendor (or its principal) or its subcontractor(s), please show their name and address and check all that apply and (include additional documents if needed):

Name: _____
 Address: _____

b. For each individual named above, show the type of ownership/distributable income share:

- Ownership interest of at least 10% (_____)
- Ownership interest of at least \$15,000 or more of the fair market value of vendor (_____)
- Distributive Income Share from Vendor exceeding 10% of individual's gross income (_____)
- Real property interest with fair market value of at least \$2,500 (_____)
- Person related within the first degree of affinity to individual has the following ownership or real property interest in Vendor (_____)
 - 1. Ownership interest of at least 10%
 - 2. Ownership interest of at least \$15,000 or more of the fair market value of vendor
 - 3. Distributive Income Share from Vendor exceeding 10% of the individual's gross income
 - 4. Real property interest with fair market value of at least \$2,500
- No individuals have any of the above financial interests (If none go to Section 4) (_____)
- sole proprietorship ___ stock ___ partnership ___
- other (explain): _____

c. For each individual named above, show the **dollar value or proportionate share** of the ownership interest in the vendor (or its principal) or its subcontractor (s) as follows:

If the proportionate share of the named individual(s) in the ownership of the vendor (or its principal) or subcontractor of vendor is 10% or less, and if the value of the ownership interest of the named individual(s) is \$15,000 or less of the fair market value of vendor, check here (____).

Balance of page intentionally left blank.

If the proportionate share of ownership exceeds 10%, or the value of the ownership interest exceeds \$15,000 of the fair market value of vendor, show either:

the percent of ownership _____ %, or

the value of ownership interest \$ _____

Section 2 - Disclosure of Potential Conflicts of Interest

For each of the individuals having the level of financial interest identified in Section 1 above, and for any other HCC

individual not identified in Section 1 above check "Yes" or "No" to indicate which, if any, of the following potential conflict of interest relationships apply. If "Yes," please describe (use space under applicable section - attach additional pages as necessary).

a. Employment, currently or in the previous 3 years, including but not limited to contractual employment for services for vendor.

Yes _____ No _____

b. Employment of individual's spouse, father, mother, son, or daughter, including but not limited to contractual employment for services for vendor in the previous 2 years.

Yes _____ No _____

Section 3- Disclosure of Gifts

For each of the individuals having the level of financial interest identified in Section 1 above, and for any other HCC individual not identified in Section 1 above check "Yes" or "No" to indicate which, if any, of the following potential conflict of interest relationships apply. If "Yes," please describe (use space under applicable section - attach additional pages as necessary).

a. Received a gift from vendor (or principal), or subcontractor of vendor, of \$250 or more within the preceding 12 months.

Yes _____ No _____

b. Individual's spouse, father, mother, son, or daughter has received a gift from vendor (or principal), or subcontractor of vendor, of \$250 or more within the preceding 12 months.

Yes _____ No _____

Section 4 - Other Contract and Procurement Related Information

Vendor shall disclose the information identified below as a condition of receiving an award or contract.

This requirement is applicable to only those contracts with a value exceeding \$50,000. You must submit this information along with your bid, proposal, or offer.

a. Vendor shall identify whether vendor (or its principal), or its subcontractor(s), has current contracts (including leases) with other government agencies of the State of Texas by checking:
This disclosure is submitted on behalf of:

(Name of Vendor)

Certification: I hereby certify that to the best of my knowledge and belief the information provided by me in this disclosure statement is true and correct. I understand that failure to disclose the information requested may result in my bid, proposal, or offer, being rejected, and/or may result in prosecution for knowingly violating the requirements of **Texas Local Government Code Chapter 176**. I understand that it is my responsibility to comply with the requirements set forth by HCC as it relates to this disclosure. I also understand that I must submit an updated disclosure form within seven (7) days of discovering changes in the significant financial interests of the individuals I identified in Section 1 of this disclosure or if individuals that were not identified, later receive a financial interest in my company or is a subcontractor of my company.

Official authorized to sign on behalf of vendor:

Name (Printed or Typed) _____ Title _____

Signature _____ Date _____

"NOTE: BIDDER MUST COMPLETE THE ABOVE "FINANCIAL INTERESTS AND POTENTIAL CONFLICTS OF INTERESTS" FORM. FAILURE TO COMPLETE AND RETURN THIS FORM WITH YOUR OFFER MAY RESULT IN YOUR OFFER BEING CONSIDERED AS "NON-RESPONSIVE" TO THIS SOLICITATION."

For assistance with completing this form, please contact the Office of Systemwide Compliance at (713)718-2099

State of _____

Sworn to and subscribed before me at _____, _____,
(City) (State)

this the _____ day of _____, 2013.

Notary Public for the State of: _____

ATTACHMENT NO. 11
PROPOSER QUESTIONNAIRE
HCC PROJECT NO. RFP 14-01

1. Company Profile:

- 1.1. Provide details as to the following:
- a) Firm or Entity Name
 - b) Years in Business
 - c) Form of Business under which Proposer operates (i.e., corporation, partnership, sole proprietor)
 - d) Provide the address of the corporate headquarters and number of employees within the state of Texas
 - e) Location and address of local offices
 - f) Key Contacts: List the names(s), telephone number, email addresses of the representative(s) who are to be contacted regarding your proposal
 - g) Ownership: List the names of all officers and persons of the organization(s) that have a ten percent (10%) or greater ownership interest in the company. Indicate which persons are in day-to-day management of the company. Also, indicate if the business is a subsidiary of another entity or conglomerate.
 - h) Sales Volume: Provide net sales data for the past three (3) years
 - i) Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and directional terms.
 - j) Provide any details of all past or pending litigation or claims filed against your company that would affect your company's performance under an Agreement with HCC.
- 1.2. Firm's Financial Status:
- a) Provide evidence of the firm's financial stability including but not limited, any one or more of the following: the firm's audited financial statement for the last two (2) years; a statement from at least one financial institution with validation of at least six (6) months working capital; recent annual reports or equivalent information and your short and long-term credit rating; a letter from the company's CPA attesting to the company's financial stability.
 - b) Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity. If yes, specify date(s), details, circumstances, and prospects for resolution.

2. Customer References:

- a) Your response must include a listing of at least three (3) customers for which you have provided **Janitorial Services** of the type and kind required by this RFP. Your customer reference list shall include the company name; contact person including telephone number; scope of services, annual sales volume (\$), and the period of time for which work was performed.
- b) Provide a reference list of all customers for whom you have performed work during the past three (3) years. The List must include company name, contact person, telephone number, and email address (if known).

3.0 Technical Proposal:

Your Technical Proposal should clearly define (i) your Company's total capabilities, (ii) your qualifications to perform the work, (iii) your ability to perform the services outlined in Attachment No. 3, (iv) your understanding of HCC, and (v) what differentiates you from your competitors. At a minimum, your Technical Proposal shall include the following:

3.1 Cover letter: The cover letter shall not exceed 2 pages in length, summarizing key points in the proposal.

3.2 Qualifications and Experience of Personnel:

(a) Provide a project-staffing plan including resumes for all proposed "key" staff members who will be assigned to this account and defining their role in supporting the HCC account;

(b) Provide your criteria for hiring including screening, criminal background checks, or any other means of verification of employee information, or explain other means for ensuring the integrity and suitability of the Proposer's employees.

3.3 Training: Describe your training and development program of both full time and part-time personnel (i.e., students or temporary / contracted workers) as it relates to customer service, policies and procedures, quality control, and general business operations. Provide copies of all current licenses, registrations and certifications issued by federal, state and local agencies.

3.4 Implementation Plan: Provide a detailed *Start-up Implementation Schedule* identifying key tasks and milestones commencing date of contract award through opening day. Your response should clearly define both your and HCC's responsibilities and resources required during the implementation phase.

a) The Implementation Plan will also include the following:

- Safety program and procedures
- Staffing plan
- Procedures for the handling, storage, disposal, etc. of hazardous and toxic chemicals and materials

Recycling

Contractor shall provide plan for creation of policies and procedures related to recycling of waste materials and purchase of recycled materials. The contractor may recommend suitable containers required for recycling.

3.5 Quality: (a) Please identify the key metrics you propose to use to measure your performance in delivering services to HCC. Your response should indicate the frequency of the measurement, how it will be used to continually improve performance, and how this information will be shared with HCC. Your response should include how you measure and monitor production, quality, ensure delivery / turnaround times are being met, and how problems are tracked, escalated (if required) both internally and with the customer. (b) Please describe the number and type of instances for which your company received unsatisfactory ratings from the customers. The listing must include the following items: (i) date of violation; (ii) remedy; (iii) date cleared by the health department.

(b) Please describe the quality of the cleaning supplies and chemicals you propose using in the performance of this contract and how the products you plan to use are environmentally friendly

and reduces waste. Provide your companies environmental policy and/or green initiatives.

3.6 Customer Satisfaction: How do you measure and monitor customer satisfaction; describe the method used, frequency, and how results are reported.

3.7 Capabilities and Capacity:

(a) Proposer shall clearly define its in-house capability and capacity to perform the work identified in Attachment No. 3 (Scope of Services). Your response must describe the various technologies, tools, methods, and technical expertise that you will provide to HCC and / or that will be used in the delivery of the services and how that will be of benefit in the delivery of services to HCC.

(b) For the work listed by HCC in Attachment No. 3, please identify any work for which your company will have to outsource all or a portion of the work. If subcontractors will be required to provide any of the services requested in this RFP, please identify them and the role they will play.

3.8 Communication Plan: Please provide a sample communication plan of how, if your company is selected for contract award, you will introduce your company to the faculty, HCC staff, and students and advise them of your service offering; how to access / place orders; rate structure; etc. upon commencement of the contract and thereafter, on an ongoing basis.

Records and Reports:

(a) Please provide details and samples of all reports that will be made available to HCC. Indicate the type, purpose and frequency for each report that would be provided. The Contractor shall provide detailed reporting as requested for the following areas:

- Customer satisfaction
- Staffing metrics
- Safety- number of accidents

(b) HCC reserves the right to inspect any and all work performed under any resulting agreement and will meet, as a minimum, on a quarterly basis with Contractor to discuss any issues that may have arisen since the last quarterly meeting.

Sustainable Practices:

Provide details regarding the sustainable, "green" practices you would implement under a contract with HCC.

3.9 Student Intern Participation: This section shall include a clear statement of the firm's commitment and plan to utilize HCC students in an internship capacity.

3.10 Small Business Participation: This section shall include a clear statement of the firm's commitment and plan to meet the small business goal specified in this solicitation, if any.

3.11 Miscellaneous:

(a) Please identify any challenges and/or difficulties you anticipate in providing services to HCC and how you plan to manage them; what assistance will you require from HCC.

(b) Please describe any special benefits or advantages in selecting your company

4.0 Price Proposal:

a) Proposer shall complete and submit the Schedule of Items and Prices. Proposer may submit, for HCC's consideration, any other products and services it offers.

- b) Please include a statement as to how you plan to deal with adding new facilities or areas, as well as, removal of facilities or deductions in areas. Provide an explanation of how pricing will be handled.
- c) Supply a complete list of all supplies with pricing including brand and/or model.

This solicitation is primarily concerned with Janitorial Services for the entire HCC System; proposers are encouraged to provide price schedules for additional services. Include descriptions and pricing structure for other services under a separate miscellaneous tab.

Describe how your firm will enhance and add value to the contract with HCC.

Balance of page intentionally left blank.

ATTACHMENT NO. 12
RFP 14-01
INSURANCE REQUIREMENTS

The insurance coverage and limits listed below are the minimum limits that the Contractor shall carry during the term of the contract for Janitorial Services, Project No. 14-01.

1. Commercial General Liability for Bodily Injury / Property Damage Limits:

Occurrence / Personal Injury / Advertising /
Products / Completed Operations \$1,000,000 CSL
Annual Aggregate \$2,000,000 CSL
Products Aggregate \$2,000,000 CSL
Fire, Lightning or Explosion \$1,000,000 CSL
Medical Expense \$5,000 Per Person

Automobile Liability:

Bodily Injury / Property Damage \$1,000,000 CSL

Workers Compensation:

Part A - Statutory
Part B - \$1,000,000 Each Accident
\$1,000,000 Policy Limits
\$1,000,000 Each Employee

4. Endorsements:

The following endorsements are required on the Certificate of Insurance:

- 90 Day Notice of Cancellation;
- HCC shall be named as Additional Insured on all policies **except** the Workers Compensation;
- Waiver of Subrogation on all policies.

5. Submission of Certificate of Insurance:

The original copy of the Certificate of Insurance indicating the limits, coverages and endorsements as specified above shall be mailed to HCC within **14** calendar days after receipt of a written purchase order, or some other duly executed contract document, issued by HCC. The original copy of the Certificate of Insurance shall be mailed to the following address:

Houston Community College
Risk Management Office
Post Office Box 667517 (MC-1119)
Houston, Texas 77266

ATTACHMENT 13
RFP 14-01
APPA Cleaning Levels

The Five Levels of Clean
Level 1—Orderly Spotlessness *
Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
<ul style="list-style-type: none"> • Washrooms and shower fixtures and tile gleam and are odor free. Supplies are adequate. • Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.
Level 2—Ordinary Tidiness *
Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be two days' worth of dust, dirt, stains or streaks.
All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
<ul style="list-style-type: none"> • Washrooms and shower fixtures and tile gleam and are odor free. Supplies are adequate. • Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.
Level 3—Casual Inattention *
Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
<ul style="list-style-type: none"> • There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base moldings.
All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints. Lamps all work and fixtures are clean.
<ul style="list-style-type: none"> • Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.
Level 4—Moderate Dinginess **
Floors are swept or vacuumed clean, but are dull, dingy and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
All horizontal and vertical surfaces have conspicuous dust, dirt smudges, fingerprints and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.
Level 5—Unkempt Neglect **
Floors and carpets are dull, dirty, dingy, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.
All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
<ul style="list-style-type: none"> • Light fixtures are dirty, with dust balls and flies. Many lamps (more than 5 percent) are burned out.
Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

** APPA Levels 1, 2, and 3 are to be the standard of service on each building as outlined herein. Contractor must staff to achieve at a minimum the cleaning level 3 for each space.*

*** APPA Levels 4 and 5 are considered unacceptable levels of service.*

EXHIBIT A
RFP-14-01

APPROXIMATE COUNT BASED ON CURRENT USAGE, AMOUNTS VARY DEPENDING ON
ENROLLMENT, TIME OF YEAR AND IF CLASSES ARE IN SESSION
(ALL COUNTS PER CASE)

CAMPUS	CORELESS TISSUE	TOILET TISSUE	ROLL TOWELS	JUMBO ROLL	MULTIFOLD	SEAT COVERS	LG LINERS	MED LINERS	SM LINERS	HAND SOAP	SANI- FRESH SOAP	WAXED LINERS
3100 Main	60	4	12	0	75	6	45	15	25	9	4	4
Central	42	14	48	28	44	10	45	38	12	10	8	10
Willie Lee	12	0	14	0	0	0	10	7	0	2	0	0
Fannin	0	4	0	0	6	1	3	0	2	1	0	1
Southeast	28	0	20	15	24	4	16	12	0	4	0	4
Coleman	23	0	24	0	5	3	14	12	0	3	0	4
West Loop	18	10	12	0	20	3	15	10	0	4	3	5
Gulfton	14	0	16	0	0	2	10	7	0	2	0	2
Alief Hayes	12	0	12	0	0	1	8	6	0	1	0	2
Hayes Road	0	15	0	0	20	1	14	12	0	2	0	2
Missouri City	10	0	12	0	0	1	8	8	0	2	0	2
Stafford HUB	22	0	24	0	0	2	15	12	0	2	0	2
Scarcella	16	0	18	0	0	2	14	12	0	2	2	2
Bluebonnet	8	0	8	0	0	1	6	5	0	1	0	1
Northeast	29	10	34	0	20	3	30	24	0	3	0	4
Northline	0	20	0	0	35	3	30	24	0	3	0	3
Automotive	10	0	12	0	0	0	8	6	0	1	0	2
Pinemont	12	0	0	6	12	1	4	0	4	1	0	1
Katy Campus	24	0	0	15	35	3	12	0	8	4	0	1
Spring Branch	26	0	24	24	8	4	12	0	6	8	0	2
Felix Fraga	12	0	14	0	0	1	8	8	0	1	0	2

