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REQUEST FOR QUOTE

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NORTH COUNTRY COMMUNITY MENTAL HEALTH

REQUEST FOR QUOTE

Overview of North Country CMH

North Country Community Mental Health operates as a Mental Health Board under the provisions of Act 258 of the Michigan Public Acts of 1974, as amended. North Country Community Mental Health intends to enter into a contract for janitorial services for its office located at 1420 Plaza Drive in Petoskey, MI. It is expected that the quote to provide these services is compliant with all applicable State and Federal laws, standards and guidelines. This RFQ establishes criteria and requirements that have been designed to cover important aspects of these services.

North Country Community Mental Health expects contractors to be solely responsible for managing their operations consistent with terms of the accepted contract. Consequently, the submitter should be aware that contractors from whom North Country Community Mental Health purchases services are expected to operate in the marketplace and be able to effectively and consistently meet the requirements for establishing and maintaining a contractual relationship with North Country Community Mental Health including effective supervisory oversight.

I. PURPOSE OF

North Country Community Mental Health is seeking quotes from providers who can successfully maintain the facility in such a manner that it provides a clean, healthy, and safe environment for occupants and visitors.

II. SERVICES TO BE PROVIDED

General description of the facility: 2 story professional office building with approximately 17,500 sq. ft. (excludes basement which is not included in this bid). There are two breakrooms, a meeting room with a small kitchen, and 6 restrooms (10 stalls/2 urinals).

The Contractor shall provide all personnel, equipment, tools, materials, supervision and other items and services necessary to perform the services as described below.

Frequency	Task
Twice per week	Vacuuming, sweeping, and mopping of flooring and stairs
Twice per week	Empty all trash cans and replace liners, clean and sanitize receptacles as necessary
Twice per week	Clean, sanitize and restock restrooms
Twice per week	Clean, sanitize, and restock breakrooms
Twice per week	Clean and sanitize drinking fountains
Twice per week	Spot clean walls
Monthly	Dusting and cleaning uncluttered office desks and furniture as needed
Monthly	Clean office desks, walls and baseboards, windowsills
Monthly	Clean light fixtures, fans, vents
Monthly	Clean chairs in common areas/waiting rooms
Every 6 months	Clean inside windows

Contractor shall perform the task descriptions that follow, which are the minimum acceptable cleaning performance standards under this Agreement:

1. Carpet Cleaning/Thorough Vacuuming: Carpets shall be clean and free from dust balls, dirt and other debris. Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.
2. Carpet Spot Cleaning: Buildup, spillage or crusted material shall have been removed along with spots, smears and stains. Spot cleaned areas shall blend with adjacent areas.
3. Floor Cleaning/Thorough Sweeping: Floors shall be clean and free of trash and foreign matter. No dirt, dust shall be left in corners, behind radiators, under furniture or behind doors.
4. Wet Mopping and Scrubbing: The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry, and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of a stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.
5. Empty Waste Receptacles: Waste containers in restrooms; break rooms, lunchrooms and conference rooms must be inspected and emptied as needed. Empty all containers that are provided for the disposal of waste, tie off plastic bags and remove to dumpster. Liners must be used in all waste receptacles and must be changed as needed.
6. Restroom Cleaning:
 - a. Fill Dispensers (Restroom Cleaning): Dispensers of all types must be checked and filled when necessary (soap, toilet tissue, paper towels, sanitary napkin, etc.).
 - b. Dusting (Restroom Cleaning): Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, etc. Pay attention to the tops of these items.
 - c. Disinfect (Restroom Cleaning): Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved disinfectant solution and allow to air dry.
 - d. Clean and Disinfect Sinks (Restroom Cleaning): Thoroughly clean all sinks, including bottom, faucets, and spigots. Then wipe each item with approved disinfectant solution and allow to air dry.
 - e. Clean Glass and Mirrors (Restroom Cleaning): Thoroughly clean all glass and mirrors using an approved glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.
 - f. Clean and Disinfect Toilets and Urinals (Restroom Cleaning): Thoroughly clean toilets, toilet seats, and urinals with approved bowl cleaner, rinse thoroughly. Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution and allow to air dry.
 - g. Clean and Disinfect Walls, Doors, Partitions and Handrails (Restroom Cleaning): Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails. Rinse thoroughly as needed, then wipe all areas with approved disinfectant solution and allow to air dry.
 - h. Damp Mop - Thoroughly damp mop all bathroom floor areas. Move and damp mop under all easily movable objects. Be sure to replace all items after floor has dried completely.

Use a clean cotton mop head that is in good condition. Use clean water (change water often). Mop head must be only damp. No excess water can be left behind. Approved disinfectant chemicals at proper dilution must be used. Finished floor must be clean and streak free. Allow to air dry.

NOTE: All disinfectant solutions must be changed after each restroom cleaning.

7. Breakroom Cleaning:
 - a. Dusting (Breakroom Cleaning): Completely dust all fixtures, ledges, edges, shelves, cabinets, door frames, etc. Pay attention to the tops of these items.
 - b. Disinfect (Breakroom Cleaning): Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved disinfectant solution and allow to air dry.
 - c. Clean and Disinfect Sinks, Tables, Chairs and Countertops (Breakroom Cleaning): Thoroughly clean all sinks, countertops, including bottom, faucets, and spigots. Then wipe each item with approved disinfectant solution and allow to air dry.
 - d. Clean and Disinfect Appliances (Breakroom Cleaning): Clean small appliances such as coffee maker and microwave. Clean and disinfect outside of refrigerators. Load and run dishwashers as necessary.
 - e. Clean and Disinfect Walls, and Doors, (Breakroom Cleaning): Thoroughly clean all walls (including switch and plug covers) and doors (including cabinet doors). Rinse thoroughly as needed, then wipe all areas with approved disinfectant solution and allow to air dry.
 - f. Damp Mop - Thoroughly damp mop all breakroom floor areas. Move and damp mop under all easily movable objects. Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water (change water often). No excess water can be left behind. Approved disinfectant chemicals at proper dilution must be used. Finished floor must be clean and streak free. Allow to air dry.
 - g. Fill Dispensers (Breakroom Cleaning): Dispensers of all types must be checked and filled when necessary (soap, paper towels, napkins, etc.).

NOTE: All disinfectant solutions must be changed before breakroom cleaning.

8. Cleaning/Disinfecting Drinking Fountains: Thoroughly clean entire exterior surface with approved cream cleanser. Rinse thoroughly as all cream cleanser must be removed. Wipe entire surface with approved disinfectant solution and wipe dry utilizing a clean, soft cloth and wipe item dry.
9. Wall Spot Cleaning: Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean soft cloth.
10. Dusting: Corners, crevices, molding and ledges shall be free of all obvious dust. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas up to and including ceiling vents, and lighting devices, window blinds, desk tops, counter tops, file cabinets, tables, etc. Do not disturb work papers.
11. Glass Cleaning: Interior glass cleaning is a part of the overall task of cleaning. All handprints, smudges, and soil are to be removed during the performance of this task. Glass will be left streak free.
12. Replenishable Supplies: The contractor is responsible for the purchase and supply of all cleaning materials and equipment. Contractor is responsible for notifying the NCCMH to order all other replenishable supplies such as bathroom tissue and paper towels.
13. Reporting: Conditions that may be questionable or deemed hazardous (i.e., such as burned out lights, loose railings, ceiling tiles, exposed wiring, broken windows, etc.) must be reported to NCCMH by janitorial staff with date of observation.

Contractor will use appropriate personal protective equipment, maintain janitor closets in a clean, organized and safe manner, maintain janitorial equipment in a clean, safe and operable condition, and properly dilute, label, and use all chemicals.

All services will be provided outside of normal business hours (8:30AM - 5:00PM weekdays). Services will be provided on a mutually agreed upon schedule.

III. BID SPECIFICATIONS

Quotes must be clear, concise, typewritten, and must be signed by the official authorized to bind the submitted quote to its provisions. The contents of this Request for Quote (RFQ) will become incorporated within any contract signed by North Country Community Mental Health and the provider of service. Do not retype this RFQ. Respond on a separate page and cite the section number for each response. All areas of the quote must be addressed in the same sequence cited in the RFQ instructions in order that proper consideration is given to the quote.

All quotes must be developed in compliance with this RFQ. It is the responsibility of the bidder to identify any deviations from the required quote content. Quotes that are incomplete will not be considered. NCCMH reserves the right to accept, reject or negotiate and amend any quote received if in the best interests of NCCMH and the clients served, and to waive any irregularities and/or information in the quote process.

Pre-quote **site inspections** of 1420 Plaza Drive, Petoskey, MI are available between **October 8, 2018 and October 26, 2018** by contacting the NCCMH Property Manager at wcrestwell@norcocmh.org or 231-439-1271.

DEADLINE FOR SUBMISSION: received no later than 4:00 p.m. Nov 1, 2018.

A complete copy of the quote or an electronic copy with all attachments must be submitted. If submitting electronically it must be in PDF format. The bidder must fill out an RFQ Cover Sheet and attach it to the quote. Electronic quotes must be emailed to ccrumbaugh@norcocmh.org with subject line: "Janitorial RFQ Materials". Hard copy quotes must be submitted in a sealed envelope. "Janitorial RFQ Materials Enclosed" should be noted on the outside of the envelope. Hard-copy quotes must be mailed or hand-delivered to North Country CMH, 1420 Plaza Drive, Petoskey, MI 49770 Attn: Facilities. Quotes received after the deadline will not be considered.

Once submitted, no changes to the quote will be accepted.

The quote shall cover services as set forth herein and to be agreed upon contractually by the successful bidder and North Country Community Mental Health. Quotes will be accepted for a contract period of up to three years but must be presented for a minimum of one year.

North Country Community Mental Health reserves the right to accept or reject any/all quotes received pursuant to this RFQ, in whole or in part; and/or to waive any/all irregularities therein; and/or to delete/reduce the units of service; and/or to negotiate quote terms in any way whatsoever to obtain a quote as deemed in its best interest. North Country Community Mental Health reserves the right to re-solicit/re-advertise the RFQ as deemed necessary.

Cost Liability

North Country Community Mental Health assumes no responsibility or liability for costs by the contractor or any bidder prior to the execution of a contract between the contractor and North Country Community Mental Health.

Bidder Responsibilities

All inquiries regarding the content of the RFQ shall be addressed in writing to the Property Manager at wcresswell@norcocmh.org . A written response will be returned after review by the NCCMH RFQ committee.

It is the responsibility of the bidder to understand all details of the RFQ. The bidder, by submitting a quote indicates a full understanding of all details and specifications of the RFQ. Bidders are expected to present narrative statement/summaries in a clear, concise and organized manner for review.

Award of Contract

Award recommendations are contingent upon the successful evaluation of the contractor's qualifications. All qualified contractors will then be evaluated to determine successful bidder/bidders.

The evaluation process will determine if a bidder meets quality standards based on bid specifications and provider requirements. The selection committee will score each quote using a tabulation grid for each section of the bid quote outline. Award of bids will be determined on service delivery quality and cost.

Specific requests for additional information, to assist the evaluators, might be requested of the prospective bidder. This could include access to and potential interviews with bidder's customers, employees, organizations and/or other stakeholders.

IV. COVER SHEET

NORTH COUNTRY COMMUNITY MENTAL HEALTH

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Contractor Information

Organization:

Address:

Authorized Representative:

Title:

Telephone Number:

Contact Person:

Title:

Telephone Number:

Fax Number:

E-mail Address:

Web Address (if applicable):

Rate and Estimated Operational Date Included in the Quote:

V. BID OUTLINE (in this order)

Required Quote Content

Section 1: Service Delivery

- a) The bidder shall describe the organization's history and examples of success as a provider.
- b) The bidder shall describe their unique benefits/features as a provider.

Section 2: Management and Administration

- a) The bidder shall describe the organization's operation.
- b) Describe billing procedures.
- c) Describe the staff and systems used to maintain ongoing and systematic review of service standards.

Section 4: Business Structure

- a) The bidder shall submit proof of entity (W9, copy of Articles of Incorporation or other documents under which the organization is organized)
- b) The bidder shall attach certificates of insurance for liability and workers' compensation coverage.
- c) The bidder shall attach references.

Section 4: Bidder's Quote

- a) Frequency and days of the week (not less than twice per week)
- b) Estimated number of hours required per day, week, or month
- c) Cost per day, week, or month
- d) Available start date