University of California
Hastings College of the Law

REQUEST FOR PROPOSAL

# 34-0000

FOR

Campus-wide Custodian and Porter Services

Date Issued: November 15, 2013

Due: February 21, 2014

No later than 5:00 p.m.

It is the Bidder’s responsibility to read the entire document, any addendums and to comply with all requirements listed herein. Any addenda to this Request for Proposal will be available to all participating Bidders and posted on University of California Hastings College of the Law’s Purchasing website at:
http://www.uchastings.edu/about/admin-offices/purchasing-mail/bids/index.php

It is the Bidder’s responsibility to watch this website for any addenda, notices, or changes to the RFP or process.
The information contained in this Request for Proposal (RFP) is confidential and proprietary to the University of California Hastings College of the Law and is to be used by the recipient solely for the purpose of responding to this RFP.

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SECTION I: GENERAL INFORMATION

A. Purpose & Objectives of the RFP
The purpose of this Request for Proposal (the “RFP”) is to invite qualified suppliers to prepare and submit a proposal (or “bid”) to furnish Campus-wide Custodian & Porter Services, which shall mean labor, materials, equipment and supplies, to University of California Hastings College of the Law (“UCH”), in accordance with the requirements defined throughout this RFP.

The overall objective of the RFP is to select a supplier to assist UC in establishing the most cost effective and efficient procurement program for Campus-wide Custodian & Porter Services while maintaining high standards of quality and service.

This project was initiated to develop a supplier/UCH alliance and implement a campus program for Campus-wide Custodian & Porter Services that will provide maximum value to the college through enhanced technology, superior customer service, streamlined processes and lower total overall cost. The college’s Facilities Department is the main contact for daily management of this contract at 198 & 200 McAllister, and 379 Larkin, and the college’s Property Manager is the main contact for daily management of this contract at 100 McAllister.

Qualified suppliers are invited to submit proposals, based on the information provided in this RFP, with the intent to establish a business alliance with UCH which will maximize the resources of both organizations to most effectively meet the Facilities Department’s service needs for UCH.

B. University of California Hastings College of the Law Locations
UC Hastings College of the Law is comprised of the following sites:

- 100 McAllister Street
- 198 McAllister Street
- 200 McAllister Street
- 379 Larkin Street UCH Parking Garage

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

C. Issuing Office and Communications Regarding the RFP
This Request for Proposal, and any subsequent addenda to it, is being issued by the Purchasing Department on behalf of University of California Hastings College of the Law. The Purchasing Department is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP, and is the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any contract(s) awarded as a result of this RFP.

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

Darryl Sweet
Director of Business Services
University of California
Hastings College of the Law
200 McAllister Street
San Francisco, California 94102

E-mail: purchasing@uchastings.edu
Phone: (415) 565-4604
D. RFP Dates
Suppliers interested in submitting proposals in response to this RFP should do so according to the following schedule. A supplier may be disqualified for failing to adhere to the dates and times for performance specified below (all times Pacific Time):

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>November 12, 2013</td>
<td></td>
<td>RFP issue date</td>
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<tr>
<td>December 12, 2013</td>
<td>5:00 p.m.</td>
<td>DJWA Affidavits due</td>
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<tr>
<td>January 8, 2014</td>
<td>1:00 p.m.</td>
<td>Mandatory Pre-bid conference; General campus tour</td>
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<tr>
<td>January 21 - 23</td>
<td></td>
<td>Detailed campus tours as scheduled with RFP participants.</td>
</tr>
<tr>
<td>January 30, 2014</td>
<td>5:00 p.m.</td>
<td>Requests for clarification due from bidders</td>
</tr>
<tr>
<td>February 4, 2014</td>
<td>1:00 p.m.</td>
<td>UCH response to clarifications posted</td>
</tr>
<tr>
<td>February 7, 2014</td>
<td>5:00 p.m.</td>
<td>Issuance of addenda to RFP, if necessary</td>
</tr>
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<td><strong>February 21, 2014</strong></td>
<td><strong>5:00 p.m.</strong></td>
<td><strong>RFPs Due</strong></td>
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<td>February 22 and on</td>
<td></td>
<td>Evaluation Period</td>
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<tr>
<td>TBD</td>
<td></td>
<td>Supplier presentations/Site Visits/Award</td>
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<tr>
<td>May/June</td>
<td></td>
<td>Finance Committee and Board of Directors</td>
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<tr>
<td>July – August</td>
<td></td>
<td>Transition period</td>
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<tr>
<td>September 1, 2014</td>
<td></td>
<td>Anticipated Start Date</td>
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E. Mandatory Pre-Bid Conference
A mandatory Pre-Bid Conference will be held at the UCH campus. This meeting will provide bidders the opportunity to ask questions about the Request for Proposal and UCH requirements. Attendance at the Pre-Bid Conference is mandatory for suppliers who intend to submit a bid. Attendance must be limited to two representatives from each participating company. Any changes to the Pre-Bid Conference requirements are at the sole discretion of UCH.

**Mandatory Pre-Bid Conference Schedule**
Date: Wednesday, January 8, 2014  
Time: 1:00 p.m. – 3:00 p.m.  
Where: 200 McAllister Street  
Room TBD

A general campus tour is part of the mandatory pre-bid conference. This is to provide an overview of the UC Hastings Campus for prospective bidders.

Longer, more in-depth campus tours will be scheduled with participating firms between January 21 and January 23, 2014. This tour is also mandatory.

F. Addenda to the Request for Proposal
Any changes, additions, or deletions to the Request for Proposal will be in the form of written addenda issued by the University. Any addenda to this Request for Proposal will be posted publicly on the UC Hastings website at: [http://www.uchastings.edu/about/admin-offices/purchasing-mail/bids/index.php](http://www.uchastings.edu/about/admin-offices/purchasing-mail/bids/index.php). UCH shall not be responsible for failure of any prospective Bidder to receive such addenda. All addenda so issued shall become part of this RFP.

G. Instructions for Submitting Proposals
One signed bid must be received by the Purchasing Department no later than 5:00pm (Pacific Time), Friday, February 21, 2014. Late bids will not be accepted. Responses are to be sent via email.

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

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

Submit via email to: purchasing@uchastings.edu

Bidders must submit their proposals in compliance with the following instructions:
- Original proposal must be complete and include all requirements as stated in the RFP and specified in I.1 through I.9.
- Bids must be marked: Campus-wide Custodian & Porter Services Bid #: 34-0000
- Bid Closing Date: February 21, 2014

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

1. Minimum Mandatory Requirements are defined as requirements essential to UC Hastings for bid consideration. Automatic disqualification from the bidding process will result from bidder’s failure to provide or be in compliance with any one or more of the following requirements.

- Bidders must attest to compliance with the Displaced Janitorial Worker Act as a prerequisite for participating in the RFP, using the attached Affidavit (Attachment ‘B’).
- Attendance at the Mandatory Pre-Bid Conference, and scheduled college tours. Refer to Section 1-E for specific conference details.
- No late bids will be accepted. Any bid received after the specified deadline for submission will not be considered and may be returned to the submitting firm unopened.
- Collusion among bidders is not allowed. If there is proof of collusion among bidders, all proposals involved in the collusive action will be rejected.
- Bidders must meet a minimum Quality Points threshold of 80% to move forward in the evaluation process. Refer to Section 1-J for definition of the quality points system.
- Bidders must have the ability to obtain the necessary insurance (refer to Attachment ‘C’, section IX, Indemnification and Insurance Requirements).
- Bidders must possess all trade, professional, or business licenses as may be required by the work contemplated by this RFP.
- Bidders must operate within the guidelines of all Federal and State laws.
- Bidders must have a current and active contractor’s license issued by CSLB:
  - CSLB License #: ____________________
2. **Other Qualification Standards** are defined as standards that if not met or supplied by the bidder, UCH reserves the sole right to reject proposal(s) without limitation.

- For each Bid Option specified below, bidders should have verifiable successful experience in the last three (3) years in providing the range services specified in this RFP as a primary vendor for at least two (2) accounts of similar size, complexity, and business volume. Bidders should include with their proposal the company names, addresses, contact names, phone numbers, and brief descriptions of reference accounts meeting this criteria as specified in Section III, Paragraph F of the RFP.

- Bidders should submit audited financial statements for the past two (2) years (or equivalent data) in order to establish its financial capability to provide the required products and services on a long-term contract basis.

- Bidders should be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel and warehouse/distribution facilities, product line, order processing, delivery capabilities, maintenance, support, systems, organization structure, operation controls, quality control, and other related factors.

- Subcontracting is not allowed. The agreement will be between UCH and the awarded firm, and custodians/porters are to be employees of the firm.

- Bidder’s proposal should be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal.

In addition to the information required above, UC Hastings may request additional information either from the Bidder or others, and may utilize site visits and bidder presentations, as reasonably required by the University to verify the Bidder’s ability to successfully meet the requirements of this RFP. The University also reserves the right to obtain Dun & Bradstreet reports, or similar independent reports for further indications of the Bidder’s ability.
I. Proposal Format Guidelines
Bidders must submit their proposals in the format outlines in this section. The entire Proposal must be submitted via email; in addition, Pricing Schedules (Attachment ‘D’) must be submitted electronically in Excel as directed. Proposals must include the same section titles used below for ease of evaluation. Proposals must provide a complete response to all requirements stated in the RFP. Incomplete proposals are subject to disqualification. The Proposal shall be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal. Proposals shall be complete, submitted in the prescribed format or on forms provided, and comply with the specifications and all legal requirements. All information furnished on the signed original copy of your bid shall be typewritten or written in ink.

1. Statement of Company Background
Bidders shall provide an introduction and general description of the Company’s background, nature of business activities, and experience in providing Custodian & Porter Services and related per services.

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

3. Vendor Qualification And Experience
This section should contain the required qualification information specified in ‘Qualification of Bidder (Paragraph H above).

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

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

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

Focus on the Environmentally Preferable Purchasing sections. Be sure to include the following in how you address sustainable business practices and environmentally preferable purchasing, but do not limit your response to these items:
- Liner Standardization (especially right sizing),
- Composting,
- Plastic Recycling/Paper Recycling,
- Minimization of Items Sent to Landfill (aka, the Three-bin system),
- Use of ‘green’ cleaning products, supplies and practices,
- Measuring consumption of these items,
- Continuous improvement in these areas.

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

8. Price Quotation
Bidders are to provide a price quotation in the form and format described in Section VI. Submit pricing on Attachment ‘D’. 

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9. **UC Hastings New Vendor Form**

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

**J. Proposal Evaluation and Contract Award**

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

Any contract(s) resulting from this Request for Proposal will be awarded to the responsive and responsible bidder whose proposal, in the opinion of the College, offers the greatest benefit to the College when considering the total value, including, but not limited to, the quality of products, service, and total cost (including prompt payment discounts, trade-ins, upgrades, available volume discounts, shipping and other miscellaneous charges).

Proposals will be evaluated by the UCH committee using a quality points system. The evaluators will examine each proposal to determine, through the application of uniform criteria, the effectiveness of the proposal in meeting the College’s program requirements for Custodian & Porter Services. In addition to materials provided in the proposals, the UCH Committee may utilize site visits, oral presentations, product testing, additional material/information, or references from the supplier and others to come to their determination of award(s).

Factors that will be used to evaluate proposals include:

1. **GENERAL CAPABILITIES**
   a. Company organization, environment and strategic direction
   b. Account management
   c. Program administration
   d. Expertise of personnel
   e. Ability to meet the needs of UCH locations
   f. Training
   g. Sustainable practices and product offerings
   h. Implementation plan

2. **SERVICE QUALITY AND COMMITMENTS**
   a. Ability to provide service standards to meet UCH requirements
   b. Quality management and continuous improvement processes
   c. Geographic support for customer service/delivery/technical service
   d. Geographic support for account management and representation
   e. Implementation of current industry best practices

3. **TECHNICAL QUALIFICATIONS AND INFORMATION MANAGEMENT**
   a. Ability to invoice electronically
   b. Ability to accept payment via p-card
   c. Online programs related to training, product information, MSDS, and integrating supplies ordering with system suppliers.

Cost will be divided by the total quality points to determine the best proposal. The college may elect to award to the bidder submitting the lowest cost per quality point. Should that bidder refuse or fail to accept the tendered purchase contract, the award may be made successively to the Bidder with the second lowest cost per quality point, or then to the third in the event of further failure to accept.

The College may elect to conduct the supplier selection process using a quality points system in two phases, by selecting finalists and conducting a second round of scoring and ranking among the finalists.
The College may waive irregularities in a proposal provided that, in the judgment of the College, such action will not negate fair competition and will permit proper comparative evaluation of bids submitted. The College’s waiver of an immaterial deviation or defect shall in no way modify the Request for Proposal documents or excuse the Bidder from full compliance with the Request for Proposal specifications in the event the contract is awarded to that bidder.

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

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

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

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

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

O. Disclosure of Records and Confidentiality of Information
All bid responses, supporting materials and related documentation will become the property of the College upon receipt.

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

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

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

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

Q. [blank]
**R. Marketing References**

The successful bidder shall be prohibited from making any reference to UCH, in any literature, promotional material, brochures or sales presentations without the express written consent of the University of California Hastings College of the Law Communications Department. Contact Purchasing to begin discussion around this use.

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

**S. Insurance Requirements**

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

University of California Hastings College of the Law  
Purchasing Department  
Attn: Ed Elie  
200 McAllister Street  
SF, CA 94102

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

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

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

**U. Errors and Omissions**

If the Bidder discovers any discrepancy, error, or omission in this RFP or in any of the attached Appendices, UCH should be notified immediately and a written clarification/notification will be issued to all bidders who have been furnished a copy of this RFP for bidding purposes. No bidder will be entitled to additional compensation for any error or discrepancy that appears in the RFP where UCH was not notified and a response provided. All addenda of clarification will be posted on the University of California Hastings College of the Law bid posting website at:  
http://www.uchastings.edu/about/admin-offices/purchasing-mail/bids/index.php.
V. Termination of Agreement
Any agreement resulting from this RFP may be terminated in whole or in part by UCH (for cause and/or for convenience) with a written sixty (60) day notice without penalty. Any agreement resulting from this RFP may be terminated in whole or in part by Supplier (for cause only) with a written ninety (90) day notice without penalty.

W. Order of Precedence
In matters of conflicts of terms, the order of precedence shall be as follows:
1. The authorized UCH Purchase Order;
2. Final Agreement awarded from the RFP;
3. The RFP Document and any subsequent Addenda;
4. The UCH Terms and Conditions – Appendix A.

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

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

As of July 1, 2013, the agreements are with CleanSource and Waxie.
SECTION II: FACTS

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

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

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

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

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

A. Company Profile
1. State whether your company is local, regional, national or international. Include information on any affiliates and/or subsidiaries.

2. Describe your company’s service/sales network within the greater SF Bay Area. Specify your geographic locations, company owned locations or independent franchises, number of field service/sales representatives.

3. State the locations from which the program will be administered if your company is awarded the contract.

4. Describe the range of activities performed by this location.

5. Furnish UCH with your company service standards. Include your company’s Service Level Agreement(s) and Mission Statement.

6. Does your company own all of its sales/service locations?

B. Bidder’s Service Capability
Address your company’s capabilities as they relate to the following service issues or questions.

1. Can your company absorb all UCH needs and requirements for products and services as stated in this RFP and provide uniform services and service standards in every building location?

2. Does your company have experience with customers in Higher Education and customers with equivalent size and locations as UCH?

3. Does your company have systems in place to handle, in an efficient and timely manner, emergencies during business and non-business hours? If yes, describe and provide fees, if any.

4. Does your company have a tested recovery or business resumption plan in place in the event of a natural disaster or act of war or civil disturbance? If yes, describe.

5. Describe how your company will meet our requirement for frequent on-site visitation by your account representatives to handle customer orders, training, problems, invoice disputes and service issues.

6. Describe your customer service and quality control programs.

7. Describe the communication methods used in your firm. How will UCH communicate to supervisor(s) and staff (phone, radio, IM?) during regular business hours? Outside of normal business hours?

8. Describe your company’s capability managing multiple custodian closets in a clean, safe, organized manner, and to current industry standards.

9. Does your company manufacture your own products? If not, specify who manufactures products for your company by product category and why?

10. What is your company’s business strategy regarding the following;

  - Consistent cleaning quality across different locations
• Consistency in service level across different locations
• Managing staff in the field (daily task level)
• Overall account management

11. Does your company provide business reviews? Specify what type of information is included in your business reviews.

12. Specify your company’s performance standards in the following service categories:

• Maintaining cleanliness standards
• On-time performance
• Billing accuracy
• Issue escalation
• Periodic Inspection programs and reporting
• Other, specify

13. Provide your company’s definitions of the service categories listed above, and the methods used for measuring your performance.

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

15. Provide a statement describing your company’s ability to supply all the products and services required by this RFP, including any plan to subcontract any portion of the work.

16. Specify your company’s normal business hours for receiving orders and providing customer service including maintenance support both during and after normal business hours.

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

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

18. Describe your company’s capability to provide customer training for your employees.

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

C. Bidder’s Technology Capability
Address your company’s capabilities as they relate to the following technology issues or questions.

1. Describe your current capabilities for transmitting/receiving invoices, reports, or payments electronically

2. Proposal should define the system specifications/requirements, including any costs, if any, for hardware/software to utilize bidders’ on-line work order system, if applicable.

3. Does your company have capability to provide specific reports to UCH regarding tracking quantities of cleaning supplies and paper goods used during the contract?

4. Describe your company’s capabilities to provide the following on a quarterly or as-needed basis:

• On-line and hard copy standard reports
• On-line and hard copy specialized reports (e.g. sustainable product purchases)
• Information necessary to receive payments via ACH and EFT transfers
5. Describe any other software packages and technologies your company has available to simplify order processing and reduce costs. This would need to be coordinated with our products suppliers.

6. Describe how your company will support the utilization of a Procurement Cards to pay the invoice for services.
   - Integration within your order entry system
   - Authorization process (manual/automated)
   - Security
   - Timeliness and accuracy of systems authorization ability in the order entry process

D. Bidder’s Staffing and Qualifications
1. Indicate the name and title of the person who will have the overall account management responsibility as specified in this RFP. Provide the account manager’s resume. Specifically discuss the individual’s experience in managing a program for Campus-wide Custodian & Porter Services of the similar size and scope of the program described in this RFP.

2. Provide an organization chart, including functions and responsibilities of your company’s recommended account management team for UCH.

3. Describe procedures your company will utilize to provide training and orientation of new users to your order entry system and other technology and process related functions.

E. Account References
1. Provide three references and contact information to verify bidder direct experience in servicing accounts of a similar size, complexity, and business volume to the University of California based on the options specified in Section IV of this RFP.

2. Provide names and contact information for three accounts that have left your company within the last 24 months for reasons other than consolidation. Provide the reason they left.

3. Ensure that contact information includes name, title, address, e-mail address, and phone number of each reference and that you have verified that this is current information for these individuals/companies.
SECTION IV: CAMPUS-WIDE CUSTODIAN & PORTER SERVICES  
PROGRAM REQUIREMENTS

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

A. Bid

Use ATTACHMENT D to provide your bid for:

CUSTODIAN Services (Day) at 100:
- Arrive M-S at 5:00 a.m.;
- Clean the interior and exterior of the Tower per the tasks and frequencies listed in Attachments ‘F’ & ‘F-1’;
- Ensure the building is cleaned, and kept ready for business, to the standards listed in Attachments ‘F’ & ‘F-1’;
- Per direction of Property Manager, assist with event set-up/tear-down/clean-up, office moves, or unit cleaning.

CUSTODIAN Services (Day) at 198, 200 & Garage:
- Arrive M-F at 7:30 a.m.;
- Clean the interior and exterior of the these UCH locations per the tasks and frequencies listed in Attachment ‘F’;
- Ensure the campus is cleaned, and kept ready for business, to the standards listed in Attachment ‘F’;
- Per direction of Facilities Department, assist with event set-up/tear-down/clean-up, office moves, or other items.

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

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

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

These are all standard and included in your price quote.

DO NOT ALTER THE FORMAT OF ATTACHMENT D SPREADSHEET.
Through collaborative management, UCH Facilities and contractor will order required paper products, cleaning supplies, liners, and other necessary items from designated suppliers. Goods will be delivered to UCH during open hours. Contractor personnel must all be trained in proper and legal use of cleaning equipment, materials and agents.

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

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

The overall goal is to have the campus clean and sanitary every day:
- achieving HIGH CLEANING STANDARDS;
- meeting SUSTAINABILITY REQUIREMENTS, and
- utilizing ENVIRONMENTALLY PREFERABLE PURCHASING PRACTICES,
- ensuring EVENT READINESS

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

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

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

UCH Business Services will host Quarterly Business Reviews (QBR), to provide an open forum for discussion on contract spend. Sr. Management from the supplier must be present for at least one QBR per fiscal year.

UC Systemwide Suppliers will provide the products, delivery, recommendation and pricing required of their agreements.

Alternate Proposal:  UCH is interested in any service, system or idea that would further our goal of reducing expenses and offering optimum value.

Alternate proposals will be considered only if the original requirements of the RFP are met in the manner specified. Alternate proposals are to be submitted at the time of original proposal. They are to be separate from the original proposal and clearly marked “ALTERNATE PROPOSAL”.

NOTE:  Not all of the following requirements may be applicable to all Options. Bidder should indicate where, in their opinion, a requirement is not applicable to a specific Bid Option.

B. Required Products

Most goods will be ordered in conjunction with UCH. However, contractor will need to furnish some supplies outside of the base agreement. If UCH requires products from the contractor, the contractor shall abide by the following section requirements “C” through “N”. In addition, these products shall be purchases at the best price available to the supplier and UCH. If a UC agreement can access the same (or equivalent) product at a better price, then contractor will work with UCH to change the sourcing of those goods to the appropriate UC agreement.
C. Exclusions
1. Bidders are advised that some products contained in their standard catalog may be subject to pre-existing agreements with other suppliers, or may be outside the scope of this RFP and may not be included in any agreement resulting from this RFP or may be included on a limited basis.

D. Fill Rate
The supplier will be expected to maintain a minimum 98% fill rate for any ordered by UCH. A filled line item is defined as the following day receipt of the item quantity ordered based on the service standards specified in this RFP. Suppliers shall compute the total number of items ordered each month, deducting from the total those items which are discontinued or backordered. Suppliers, upon request and during the quarterly business reviews, shall provide documentation indicating an inability to ship.

E. No Substitutions
No substitutions of alternate items for products ordered will be permitted except with the express approval from authorized UCH personnel. The supplier may not substitute or exchange a different brand or generic product or package size, other than the specific product ordered, without authorization.

F. Minimum Order
There shall be no minimum order requirement.

G. Order Management and Customer Service
Bidder must provide a toll free number for UCH order placement and customer service. Any changes or modifications to the agreed upon buying processes, which may vary between UC locations (delivery methods, invoice transmittals, etc.) will not be implemented without advance approval from a designated UC employee(s) representing location(s) affected by these changes or modifications.

H. Order Packaging and Labeling
Each order shall be individually wrapped and labeled with the following information:

1. Purchase order number.
2. Product description, quantity and catalog number of the product ordered, and an open 30-character field for internal identification e.g., Storehouse catalog numbers and/or internal customer order numbers.
3. Other information, as requested by the ordering department.

Packing slips should be attached to the outside of the package such that it can be inspected at the receiving dock/ Requesting department.

I. Environmentally Preferable Products/Services
1. UCH strongly encourages its suppliers to utilize environmentally responsible packaging and recycling practices. Bidder Proposals must include a statement indicating what measures will be taken to minimize the adverse effects of packaging on the environment.

2. Describe your program(s) for selling environmental/green products.

J. Receiving Locations
UCH Receiving is primary location. Delivery may be made directly to the Tower as agreed to for Tower items.
K. Standard Delivery Requirements
All orders will normally be delivered within 2 business day(s), no later than 11:00 a.m., after receipt of order. Bidders must state the latest possible time order can be received for next business day delivery.

All deliveries shall be FOB Destination. Delivery charges and risk of loss shall be borne by the supplier. All regular deliveries will be made by the supplier's truck or contract carrier of supplier's choice.

L. Rush Delivery Requirements
Proposals must describe the availability associated with providing rush delivery service at no charge. See UC location profiles.

M. Returned Goods/Restocking
UCH recognizes that occasional errors will occur in order placement, delivery, etc. by both itself and the supplier. For this reason, restocking charges are not authorized and supplier must accept returns for full credit regardless of reason for return.

Returns of any products must be accepted by successful bidder in resalable condition and if made within thirty (30) days of original shipment. Requests for returns for credit can be transmitted by the ordering departments via the established order management systems (web-based, telephone, fax, and paper return form). Chargeback credit memos will be issued to UCH in the current month's billing period. Returns must be picked up by bidder from the ordering department location within two (2) business days. If office products purchased via purchasing card, credit must be issued to the same purchasing card account.

Returned items shall be credited at cost, and a corresponding credit for supplier charges shall be issued via a separate invoice, referencing the original order and invoice to which the credit applies. Supplier will be responsible for all shipping charges.

N. Vendor Supplied Catalogs
1. Proposals shall include a provision to supply, at no additional cost to the University, custom paper catalogs to be distributed to UCH.

2. Bidder must provide periodic catalog updates at no cost to the University (specify recommended frequency of catalog updates).

O. Program Administration (Option I)
1. Does your company have an existing National Account Program? If so, describe.

2. Supplier shall provide the following program administration functions:
   - Project Manager to coordinate program implementation;
   - Account Management for on-going contract monitoring and maintenance, and to assist in resolving problems, demonstrate new products, handle returned goods and provide other customer services as required for the efficient operation of the program;
   - Account Representative(s) dedicated to UCH;
   - Monthly meetings between supplier's account manager(s) and UC Facilities Department, and UCH Purchasing Department to discuss previous month's activities and resolution of any open issues.

P. Activity Reports
1. Contactor shall provide the following periodic reports as specified:
   - Staff used;
2. Supplier agrees to provide other reports as reasonably requested by UC during the term of the this agreement at no additional cost to UCH.
   Examples: Certified Payroll, or updated list of ‘green’ chemicals and equipment, updated list of workers, background checks

Q. Product Certification
The bidder certifies and warrants that all products sold to UCH under any agreement resulting from this RFP:

1. Shall be new and genuine.
2. Shall be provided to UC in the manufacturer's original packaging unless otherwise requested by UC.
3. Shall be manufactured and sold or distributed to the supplier for retail sale in the United States.
4. Shall be sold to the supplier from legal and reputable channels, which are understood to be the manufacturer or authorized representatives of the manufacturer.
5. Shall not be altered or misbranded within the meaning of the Federal and State laws applicable to such products.
6. Shall not be produced in whole or in part by forced labor, convict labor, or indentured labor under penal sanction.

R. Quality of Service Standards
1. Bidders must acknowledge the following quality of service standards and provide minimum guarantees to consistently adhere to the standards (See campus profiles):

<table>
<thead>
<tr>
<th>Service</th>
<th>Guarantee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal delivery</td>
<td>within 2 days</td>
</tr>
<tr>
<td>Rush delivery</td>
<td>within 1 day</td>
</tr>
<tr>
<td>Pick up returns</td>
<td>within 2 days</td>
</tr>
<tr>
<td>Requests for reports</td>
<td>within 5 business days</td>
</tr>
<tr>
<td>Delivery accuracy</td>
<td>100%</td>
</tr>
<tr>
<td>Delivery, on-time</td>
<td>100%</td>
</tr>
<tr>
<td>Invoice/billing accuracy</td>
<td>100%</td>
</tr>
<tr>
<td>Customer service satisfaction</td>
<td>100%</td>
</tr>
</tbody>
</table>

2. The minimum quality of service standards set forth above recognize that occasional errors are likely, however, the bidder further agrees to use best efforts to achieve 100% quality of service level. Should, however, the quality levels fall below the minimum standards and the supplier does not take corrective action within 14 days following University notification, the University reserves the right to terminate the agreement.

3. In addition to the above requirement, bidders must include a statement explaining their own quality standards policy.

4. No customer substitutes will be accepted without the prior approval of the purchaser.

5. Supplier cannot “penalize” an entire campus or other UC locations if specific departments are preventing invoice payments.

S. Quality Management and Continuous Improvement Process
Bidder shall describe their plan for quality management and process for continuous improvement of the Custodian & Porter Services program.

The intent of the contract is for the UCH Facilities Department to build a strategic alliance with the awardee.
T. Partnering
UCH encourages a partner relationship with respect to the UC Systemwide janitorial products supplier and requires the contractor to discuss innovative approaches to partnering with objectives such as:

1. Improving performance;
2. Improving quality;
3. Reduction of paperwork and increased efficiency, through consolidated invoicing and other methods;

Bidders are encouraged to discuss the cost vs. benefits of various aspects of partnering with which bidders may have experience.
SECTION V: INVOICING
Describe your company's normal invoicing payment terms and conditions for the following options:

1. Procurement Card
2. Summary Billing and Summary Invoices
3. Receive ACH payments
4. Any other options, specify

A. UCH Current Invoicing Requirements
1. All invoices must clearly indicate the following information:
   - California sales tax as a separate line item (if applicable)
   - Purchase Order number
   - Description of the services
   - Monthly cost
   - Any applicable discount
   - Reference to original order and invoice number for all credit invoices issued

2. Invoices will be submitted directly to the UCH A/P Department unless the supplier is notified otherwise by amendment to the agreement. Invoices will normally be paid within 30 days of satisfactory product delivery or receipt of correct invoice, whichever occurs last, unless a discount for prompt payment is offered.

3. Specify your company’s dispute resolution process and time frame.
SECTION VI: PRICING

A. Price Quotation
1. Complete the attached Pricing Schedules, based on specified UC requirements as defined in this RFP. Provide your pricing proposal in the Excel Spreadsheet, Attachment ‘D’.

2. Bidders must provide the following pricing data:
   
   a) MONTHLY COST FOR COMPLETE Custodian & Porter Services
      For each location as detailed in Attachment D. Use the spreadsheet. Do not alter it.

3. Bidders are required to provide a price quotation for all the services included in the Pricing Schedule and detailed in Section IV of this RFP.

4. The prices quoted in response to this section shall be the UCH net price including the various services to be provided. There shall be no separate charges, fees, handling or other incidental costs.

5. UCH expects preferred pricing on products ordered, generally meaning lowest. How will your company ensure this requirement? If you are unable to control the lowest pricing available at time of order, how will you track and credit back overcharges without having to rely on the customer to advise they were initially overcharged?

B. Price Protection
1. Prices quoted cannot increase during the first 12 months period of the agreement. Price changes after the first 12 months period, if any, shall be made on an annual basis as negotiated by both parties. Any price change proposal requires a 60-day written notification. However, in no event shall price increase PROPOSAL on an aggregate basis exceed two (2) percent.

2. Price increase PROPOSALS for any renewal periods must be supported by documented evidence of requirements for the price increases. UCH shall benefit from any lower price offered to other universities, hospitals, government agencies or entities where the economic and service requirements are substantially similar. If the bidder’s catalog or list price or service price is reduced (intentionally or unintentionally) UCH shall benefit from a corresponding price reduction.

C. Manufacturer Price Decreases
It is essential that manufacturer price decreases be passed on to the College immediately. Contractor agrees to do so. Further, supplier will provide notice to UC of all such price changes in a timely manner.

D. Earned Incentives
The successful bidder(s) may be required to provide an Earned Incentive(s) to UCH for aggregating the business volume and managing the business processes. Incentives can include the following:

   1. Electronic Fund Transfers (EFT) for invoice payment
   2. Specify any other incentives that may be earned by UC, such as green spend, or if our UC supplier provides free training to contractor staff.

Include in your company’s proposal how the Earned Incentives are paid along with frequency of payment. Provide sample or describe how Earned Incentive dollars are tracked and reported.
E. Prompt Payment Discount

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

State your firm’s early pay discount:

_______%, NET _______
_______%, NET _______
_______%, NET _______
_______%, NET _______

UC expects to enter into a long term alliance with successful bidder. Provide your company’s long term pricing commitment for this contract.

F. Alternate Proposals

Bidders are encouraged to submit alternate proposals that would further our goal of reducing expenses and offering optimum value.

Alternate proposals will be considered only if the original requirements of the RFP are met in the manner specified. Alternate proposals are to be submitted at the time of original proposal. They are to be separate from the original proposal and clearly marked “ALTERNATE PROPOSALS”.
SECTION VII: IMPLEMENTATION

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

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

- **Phase II**: Total transition and collaborative management.

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

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