



MILWAUKEE COUNTY
DEPARTMENT OF ADMINISTRATION
FACILITIES MANAGEMENT

REQUEST FOR PROPOSAL
NUMBER: 98140001

Housekeeping and Janitorial Services

Issued: August 11, 2014

Response Due Date: September 29, 2014 – 3:00 P.M.

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INFORMATION SUMMARY SHEET

Request For Proposal Title: Housekeeping and Janitorial Services

Request For Proposal Number: 98140001

RFP Issuing Office: Milwaukee County–Department of Administration - Facilities Management

RFP Issue Date: Monday, August 11, 2014

Pre-Proposal Questions Due: Wednesday, August 20, 2014

Date of Mandatory Pre-Proposal Conference and Site Tours: Monday, August 25, 2014 @ 10:00 AM
Facility tours may extend into August 26, 2014

Mandatory Pre-Proposal Conference Location: Milwaukee County – City Campus
2711 West Wells Street
Room 590
Milwaukee, WI 53208

Site tours following Pre-Proposal Conference and August 26th

Deadline for Receipt of Questions: September 01, 2014 at 5:00 PM

RFP Proposal Receipt Deadline: Monday, September 29, 2014 @ 3:00 PM

Service Starting Date (Projected): Sunday January 05, 2015

RFP Submission Location: Milwaukee County Courthouse
County Clerk’s Office
Room 105
901 N. 9th Street
Milwaukee, WI 53233

RFP Administrator: Stephanie Gulizia
Department of Administrative Services
Procurement Division
901 N 9th Street Room 308
Milwaukee, WI 53233

Phone: 414-278-4129
Email: Stephanie.Gulizia@milwaukeecountywi.gov

Proposal can be found on Milwaukee County’s website; “Business Opportunity Portal”.
<http://county.milwaukee.gov/bop>

GENERAL INFORMATION 1.0

INTRODUCTION AND BACKGROUND

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal for Housekeeping and Janitorial Services requested by Milwaukee County. Request For Proposal (RFP) is for identified facilities managed by Department of Administrative Service – Facilities Management Division.

Responses to this RFP should be based upon an initial term of an agreement for three (3) years with an option for two (2) additional one-year extensions, by mutual agreement of the County and contractor. Initial volume and locations are outline in “Service Requirements.” Milwaukee County intends to incorporate this RFP and the response to this RFP as an attachment to any resulting agreement for services.

Milwaukee County currently has three vendors providing these services under a month to month agreement.

SCOPE

PROGRAM DESCRIPTION

The Milwaukee County Department of Administration will be contracting for housekeeping and janitorial services for Milwaukee County. The Contractor shall provide all personnel, equipment, tools, materials, supervision and other items and services necessary to perform the defined services as outlined in the Location Specification Sheet(s) (LSS). Services provided on a Monday – Friday basis (less Milwaukee County Major Holidays) and unless otherwise noted on LSS.

The required objective is to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Activities include housekeeping and janitorial services for, Lighting fixtures, Air-vents / registers (the outside), Waste-receptacles, Restrooms, Kitchenettes, Locker-rooms / showers, Entrance / Lobby, Elevators, Corridors (including drinking fountains), Stairwells, Landings, Garages / loading areas, Driveways, Sidewalks, Recycling, Rubbish / Waste removal (to dumpster sites), Conference / Meeting rooms, Auditoriums, Staff Offices / work-stations, Closets, File, and Storage-rooms
Floors, Gymnasium, Custody / Detention rooms, Interior Windows (including window treatments such as blinds, etc.), Furniture (including desks, tables, cabinets, work-surfaces, upholstery, etc.) and additional duties as assigned.

SPECIFICATIONS

All items and services provided by the winning proposer(s) must meet the specifications set forth in this RFP.

FACILITIES AND PROPOSALS

Facilities in this RFP are organized by four groups of facilities managed by the Department of Facilities Management, primarily based upon location. Proposer must submit a proposal for all facilities that are identified within each group to be considered as responsive for that group. Proposers may submit a response for one or more groups. The RFP process will be applied to all proposals submitted regardless of group(s) for which a proposal is being submitted.

SERVICE AREAS

Group 1

Courthouse (1,021,000 sq. ft.)	901 N. 9th Street, Milwaukee, WI 53233
Criminal Justice Facility (475,000 sq. ft.)	949 N. 9th Street, Milwaukee, WI 53233
Safety Building (296,000 sq. ft.)	821 W. State Street, Milwaukee, WI 53233
Medical Examiner’s Office (42,134 sq. ft.)	933 W. Highland Ave, Milwaukee, WI 53233

Group 2

City Campus (196,876 sq. ft.)	2711 W. Wells, Milwaukee, WI 53208
Marcia P. Coggs Human Service Center (178,000 sq. ft.)	1220 W Vliet Street, Milwaukee WI 53205

Group 3

Children's Court Center -Vel Phillips (218,539 sq. ft.)	10201 Watertown Plank Rd., Wauwatosa, WI 53226
Children's Adolescent Treatment Center (115,600 sq. ft.) (Milwaukee County UW-Extension/EMS)	9501 W. Watertown Plank Rd., Wauwatosa, WI 53226

Group 4

Facilities West (5,000 sq. ft.)	10930 West Lapham, West Allis WI 53214
Fleet/Highway Management (34,000 sq. ft.)	10320 W. Watertown Plank Rd., Wauwatosa, WI 53226

RFP ADMINISTRATOR

The RFP Administrator:

Stephanie Gulizia
Department of Administrative Services
Procurement Division
901 N 9th Street, Room 308
Milwaukee, WI 53233

Phone: 414-278-4129
Email: Stephanie.Gulizia@milwaukeecountywi.gov

DEFINITIONS

Following definitions are used throughout the RFP.

Agency/Department means Milwaukee County Department on Agency

Contractor means any proposer awarded the contract.

County means Milwaukee County.

Proposer/Vendor/Bidder means a firm submitting a proposal in response to this RFP.

PRE – PROPOSAL MEETING

It is the Proposer's responsibility to inspect the facilities prior to submitting a proposal to review and determine all activities and requirements associated with the contract. Failure to visit the sites will in no way relieve the successful proposer from the necessity of providing, without additional costs to the County, all necessary services that may be required to carry out the intent of the resulting contract

A mandatory pre-proposal conference will be held at a date, time, and location as provided on the Information Summary Sheet. Following the meeting, County employee(s) will escort interested proposers on a tour of select locations. Tour schedule to be provided at pre-proposal conference. The purpose of this meeting will be to discuss with prospective proposers the work to be performed and to allow them to ask questions arising from their review of the RFP. Representation at the pre-proposal meeting and tour may be limited to two people per proposer, due to limited facilities available. The pre-proposal meeting is for information only. Any answers furnished will not be official until verified in writing by RFP Administrator. Answers that change or substantially clarify the RFP will be affirmed in writing and posted on the website via an addendum. The pre-proposal meeting will be the proposers' only opportunity to personally address questions concerning this RFP. Milwaukee County encourages participation at the pre-proposal conference of prime subcontractors.

Persons with disabilities, who need mobility, visual, hearing, or other assistance for effective participation at the pre-proposal meeting, should indicate the needs by contacting the RFP Administrator. All the requests must be received at least seven days before the date of the meeting. Any requests received after that date cannot be guaranteed.

During the pre-proposal conference, attendees may request clarification of any section of the RFP and ask any other relevant questions relating to the RFP.

Proposers are encouraged to submit written questions via e-mail, for possible response at the pre-proposal conference to RFP Contact/Administrator (date and time provided in the Information Summary Sheet) to enable Milwaukee County to formulate its oral response provided at the conference. No oral or written responses will be given prior to the mandatory pre-proposal conference. Again, any responses provided to questions during the pre-proposal conference and site inspections will be considered drafts, and will be non-binding.

Remarks and explanations at the conference shall not qualify the terms of the solicitation; and terms of the solicitation and specifications remain unchanged unless the solicitation is amended in writing. Milwaukee County at its' sole discretion reserved the right to answer or not answer questions submitted to by deadlines.

QUESTIONS

Proposers may submit questions and requests for clarification regarding this RFP. All questions regarding this RFP shall be made in writing, citing the RFP title, RFP number, page, section, and paragraph, and shall be submitted via e-mail to RFP Contact/Administrator.

Questions sent to anyone other than the RFP Contact/Administrator will not be considered.

All questions must be submitted by the specified deadline as identified on the Information Summary Sheet. Milwaukee County will not respond to any questions received after this date and time. Milwaukee County at its' sole discretion reserved the right to answer or not answer any question submitted to by the deadline. Responses to all questions and inquiries received by Milwaukee County will be posted on Milwaukee County's website as identified in the Information Summary Sheet. It is the responsibility of Proposers to check this website for any and all information such as answers or addenda related to the RFP. Only the answers to written questions submitted prior to the "Receipt of Questions" deadline (date and time provided in the Information Summary Sheet) and posted on the website (web address provided on the Information Summary Sheet) will be considered as Milwaukee County's response.

This RFP is issued by the Milwaukee County Department of Administration. The RFP Administrator assigned to this RFP, along with contact information, is noted. The RFP Administrator is the sole point of contact during this process and no information provided by any other personnel will be considered binding.

Communication initiated by a proposer to any County official, employee or representative evaluating or considering the proposals, prior to the time of any award is prohibited unless at the explicit direction of the RFP Contact/Administrator and any such unauthorized communication may constitute grounds for rejection or elimination of a proposal from further consideration, in the sole discretion of the County.

All respondents should use this written document, its attachments, written responses and any amendments as the sole basis for responding.

PROPOSER NOTIFICATION REQUIREMENT AND AMENDMENT ACKNOWLEDGEMENT

Should proposer discover any significant ambiguity, error, omission or other deficiency in the RFP document, they must immediately notify the RFP Contact/Administrator in writing, via email, prior to the submission of the proposal. The failure of a proposer to notify the RFP Contact/Administrator of any such matter prior to submission of its proposal constitutes a waiver of appeal or administrative review rights based upon any such ambiguity, error, omission or other deficiency in the RFP document.

If it becomes necessary to clarify or revise any part of this RFP, amendments will be posted to the Milwaukee County website; it is the responsibility of prospective vendors to check the website for any amendments prior to the RFP submission date. All amendments are acknowledged by your submission of Sworn Statement of Proposer form.

If the Proposer fails to monitor the web site for any changes or modifications to the RFP, such failure will not relieve the Proposer of its obligation to fulfill the requirements as posted.

FIRM COMMITMENT, AVAILABILITY, PROPOSAL VALIDITY

Proposers shall maintain their availability of service and proposed price as set forth in their proposals for an anticipated service starting date provided in the Information Summary Sheet. Proposers are expected to perform planning and implementation activities prior to commencement of a contract. Milwaukee County will not reimburse for these costs.

NON-INTEREST OF COUNTY EMPLOYEES AND OFFICIALS

No County official, employee or representative on the evaluation committee shall have any financial interest, either direct or indirect, in the proposal or contract or shall exercise any undue influence in the awarding of the contract.

No Milwaukee County employee, officer or agent shall participate in the selection, award or administration of a contract if a conflict of interest, real or apparent, would be involved.

Milwaukee County Specific Requirements; No person(s) with a personal financial interest in the approval or denial of a contract or proposal being considered by a county department or with an agency funded and regulated by a county department, shall make a campaign contribution to any county elected official who has approval authority over that contract or proposal during its consideration. Contract or proposal consideration shall begin when a contract or proposal is submitted directly to a county department or to an agency funded or regulated by a county department until the contract or proposal has reached final disposition, including adoption, county executive action, proceedings on veto (if necessary) or departmental approval.

CODE OF ETHICS

Proposers shall strictly adhere to Chapter 9 of the Milwaukee County Code of General Ordinances Code of Ethics, with particular attention to Subsection 9.05(2)(k):

“No campaign contributions to county officials with approval authority: No person(s) with a personal financial interest in the approval or denial of a contract or proposal being considered by a county department or with an agency funded and regulated by a county department, shall make a campaign contribution to any county elected official who has approval authority over that contract or proposal during its consideration. Contract or proposal consideration shall begin when a contract or proposal is submitted directly to a county department or to an agency funded or regulated by a county department until the contract or proposal has reached final disposition, including adoption, county executive action, proceedings on veto (if necessary) or departmental approval. This provision does not apply to those items covered by section 9.14 unless an acceptance by an elected official would conflict with this section. The language in subsection 9.05(2)(k) shall be included in all Requests for Proposals and proposal documents.”

ERRORS, OMISSIONS, MINOR IRREGULARITIES AND RETAINED RIGHTS

All information in this RFP, including any addenda, has been developed from the best available sources; however, Milwaukee County makes no representation, warranty or guarantee as to its accuracy. Should proposer discover any significant ambiguity, error, omission or other deficiency in the RFP document, they must immediately notify the RFP Contact/Administrator in writing, via email, prior to the submission of the proposal. The failure of a proposer to notify the RFP Contact/Administrator of any such matter prior to submission of its proposal constitutes a waiver of appeal or administrative review rights based upon any such ambiguity, error, omission or other deficiency in the RFP document. Milwaukee County reserves the right to waive minor irregularities in proposals. Minor irregularities are defined as those that have no adverse effect on the outcome of the selection process by giving a Proposer an advantage or benefit not afforded by other Proposers. Milwaukee County may waive any requirements that are not material. Milwaukee County may make an award under the RFP in whole or in part and change any scheduled dates. Milwaukee County reserves the right to use ideas presented in reply to this RFP notwithstanding selection or rejection of proposals. Milwaukee County reserves the right to make changes to and/or withdraw this RFP at any time.

MULTIPLE PROPOSALS

Multiple proposals for same services from a proposer will not be permitted.

PROPOSAL ACCEPTANCE, REJECTION, CANCELLATION AND WITHDRAWAL

Each proposal is submitted with the understanding that it is subject to negotiation at the option of Milwaukee County. However, Milwaukee County reserves the right to make an award on the basis of the original proposal, without negotiation with any proposer.

Milwaukee County reserves the right to negotiate with the proposer(s) within the scope of the RFP in the best interests of Milwaukee County. Milwaukee County may request and require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a proposal and/or to determine a proposer's compliance with the requirements of the solicitation. Milwaukee County may use information obtained through site visits, management interviews and the county's investigation of a proposer's qualifications, experience, ability or financial standing, and any material or information submitted by the proposer in response to the county's request for clarifying information in the course of evaluation and/or selection under this RFP.

Upon acceptance in writing by Milwaukee County of the final offer to furnish any and all of the services described herein, and upon receipt of any required federal, state and local government approvals, the parties shall promptly execute the final contract documents. The written contract shall bind the proposer to furnish and deliver all services as specified herein in accordance with conditions of said accepted proposal and this RFP as negotiated.

Milwaukee County reserves the right to accept or reject any and all proposals submitted or cancel this RFP in whole or in part if such cancellation is in the best interest of Milwaukee County. Prior to the date and time set forth as the Proposal Receipt Deadline, proposals may be modified or withdrawn by the proposer's authorized representative. After the proposal deadline, proposals may not be modified or withdrawn without the consent of Milwaukee County.

CONTRACT TERMS AND FUNDING

The contract shall be between the County of Milwaukee, known as the "County" and the successful proposer known as the "Contractor".

Responses to this RFP should be based upon that the initial term of the agreement of three (3) years with an option for two (2) additional one-year extensions, by mutual agreement of the County and contractor.

Continuance of the contract beyond the limits of funds available shall be contingent upon appropriations of the necessary funds and the termination of this contract by lack of appropriations shall be without penalty. All proposers are notified that Milwaukee County reserves the right to delete or modify any task from the Scope of Services at any time during the course of the process. All proposers are notified that contracts are contingent upon Federal, State, and local appropriations.

Milwaukee County contemplates award of a contract resulting from this RFP that reflects payment for fee for services. Any final contract structure resulting from this RFP may be subject to negotiation and the required approvals by Milwaukee County.

JURISDICTION

Any dispute arising from the Contract must be resolved in the State of Wisconsin. With respect to any claim between the parties, Contractor consents to venue in Milwaukee County, Wisconsin, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniency or otherwise.

CONTRACT TERMINATION

Milwaukee County in its sole discretion may, in the case of a termination for breach or default, allow the Contractor 30 days in which to cure a defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions. Milwaukee County, by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, Milwaukee County shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination. Contractor shall assist and provide for an orderly transition of services.

In the event the contractor terminates the contract, such termination will require written notice to that effect to be delivered by the contractor to the County not less than ninety (90) days prior to said termination and shall assist and provide for an orderly transition of services.

INFLATIONARY ADJUSTMENT

The price established by this contract shall remain fixed for the first (1st) year, and may be adjusted for subsequent contract extensions. Any proposed price adjustment shall be submitted to the County no later than May 1 of the year preceding the year for which an adjustment is requested, and if approved, will be effective on that date for the subsequent contract period. Fees may be changed only on the contract anniversary date. These fees are subject to negotiation and approval by the County and may not exceed the annual consumer price index-urban (CPI-U) for the Central census region for the most recently available 12-month trailing period. Increases costs due to Federal, State or Local legislation directly impacting terms of agreement may be accommodated during the term of agreement by mutual agreement, on anniversary date.

REDUCTIONS/ADDITIONS IN SERVICES/DELIVERABLES

If the scope of the services/deliverables under any work or service performed under the Contract is subsequently reduced/increased by the County, the parties shall negotiate an equitable reduction/increase in Contractor's charges under such work commensurate with the reduction/increase in scope. The County reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the County to discontinue or add certain business practices or create Additional Services/Deliverables or add locations. Upon request to the extent applicable, the County would like the Contractor to provide a detailed outline of all work done, including tasks necessary to accomplish the services/deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification. Milwaukee County and Contractor may during the time of the agreement work on efforts related to cost containment, efficiencies, and process improvement to effect a lower agreed upon cost while maintaining County's objectives.

'Extra Work' shall be requested and approved in writing with costs and performance standards established prior to commencement of any work.

When the quality and/or quantity of work performed is determined to be unacceptable for any service required by this RFP the vendor shall receive a prorated payment or an amount for Milwaukee to rectify deficiency. At no time shall the prorated payment be a benefit to the contractor. Contractor shall receive prior notice of deficiencies and will be allowed a mutually agreed upon rectification period.

PAYMENT REQUIREMENTS

Payment for janitorial and housekeeping services awarded through this RFP will be on a monthly flat rate cost per facility served. Contractor shall invoice the County monthly for services rendered under the provisions of this contract. Invoicing after each month's service shall be no later than the 10th of the month following the work period. Extra work requested in writing with an established and agreed cost prior to work commencing shall be itemized on the invoice.

Invoices shall be sent for approval to the address listed below:

Milwaukee County
Accounts Payable
901 N 9th Street Room 301
Milwaukee, WI 53233

Milwaukee County reserves the right to make payments through a Purchasing Card.

MINIMUM WAGE RATE

This RFP, acquisition and any resulting agreement must conform to Chapter 111 of the Milwaukee County Code of General Ordinance – Minimum Wage.

In accordance with Chapter 111 of the Milwaukee County Code of General Ordinances, it is the policy of Milwaukee County that certain contractors, subcontractors, lessees and recipients of financial assistance doing business with the county shall pay employees performing part of full time work for the county a minimum wage rate. This rate is currently established at \$11.47/hour.

As a matter of responsiveness to this RFP, all proposers must complete ‘Attachment C – Declaration of Commitment to Compliance to Milwaukee County’s Minimum Wage Provision’.

It is the proposer’s responsibility to familiarize themselves with the requirements of MCGO Chapter 111 and maintain compliance.

Additional information can be found at:

<http://county.milwaukee.gov/ImageLibrary/Groups/cntyDAS/Procurement/livingwage.pdf>
https://library.municode.com/HTML/12598/level2/MICOCOGEOORVOI_CH111MIWA.html

DISADVANTAGED BUSINESS ENTERPRISE (DBE) UTILIZATION

The award of this contract is conditioned upon your good faith efforts in achieving this project’s Disadvantaged Business Enterprise (DBE) goal of 13.5%, and you must document those efforts. Your Proposal must state how you will meet the goal, including identifying the DBE firm(s) by name, the scope(s) of work/service(s) to be provided, the dollar amount(s) of such work, and the percentage of the DBE goal to be met. Failure to do this will result in a determination of non-responsiveness, and rejection of your Proposal will occur. During the Contract, the successful Proposer will use the County’s online reporting system to document DBE participation. The *Disadvantaged Business Enterprise (DBE) Requirements* and forms to be used are attached to this RFP as Attachment M.

A necessary step in the good faith efforts process is contacting Community Business Development Partners (CBDP) at 414-278-4747 or cbdp@milwaukeecountywi.gov for assistance in identifying DBEs and understanding the County’s DBE Program procedures. The official directory of eligible DBE firms can be accessed by the following link:

<https://app.mylcm.com/wisdot/Reports/WisDotUCPDirectory.aspx>

EEOC COMPLIANCE

All proposers shall complete and submit Equal Employment Opportunity Commission (EEOC) Compliance Certificate (Attachment I).

INSURANCE AND INDEMNITY REQUIREMENTS

All proposers shall complete, sign and submit the “Insurance and Indemnity Acknowledgement Form” (Attachment D). This form outlines required insurance requirements for contractor related to this acquisition and proposer’s ability and commitment to provide.

EMPLOYEES

The contractor shall utilize as many permanent employees on this contract whenever possible. The contractor shall utilize only workers that are skilled in the tasks to which they are assigned and can provide the highest quality of performance consistently on a daily basis. A contractual commitment of dependable, steady service is required.

SUPERVISION

Contractor shall provide supervisory staff. Supervisory staff shall follow all the specifications set forth in this document. Supervisory staff shall insure all staff under their control follow all work rules and all the specifications set forth in this document. All supervisory staff shall respond and resolve concerns promptly.

PERMITS AND LICENSE

Contractor at the time of proposal submission and during the term of any agreement the contractor and associated employees performing services must possess and maintain the required certifications, licenses and permits required to perform these services.

Any reprimand, disciplinary action or investigation taken by any agency issuing certifications, permits and licenses or having regulatory governance required to perform services by contractor or employee must be reported to Milwaukee County within 48 hours of notification by the issuing agency.

FEDERAL, STATE AND LOCAL REGULATIONS

The successful Proposer shall be required, and hereby agrees, to comply with all applicable Federal, State and Local laws and regulations during the term of any agreement, including, but not limited to the regulations listed in this RFP. Successful proposers will be required to enter into and maintain an agreement with Milwaukee County that complies with all Federal, State, and local, health, accessibility, environmental and safety laws, regulations, standards and ordinances.

AUDIT

Milwaukee County and any of its representatives shall have access to any books, documents, papers and records of the successful proposer that are pertinent to this RFP and any services performed pursuant to this RFP and/or any contract entered into as a result of this RFP.

RIGHT TO DEFEND

Milwaukee County, through the office of Corporate Counsel, reserves the right to defend all litigated files or select legal counsel.

SECURITY AND BACKGROUND CHECKS

Background checks are mandatory for all contractor employees at contractor's cost. Background check minimum requirement must involve a security check and process that is approved by and deemed satisfactory to Milwaukee County to ensure, at a minimum, that no staff has felony or domestic violence convictions.

Security background checks shall be conducted for all employees prior to starting work.

UNIFORMS

Milwaukee County will not bear costs related to the purchase and/or maintenance of company uniforms approved by Milwaukee County. Employees of the winning proposer(s) are required to wear an ID badge that includes the company's name or logo and the employee's first name and last initial. All uniform must reflect a positive image of contractor and Milwaukee County. During public hours, uniforms must consist of seasonally appropriate collared shirts and matching or coordinating trousers. In addition, appropriate footwear is required. Staff performing daytime functions or functions they may come in contact with public, it is critical they are uniformed appropriately and possess skills, attitude, and provide service that will reflect positively upon Milwaukee County.

MSDS

Contractor must keep Material Safety Data Sheets ("MSDS") as required by the OSHA Instruction CPL 2-2.38A, on all cleaning chemicals used in the facility, and must maintain these in an assigned, accessible location at all times. MSDS sheets are to be forwarded as new products are introduced on an ongoing basis. Contractor will provide County's with a MSDS for any hazardous substance or mixture that is intended to be used in connection with the Contractor's work at County's facilities and, for which, an MSDS is required by the applicable law. The MSDS shall contain all necessary and legally required information concerning such substance, mixture or chemicals.

PARKING

There is no provision for Contractor's employees parking. Contractor employees are to park on the street or other sites. Contractor shall be provided parking for delivery of equipment and supplies.

START-UP SCHEDULE

It is anticipated that services will be required on or about January 1, 2015. In order to help ensure an orderly transition and give the winning proposers an opportunity to learn the procedures for services. The winning proposers will be required to "shadow" the current service providers for a minimum of five business days during December, 2014 on dates mutually agreeable to Milwaukee County and the winning proposers at contractor expense.

RESPONSIBLE CONTRACTOR POLICY

The County of Milwaukee recognizes that proper maintenance and superior service requires that service contractors hire well-trained and dedicated staff to service buildings. Assuring the availability of a qualified staff and avoiding labor disruption and costly employee turnover to treat workers fairly and to abide by applicable labor laws. The County of Milwaukee supports the development of a healthy business environment through the responsible management of the properties in which it is responsible. Therefore, the County of Milwaukee maintains the following requirement. Contractors shall abide by all applicable local, state and federal laws. Contractors shall at all times maintain safe and healthful working conditions and abide by all applicable wage and hour regulations and prohibitions against child labor. Contractors' working conditions shall conform to the standards set by the Federal OSHA. Contractors shall on request provide to the County a report on their compliance. The County recognizes the right of an employee to self-organization and the right to form, join or assist labor organizations to bargain collectively through representatives of their own choosing, and to engage in lawful, concerted activities for the purpose of collective bargaining or other mutual aid or protection and, conversely, the right of such employees to refrain from any or all such activities. All proposers shall provide working conditions for services of a similar character in a similar locality in which the services are performed.

DISCIPLINE OR DISCHARGE OF EMPLOYEES

Milwaukee County retains the right to require the reassignment of an employee or employees, as the County may deem necessary. Reasons for this request may be but are not limited to: Incompetence, Carelessness, Disruptive or otherwise objectionable behavior. The request for reassignment is in no way a call for dismissal. It is just a request for the individual to be reassigned out of any County facility.

All actions taken by the contractor in regard to employee discipline shall be at the sole discretion of the contractor. The County shall be held harmless in any disputes the contractor may have with the contractor's employees. This shall include, but is not limited to, charges of discrimination, harassment, and discharge without just cause.

PRIME CONTRACTOR & SUBCONTRACTORS

The prime contractor will be responsible for contract performance when subcontractors are used. However, when subcontractors are used, they must abide by all terms and conditions of the contract. If subcontractors are to be used, the proposer must clearly explain their participation in the proposal response documents, inclusive of DBE participation.

PREPARING AND SUBMITTING A PROPOSAL 2.0

GENERAL INSTRUCTIONS

In an effort to ensure the most efficient and economical service, the County utilizes Competitive Negotiation, or the Request for Proposal (RFP) process to procure housekeeping and janitorial services. This process bases the contract award on the County's evaluation of work history, technical experience, ability, resources and other pertinent factors of the Proposer in conjunction with the total cost estimate. General Proposal Requirements are required and are not simply desirable. It shall be further understood that failure by a proposer to respond to any specific requirement or question (Request) may be the basis for elimination from consideration during the County's comparative evaluation

INCURRED EXPENSES

Milwaukee County shall not be responsible for any cost or expense incurred by the proposers preparing and submitting a proposal or cost associated with meetings and evaluations of proposals prior to execution of an agreement. This includes any legal fees for work performed or representation by proposer's legal counsel during any and all phases of the RFP process, any appeal or administrative review process, and prior to County Board approval of a contract award.

EFFICIENT PROPOSAL

Each proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's ability to meet the requirements of the RFP. Fancy bindings, colored displays, promotional material, etc., will receive no evaluation credit. Emphasis should be on completeness and clarity of content in the format specified

SUBMITTING A PROPOSAL

Proposers shall submit one (1) original and seven (7) copies of all materials required for acceptance of their proposal in sealed envelopes. Submission must be to the specific location and prior to submission deadline indicated on the 'Information Summary Sheet'. Each hard copy should be double-sided and bound, with the exception of the original, which should be double-sided but not bound.

All proposals must be time-stamped as accepted by Milwaukee County by the stated time. Proposals not so stamped will not be accepted. Please note that if hand delivering proposals allow adequate time for travel, parking, and security screening.

Proposals shall be organized and presented in the order and by the number assigned in the RFP. Proposals shall be organized with each heading and be clearly marked and separated by tabs or otherwise clearly marked. Failure to provide any requested information your proposal may be considered unresponsive.

All proposals shall consist of two submissions, Technical Proposal and Cost Proposal. Each proposal must be submitted in separate envelopes and marked as requested.

Your responses should be submitted as follows:

Technical Proposal Contents

- Cover Sheet for Technical Proposal (Attachment G)
- Responses to Request(s):
 - Proposer Information and Background
 - Prior Experience/Past Performance
 - Quality Assurance/Customer Service
 - Location Work Plan
- References & Contract Submission
- Vendor Information Sheet (Attachment B)
- Insurance and Indemnity Acknowledgement Form (Attachment D)
- Conflict of Interest Stipulation (Attachment E)
- Sworn Statement of Proposer (Attachment F)
- EEOC Compliance (Attachment I)
- Certification Regarding Debarment and Suspension (Attachment J)

Proprietary Information Disclosure Form (Attachment K)
Declaration of Commitment to Compliance with Milwaukee County's Minimum Wage
Provision (Attachment C)
Proposal Submission(s) Form (Attachment L)

Cost Proposal Contents

Cover Sheet for Pricing Proposal (Attachment H)
Cost Proposal Submission Form (Attachment A)
DBE Participation Requirement Documents (Attachment M)

Do not include any cost information within technical proposal.

Marking of Envelopes:

Technical and Cost Proposals shall be identified in the lower left corner as follows:

Technical Proposal

Request For Proposal Title: (Title as provided on the Information Summary Sheet)
Request For Proposal Number: (Number as provided on the Information Summary Sheet)
RFP Proposal Receipt Deadline: (Date as provided on the Information Summary Sheet)

and

Cost Proposal

Request For Proposal Title: (Title as provided on the Information Summary Sheet)
Request For Proposal Number: (Number as provided on the Information Summary Sheet)
RFP Proposal Receipt Deadline: (Date as provided on the Information Summary Sheet)

PROPOSAL AND AWARD PROCESS 3.0

PRELIMINARY EVALUATION

The proposals will be reviewed to determine if mandatory submission requirements are met. Failure to meet mandatory submission requirements will result in rejection of the proposal. Proposals that do not comply with submittal instructions established in this document and/or that do not include the required information will be rejected as non-responsive. The Proposer assumes responsibility for meeting submission requirements and addressing all necessary technical and operational issues to meet the objectives of the RFP.

PROPOSAL SCORING

An Evaluation Committee will be established by Milwaukee County to evaluate all responsive proposals and to make a recommendation. A proposer may not contact any member of an evaluation committee except at the RFP Administrator's direction. Reference the "Questions" section for additional information.

These proposals will be reviewed by an evaluation committee and scored against the criteria outlined in this RFP.

Technical Proposal scoring; the Evaluation Committee shall conduct its evaluation of the technical merit of the all proposer's responsive proposals. The process involves applying the evaluation criteria and the associated weighting as outlined in the RFP to assess each vendor's proposal. The criteria that will be used by the Evaluation Committee for the technical evaluation of this RFP are outlined below.

Cost Proposal scoring; cost is one of the evaluation categories listed below and will be a defined percentage of the total RFP evaluation. Calculation of points to be awarded to lowest and each subsequent proposal will use the lowest dollar proposed amount as a constant numerator and the dollar amount of the proposer being scored as the denominator. The result then is multiplied by the total number of points provided in the cost section of the RFP. Lowest cost proposal will receive the maximum number of points available for the cost category other cost proposals will receive prorated scores based on the proportion that the costs of the proposals vary from the lowest cost proposal.

Oral presentations may be requested by Milwaukee County of the highest scoring proposer(s). If oral presentations are requested, proposers will be notified of when the presentations are to take place and what information should be provided. Milwaukee

The evaluation committee's scoring will be tabulated and proposals ranked based on the total numerical scores, comprising the sum of both technical and cost scoring to determine the best value proposal

County may enter into negotiations and request Best and Final Offers from any or all respondents. Best and Final Offers are a supplement to the original offer. Milwaukee County reserves the right to make an offer based on the original submitted proposal. Proposers are cautioned to propose the best possible offer at the outset of the process, as there is no guarantee that any proposer will be allowed an opportunity to submit a Best and Final Offer.

Following completed evaluation, the Committee will make a recommendation to Milwaukee County's Director of the Department on Facilities Management as to whose proposal is determined to provide the best value to Milwaukee County. Award may be made to the proposal with a higher technical ranking even if its price proposal is not the lowest.

Milwaukee County may perform any due diligence including demonstration of financial strength and ability to manage accounts relative to the size and scope you are proposing – examples may include recent annual reports, income statement, balance statement, and/or equivalent information (independent statement of net worth), demonstrations and reference checks prior to Intent To Award or Award.

The award of the contract, if made, shall be with an organization whose proposal provides the best value to Milwaukee County. Milwaukee County reserves the right to reject any and all proposals received if it deems appropriate and may modify, cancel or re-publish the RFP at any time prior to a contract being awarded up to and through final action of the County Board of Supervisors and the County Executive.

FINANCIAL STABILITY

The County may evaluate the financial stability of any successful proposer. The County may seek financial information from the proposer and from third parties. If the County determines in its sole discretion that contracting with a proposer presents an unacceptable risk to the County, the County reserves the right to not award a Contract to that proposer.

CLARIFICATIONS

The County may request clarifications from one or all proposers. The County will document, in writing, clarifications being requested and forward to the proposer(s) affected. This process does not allow for changes. Instead, it provides an opportunity to clarify the proposal submitted.

If it is determined that a proposer purposely or willfully submitted false information, the proposer will not be considered for award, the County will pursue debarment of the Proposer, and any resulting Contract that may have been established will be terminated.

EVALUATION CRITERIA

The evaluation panel will use the following criteria to evaluate each RFP response. The weights specify the percentage value for criterion. The criteria will be applied to both the technical cost information submitted by each proposer.

RFP EVALUATION CRITERIA

Cost Proposal Response

Cost	30%
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Technical Proposal Response

Proposer Information and Background	15%
Prior Experience/Past Performance	15%
Quality Assurance/Customer Service	25%
Location Work Plan	15%

DEMONSTRATIONS

Top-scoring proposer(s) may be required to install and demonstrate its product(s) and/or service(s) at a County site. Product(s) being demonstrated must be delivered to the County site upon two (2) week notice by the County to the vendor(s) and must be installed and ready for the demonstration within one (1) week of delivery. The County will furnish detailed specifications concerning the demonstration site and the particular test it will use to exercise the vendor's product(s) and/or service(s). Failure of a vendor to furnish the product(s) and/or service(s) it has proposed for demonstration within the time constraints of the preceding paragraph may result in rejection of that proposal. Failure of any product(s) and/or service(s) to meet the County's specified requirements during the demonstration may result in rejection of the vendor's proposal.

The successful demonstration of the vendor's product(s) and/or service(s) does not constitute acceptance by the County. Any product(s) and/or service(s) furnished by the vendor for the purposes of this demonstration must be identical in every respect to those which will be furnished if a contract results.

The Department anticipates that such demonstrations, if requested, will occur prior to Intent to Award.

RIGHT TO REJECT PROPOSALS AND NEGOTIATE CONTRACT TERMS

The County reserves the right to reject any and all proposals.

INTENT TO AWARD

An Intent to Award will be issued and all proposers will be notified. Milwaukee County reserves the right to negotiate with the selected proposer, at its option, regarding the terms of a contract and other issues to be incorporated into the contract.

In the event that a successful agreement cannot be executed, Milwaukee County reserves the right to proceed with contract negotiations with the other responsive, qualified proposers to provide service.

Prior to execution of any final agreement, the Department of Administration of Milwaukee County shall make a recommendation of award and request approval of the County Executive and the County Board of Supervisors, if required. An agreement will only be fully executed following final approval by the County Board of Supervisors and County Executive, as and if required.

INFORMATION RELEASE

All materials submitted become the property of Milwaukee County. Any restriction on the use of data contained within a request must be clearly stated in the proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable Milwaukee County Ordinances, State of Wisconsin procurement regulations, and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor's responsibility to defend the determination in the event of an appeal or litigation.

Data contained in a Request for Proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation and innovations become the property of Milwaukee County.

Milwaukee County may, at any time during the procurement process, request and/or require additional disclosures, acknowledgments, and/or warranties, relating to, without limitation, confidentiality, EEOC compliance, collusion, disbarment, and/or conflict of interest.

Any materials submitted by the applicant in response to this Request for Proposal that the applicant considers confidential and proprietary information and which proposer believes qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats, or material which can be kept confidential under the Wisconsin public record law, must be identified on the Designation of Confidential and Proprietary Information Form. Confidential information must be labeled as such. Costs (pricing) always becomes public information and therefore cannot be kept confidential. Any other requests for confidentiality MUST be justified in writing on the form provided and included in the proposal submitted. Milwaukee County has the sole right to determine whether designations made by a proposer qualify as trade secrets under the Wisconsin public records law.

As this RFP is for a "Service Contract," provisions of MCGO Chapter 32.47 apply to the release of information. Chapter 32.47 governs disclosure and use of information before award stating, after receipt of proposals, none of the information contained in them or concerning the number or identity of proposers shall be made available to the public or to anyone in county government. During the pre-award or pre-acceptance period of a negotiated procurement, only the procurement director or his or her designee, and other specifically authorized shall transmit technical or other information and conduct discussions with prospective vendors. Information shall not be furnished to a prospective vendor if, alone or together with other information, it may afford the prospective vendor an advantage over others. However, general information that is not prejudicial to others may be furnished upon request. Prospective vendors may place restrictions on the disclosure and use of data in proposals. The procurement director or his or her designee shall not exclude proposals from consideration merely because they restrict disclosure and use of data, nor shall they be prejudiced by that restriction. The portions of the proposal that are so restricted (except for information that is also obtained from another source without restriction, or information required to be disclosed to county auditors) shall be used only for evaluation and shall not be disclosed outside the county without the permission of the prospective vendor.

Information shall not be furnished to a prospective vendor if, alone or together with other information, it may afford the prospective vendor an advantage over others. However, general information that is not prejudicial to others may be furnished upon request.

APPEAL

Protests and appeals related to this RFP are subject to the provisions of the Milwaukee County Code of General Ordinances, Chapter 32. Appeal process information is available at http://www.municode.com/Library/WI/Milwaukee_County.

COST PROPOSAL 4.0

COST PROPOSAL

Proposers shall submit a Cost Proposal providing for a fixed monthly cost for all services, providing all personnel, equipment, tools, materials, supervision and other items/services necessary to perform tasks as described in the Location Specification Sheet(s) (LSS) and to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities:

TECHNICAL PROPOSAL 5.0

Technical proposals shall convey an understanding of the scope of services required. Technical proposals shall not contain any reference to price. Through its proposal, the proposer outline qualifications, offers a solution to the objectives and needs specified in the RFP, and defines how it intends to meet or exceed the RFP requirements.

RFP submission must address, at a minimum, all requests enumerated below. Please indicate for each response the number of the request that it addresses (e.g. Response to Request 1, Response to Request 2.....Response to Request 20).

Provide as needed illustrative document required respond to the Request

PROPOSER INFORMATION AND BACKGROUND

Request 01: Provide a general overview statement of the firm's experience and qualifications enabling you to meet the requirements of this RFP. Include a brief general overview and history of the company, number of employees (full-time, part-time), Year Company /Organization was established; Identify whether your company/organization operates as an individual, partnership, or corporation (if a corporation, include the state in which it is incorporated); Is your company / organization a subsidiary of another company / organization - If yes, information should be included for both parent and subsidiary.

Request 02: In order to assure the competence of personnel whom the proposer intends to assign to the project. Please provide information regarding the specific management personnel (Primary Contact) that will be assigned to handling the account. Primary Contact is the daily contact for the county providing monitoring of all staff, problem resolution, assures delivery of services as contracted, coordination of extra work and quality control.

Provide the name, title and address of the primary contact to be assigned to this account.

Provide the following information for proposed primary contact:

Biographical information. (Resume)

Experience working with governmental agencies.

Number of years' experience in this janitorial and housekeeping field.

Number of years' experience in this janitorial and housekeeping field as a supervisor/account mgr.

Number of years with your firm.

Describe your firm's process for changing the primary contact person on an account.

Describe the current average time your primary contact position remains on an account.

Request 03: Describe how you have instituted appropriate management systems to meet customer needs and expectations, even in times of organizational change.

PRIOR EXPERIENCE/PAST PERFORMANCE

Request 04: In order to evaluate experience of the proposer. Indicate the prior experiences of your firm, which you consider relevant to your ability to successfully manage a Contract for the services defined by this RFP. Include sufficient detail to demonstrate the relevance of this experience to the size and scope of the locations that you are proposing. Response submitted should include descriptions of qualifying relevant experiences to include at a minimum project/client descriptions, costs, and starting and completion dates of projects/contracts successfully completed. Response to this request is to provide proposer an opportunity to demonstrate prior experience and past performances and demonstrate technical abilities as well as any other items relevance to experience and ability to perform services described in RFP. Include the name, address, and phone number of the responsible official of any customer organization used in the response.

Request 05: In order to determine and evaluate specialized skill of the proposer. Describe your organization's contracting or subcontracting experience in providing services described in this RFP for other clients, specifically as it relates to any specialized unique surfaces (Ex: marble, stone, glass), activities or services for which you are submitting a proposal.

Request 06: Disclose where you were fined, censured or otherwise sued for failure to perform or due to not following federal, state or local laws, in the prior three years. This would include any principal officer of your firm. Proposer must disclose any material criminal litigation, investigations or proceedings involving the Proposer and each Subcontractor or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Proposer (and each Subcontractor) must disclose to the County any material civil litigation, arbitration or proceeding to which Proposer (or, to the extent Proposer is aware, any Subcontractor hereunder) is a party, and which involves disputes that might reasonably be expected to adversely affect the viability or financial stability of Proposer or any Subcontractor hereunder; or a claim or written allegation of fraud against Proposer or, to the extent Proposer is aware, any Subcontractor hereunder by a governmental or public entity arising out of their business dealings with governmental or public entities.

Request 07: While RFP provides for a monthly fixed cost for delivery of services to accomplish county's objective of to maintain the facility(s) in such a manner that the location provides a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities. Please provide a description of how your company can provide expertise, equipment or additional abilities to effect a reduction in these costs during term of agreement, while achieving defined objective. Provide demonstrated experience and measurable results in your prior efforts, if available include the timeframe for implementation, dollar value, and overall impact on performance and/or operations of comparable services and how the efforts may apply to Milwaukee County.

Request 08: Proposer should provide examples of strategies their organization has used and will use related to enhancement of our objective to provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

QUALITY ASSURANCE/CUSTOMER SERVICE

Request 09: Please provide any industry recognized (Ex: IFMA, BOMA, AICS, CIMS) credentials, certifications or recognitions (ISO) your organization has received. Provide and describe requirements for attainment, the date received and if applicable are they current.

Request 10: In order to assure the competence of personnel whom the proposer intends to assign to the project. Provide information for staff training and development on the following:

Before Job Placement: Explain the type of training that is provided to the employees prior to placing them on the job assignment;

On the Job Training (OJT): Provide the duration of the training, what the training consists of, the credentials/qualifications of the instructor, etc.;

On-Going Training: Provide any on-going training that your company provides to employees; (i.e. weekly, quarterly, semi-annual training, attendance to seminars, certifications held, etc). Specifically include complete description of company's Health, Safety, and Environmental Protection program and/or describe process for making employees aware of safety issues and procedures.

Request 11: In order to evaluate proposers ability to monitor, track and assure delivery and quality of services purchased. Please provide a description of your monitoring and reporting capabilities on a daily, monthly and quarterly basis including providing samples of the reports or a system narrative. Provide demonstrated experience and measurable results in your prior efforts, if available. A written process for determining whether cleaning service requirements are met and for identifying improvement opportunities.

It commits the organization to attaining the level of service as defined by the customer and the organization in the scope of work or performance outcomes.

Request 12: Proposer shall describe their Quality Assurance and Customer Service program(s). Provide information to the following:

Quality Assurance: Proposer must describe how it verifies that staff adequately performs work for delivery of the service(s) described under this RFP. Also, include who within your company inspects, approves and verifies delivery of service(s) and how corrective actions with staff are implemented;

Customer's Security: Proposer must describe a plan for overall customer security (i.e., employee background checks, etc.), as well as describe a specific plan for key-control and Contractor access to customer location(s);

Request 13: Internal Customer Service and Interaction skills are an important element of service to Milwaukee County. Proposer must describe their process, documentation and reporting for Internal Customer requests for service and complaints. As the desire is to have contractor responsible for daily management of this task. Please include systems used or how the following items are performed; Receipt of a request for service; process for acknowledgement of receipt; process for assignment to individual responsible for work or resolution; process of availability of tracking the status of request; process for close out upon completion; confirmation of completion and any process you may have for determining subsequent Internal Customer satisfaction related to specific request or complaint. Provide descriptive literature, sample reports or other materials as appropriate.

Request 14: In order to evaluate proposer's ability to support Milwaukee County's Sustainability efforts (Green Print) and product requests outlined in RFP. Please provide a description of how your company will support and impact the County's Green Print Initiative. Describe how you evaluate the effectiveness of its green/high performance cleaning program Provide demonstrated experience and measurable results in your prior efforts, if available. <http://county.milwaukee.gov/sustain>

Request 15: As contingency planning is common business practice to assure availability of trained staff. Please describe your process and abilities to provide staff for vacancies due to sickness, vacations, no-shows, resignations and other situation where staff positions are not filled. A number of facilities operated by Milwaukee County must/may be operational at times regardless of weather conditions or staffing issues, also describe contingency planning you have in place to assure adequate/limited staffing during these events. Provide if possible similar experiences at other client locations.

Request 16: Organizations at times develop metrics related to their workforce, examples include satisfaction surveys, employee engagement, various turnover measures and productivity and other measurements. Please describe, if any, Human Resource workforce metrics used by your organization.

LOCATION WORK PLAN

Request 17: Please provide an organizational chart, comprised, at a minimum, position titles, provide a job descriptions and skill sets for each position charted to be used to organize staff, provide service and manage the County facilities for which you are submitting a proposal.

Request 18: As four facilities LSS (Location Specification Sheets) highlight a need for care, attention and performance related to Public Restrooms provide a plan or description on how you will achieve objective of "cleanliness, sanitation and appearance" of these locations.

Request 19: Please provide a detailed plan indicating how you intend to service each location being proposed relevant to the detailed specifications that explains Transition, Implementation, Operational and Contingency plans.

Transition – Describe the plan for overtaking service(s) from current Contractor to your company. If Proposer is current Contractor, so indicate and provide a transition plan from current contract to the anticipated new contract.

Implementation – Describe how you plan to provide the service(s) without disrupting the current service level(s).

Operational - Describe your plan for ongoing provision of services required for achieving Milwaukee County objective .of providing a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities for which you are submitting a proposal.

Contingency – Describe your plan to still provide the service(s) due to any unforeseen circumstance (i.e. staff no show, equipment failure, etc.).

Number and responsibility of staff needed to provide service, with estimated man-hours needed to perform the service; and level of supervision/inspection processes for work to be delivered.

List of equipment that will be needed/utilized for the service(s).

List of supplies that will be needed/utilized for the service(s).

Request 20: How does your organization provide for a site-specific scope of work and performance outcomes once on site? Describe your experiences providing such site-specific scope of work and performance plans. Provide example as available.

REFERENCES & CONTRACT 6.0

REFERENCES

Provide three references where you have provided within the last three (3) years services of a similar nature and scope. This is may include contracts that were canceled, terminated or not extended. Please describe services provided, number of staff provided, services provided for that particular client, number of locations served for that particular client, annual hours of service provided and location. Include name and telephone number of contact person(s), which can be used as references for work performed. Selected reference organizations may be contacted and/or visited.

CONTRACT

Milwaukee County uses a Price Agreement (PG) for the execution of service contract agreements.

Provide a sample of any proposed contract for your organization's services. Please also provide samples of other documents which will need to be signed/entered into related to the provision of the services requested in this RFP including any documents referenced or incorporated into the contracts/agreements. Any contract will incorporate the County's Request for Proposal and your firm's proposal response(s) as part of the overall contract. Milwaukee County reserves the right to originate any contract.

SERVICE REQUIREMENTS 7.0

CONTRACT COMPLIANCE INSPECTOR

A Contract Compliance Inspector (CCI) will administer the contract on a day-to-day basis during the term of the impending contract. However, administration of any contract implies no authority to change, modify, clarify, amend, or otherwise alter the terms, conditions and specification of such contract. That authority is retained by the Director of Facilities Management.

Before commencement of work by a new contractor, the County CCI will:

Schedule a meeting with the Contractor to walk-through the facility to identify where closets are located, water sources, alarms, and any other information or specifics related to the building or location that is needed to implement the services described in this Agreement.

Exchange emergency telephone numbers where the Contractor can be reached day or night and where you can be reached.

Review and approve a list of Contractor's cleaning supplies and Material Safety Data Sheets (MSDS) from Contractor (which may also include personally inspecting or verifying the products).

Inspect and verify Contractor's Equipment is in good operating condition; equipment with worn or damaged electrical cords is unacceptable; household grade equipment is unacceptable.

A motor driven, commercial grade vacuum with HEPA filtered exhaust, or other equipment that meets these standards, is exclusively required for use in all carpeted areas where water and/or snow does not present a problem at County facilities, certified by the Carpet and Rug Institute's (CRI'S) Green Label Vacuum Cleaner program. Carpet extraction equipment shall be certified by the Carpet and Rug Institute's (CRI's) Seal of Approval Testing Program for deep cleaning extractors.

Issue written approval of a final schedule for delivery of all basic services and for delivery of all periodic services to be provided, per the Location Specifications.

Establish a schedule for routine or schedule face-to-face meetings on site (especially within first 6 months);

Provide keys to the building and any security clearances or other information to the Contractor as may be required for its staff to begin delivering services.

Approval of Contractor's Final Work Plan.

Approval of Contractor's Final Quality Assurance Plan.

After contractor begins providing service, the County CCI:

Shall provide written correspondence to the Contractor after each meeting, verifying any actions agreed to, informing Contractor of any deficiencies and allowing the opportunity to correct such deficiencies.

Be available to answer questions from the Contractor.

Milwaukee County reserve the right to contract performance audit under any agreement.

QUALITY ASSURANCE PLAN

The Contractor shall submit a Quality Assurance Plan for approval by County within 30 days of commencement of service. Any subsequent changes incorporated into the plan shall be approved by Milwaukee County's facility manager. Contractor's Quality Assurance Plan will be considered as work of service and shall be subject to acceptance throughout the term of the contract, to include any extensions of contract term.

Minimum content and execution of any Quality Assurance Plan include, updating plan annually (within 30 days of start of any extension); names and qualifications of inspectors and extent of their authority, methods of identifying deficiencies before level performance becomes unacceptable with description of sampling techniques; methods of documentation and enforcing quality assurance including inspections and testing; format for the Contractor's Quality Assurance Report and method of control for site keys and locks.

Quality assurance must also include a method for to have contractor responsible for daily management of internal customer requests and complaints. In providing a system to be used to process, track and report; receipt of a request for service or complaint; process for acknowledging receipt; process for assignment and identification specific individual who is responsible for work or resolution; ability to tracking the status of the request; ability to close out request upon completion; confirmation of completion of request and a process for measuring Internal Customer satisfaction related to the specific request or complaint.

TASK DEFINITIONS & DELIVERABLES/SERVICES

Contractor must provide Deliverables/Services and staff, and otherwise do all things necessary for or incidental to the performance of work.

A. Description of Service:

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

1. Carpet /Rug Cleaning: All carpets/rugs shall be clean, free of spots, gum, crusted material, spillages, and removable stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Carpet cleaning by hot water extraction at a temperature that will kill and eliminate bacteria. Hot water extraction by truck-mount is the preferred method.
2. Carpet Spot Cleaning: Buildup, spillage or crusted material shall have been removed along with spots, smears and stains. There shall be no evidence of "fuzzing" caused by harsh rubbing or brushing of carpet. Spot cleaned areas shall blend with adjacent areas.
3. Carpet Cleaning by Thorough Vacuuming: Carpets shall be clean and free from dust balls, dirt and other debris; nap on carpet shall lie in one direction upon completion of the vacuuming task. 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. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. *The agency requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meet these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem and Certified by the Carpet and Rug Institute's (CRI'S) Green Label Vacuum Cleaner program* Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a Dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.
4. Dust Mop: Thoroughly dust mops all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes,

etc.). Be sure to replace all items moved. Dust mops must be treated with water based dust control chemical. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.

5. Damp Mop: Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). 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 at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free.
6. 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.
7. Damp Mopping and Spray Buffing: Floors shall be slip resistant, free of marks, skipped areas, streaks, and map strands. Walls, baseboards and other surfaces shall be free of splashing and marks from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners. Dust mopping must be performed with a treated mop. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings. Leave no dirt where sweepings were picked up. Leave no dirt, trash, or foreign matter under desks, tables or chairs.
8. 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 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.
9. Wet Mopping and Buffing: Floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machine buffed to a polished appearance with a high-speed buffer.
10. Damp Wiping: This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must contain an appropriate cleaning agent. When damp wiping in toilet areas, use a multi-purpose disinfectant and deodorizer.
11. Stripping and Sealing: Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a minimum of 25% solids.
12. Waxing and Buffing: Apply wax in a thin, even coat and machine buff with a high-speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or

windowsills, nor used in place of 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.

13. Empty Waste Receptacles: Empty all containers that are provided for the disposal of waste i.e., waste baskets, torpedo type containers, sanitary napkin disposal bins, boxes, etc. into plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms; break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.
14. Restroom Cleaning: When the CCI requests restroom cleaning during the day, an approved sign must be placed at the entrance warning tenants that the restroom is closed. A schedule for closing restrooms must be established with the Facility Manager in advance. The CCI prior to any changes made must approve any changes in this schedule.
15.
 - a. Fill Dispensers (Restroom Cleaning): Dispensers of all types must be checked daily 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, tops of file cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water based dust control chemical, must be used. Areas not cleared by office occupant are not to be dusted.
 - 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, with approved crème cleanser. Rinse thoroughly as all crème cleanser residues must be removed. 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 alcohol based 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 acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per month and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear and smudge free "shine". Leave seats in a raised position.
 - 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 with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.

- h. Damp Mop - *Disinfectant (Restroom Cleaning): Thoroughly damp mops all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). 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 at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free. Thoroughly damp mop floor with approved *disinfectant solution. Allow to air dry.

Note: All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains.

16. Clean and disinfect Showers, shower walls and stalls (Restroom/Locker Room where applicable): Thoroughly clean all showers, including bottom, faucets, and spigots, with approved crème cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved *disinfectant solution and allow to air dry.
17. Service Restroom: Visually check - dispensers must be filled, trash removed and restrooms spot cleaned as needed and as requested by the CCI.
18. Remove Carpet Runners (as applicable): Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with approved wet pick up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.
19. Replace Carpet Runners (as applicable): After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.
20. Cleaning / Disinfecting Drinking Fountains: Thoroughly clean entire exterior surface with approved cream cleanser. The grain of the stainless steel must be followed at all times. 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. The grain of the stainless steel must be followed.
21. Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.): Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.
22. Cleaning, High Traffic Areas: High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include: corridors, lobbies, waiting areas, conference rooms, or any area so designated by the CCI.

23. *Carpet Cleaning by Hot Water Extraction: Perform vacuuming, and carpet cleaning by extraction method with commercial grade equipment only (preferably truck mounted equipment) Carpet extraction equipment shall be certified by the Carpet and Rug Institute's (CRI's) Seal of Approval Testing Program for deep cleaning extractors. Prior to carpet cleaning all carpeting, including carpet runners, must be thoroughly cleaned as follows:*
- (a) All movable items must be removed from area(s) to be cleaned (i.e., chairs, waster receptacles, all free standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
 - (b) Thoroughly spray next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibers remain damp until cleaned. Chemical should be left to work for 10-15 minutes
 - (c) Thoroughly extract all properly pretreated carpeted areas. Agitation is necessary, using an approved motor driven brush. A minimum of three cleaning passes and two vacuuming only must be used. Approved equipment and chemicals, at approved dilutions, must be used.
 - (d) All stains must be removed during the extraction process, using approved chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fiber.
 - (e) Thoroughly spray all thoroughly cleaned carpet with approved carpet fiber protector at approved dilution. Application must be made with approved sprayer. Carpet track off mats and runners such as those found in building lobby areas, are exempt for this process.
 - (f) Replace all items removed for cleaning. All items moved back into place that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fiber until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one day.
24. Spray Buff Hard Floors: Hard floor must be properly prepared before spray buffing by removing carpet runners, dust mopping, and damp mopping hard floor areas. Begin spray buffing by lightly spraying area just to the left or right of approved floor machine (buffer) with approved spray buffing chemical, at approved dilution. Buffing pad must be approved and will depend on type of finish used. Rotary floor machine (buffer) will be worked back and forth over area lightly sprayed until floor has a high, streak free luster. Then proceed to the next area, until scheduled area is completed. Great care must be taken to avoid using "loaded" pad (pad full of dried finish and dirt). Flip pad over or change to another clean dry pad often. Great care must also be taken not to allow floor machine (buffer) to run in one spot for too long to avoid burning the floor. Floor shall be dust mopped after scheduled spray buffing is completed. Replace carpet runners to original position post-cleaning.
25. Strip and Refinish: Close and properly mark area "closed" with approved signage. Remove all movable objects from area.
- (a) Apply approved stripping solution at approved dilutions to area to be stripped. Allow solution to stand according to approved manufacturer's recommendations. Do not allow solution to dry out or stand too long. Any finish or dirt must also be removed from walls, doors, baseboards, etc. at this time.
 - (b) Thoroughly agitate all floor area to remove all old finish with approved strip pad.
 - (c) Use wet vacuum to pick up old finish and stripper.
 - (d) Thoroughly mop rinse areas with clean cotton mop and clean water. Make sure walls, doors, baseboards, etc. are also thoroughly rinsed.
 - (e) Thoroughly mop rinses areas a second time with clean cotton mop and clean water with approved neutralizer/conditioner chemical at approved dilution. Make sure walls, doors, etc. are also thoroughly rinsed.
 - (f) Allow floor to air dry.

- (g) If any old finish remains, repeat "a" through "f".
 - (h) Continue "a" through "g" until scheduled area is properly stripped and/or rinsed.
 - (i) Apply thin coat of approved sealer with approved clean nylon or rayon mop head or approved clean applicator. Stripping solution finish and sealer must not be slopped on walls, doors, etc. Allow sealer to thoroughly dry.
 - (j) Apply second coat of sealer as described in "I" above. Allow sealer to thoroughly dry.
 - (k) Apply top coating and second coat of approved floor finish.
26. Scrub - Restroom Floors/Hard Surface Stairwell Floors: Close restrooms. Remove all movable objects from area and place approved "closed" signage to area prior to completion of task.
- (a) Apply approved cleaning solution at approved dilution to area to be scrubbed. Do not allow solution to dry.
 - (b) Quickly agitate small section coated with solution with approved stiff bristle brush. Be sure grouting is clean.
 - (c) Use wet vacuum to pick up dirty solution.
 - (d) Thoroughly mop rinses area with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed.
 - (e) Thoroughly mop rinse a second time with clean cotton mop and clean water. Make sure all walls; doors, etc. are also thoroughly rinsed a second time.
 - (f) After floor is thoroughly dry, replace all objects moved from area. Remove signs and reopen.
 - (g) Scrub all walls including partitions
27. 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. Also thoroughly clean all interior glass with approved alcohol based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.
28. Dusting: There shall be no obvious dust streaks. Corners, crevices, molding and ledges (including heating) shall be free of all obvious dust. There shall be no oils, spots or smudges on desk or dusted surfaces. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc. Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.
- (a) Leave no dust streaks.
 - (b) Leave corners, crevices, molding and ledges free of dust and cobwebs.
 - (c) Leave no oil spots or smudges on dusted surfaces caused by dusting tools.
29. Horizontal surfaces: include, but are not limited to, counter tops, file cabinets, tables, coat-racks, etc. Telephones, ashtrays, etc., must be lifted and dusted under. Do not disturb work papers. Dusting high and low includes, but is not be limited to, partition tops, pictures, chair rungs, etc. Window hangings are either Venetian blinds or drapes. Dust Venetian blinds. Lightly vacuum drapes.
30. Remove Recyclable Paper (as applicable): Pick up all recyclable paper from marked containers centrally located throughout the building and remove to designated containers in the loading dock area. This does not include individual boxes on desks.
31. Clean Air Bars and Vents: Vacuum excess dust and dirt from air bars. Damp wipes clean with approved disinfectant solution and wipe dry.

32. Glass Cleaning: Glass Cleaning is a part of the overall task of cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including doors, revolving doors and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door, revolving door or window to accomplish clean glass.
33. Cleaning Ash Receptacles and Surrounding Areas: Cigarette or cigar butts, matches and other discarded material shall be removed from the receptacle and the receptacle wiped so that it is free of dust, ashes, odors, tar, streaks and nicotine stains. Ashtrays placed on the exterior of the building shall be emptied and cleaned as needed to maintain a clean appearance. The areas immediately surrounding such ashtrays and adjacent building entrances are to be included as part of this cleaning task. Sweeping and removal of cigarette butts and emptying of ashtrays as needed to clean the area. Note: Sand or dry receptacles: Contents of ash receptacles must be disposed of in a safe manner. Clean sand by sifting out and disposing of debris and replacing and replenishing sand in urns.
34. Emergency clean up: The Contract Compliance Inspector (CCI) shall assign, when and where needed, cleanup duties to the contractor when an emergency occurs. Cleaning tasks may include: dusting, vacuuming, mopping, carpets extraction, window washing, or other tasks defined in the Task Definitions herein.
35. Rubbish Removal: Rubbish from a central location is the responsibility of the county. Contractor must bag all waste material and place inside containers provided for that purpose.
36. Replenishable Supplies: The contractor is responsible for the purchase and supply of materials listed on the Location Specification Sheet (LSS). All profits from the sale of items (i.e., sanitary napkins) belong to the contractor.
37. Hazardous Conditions: 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 by janitorial staff to contract supervisor verbally followed by written notification to CCI or building manager with date of observation.

B. EQUIPMENT/SUPPLIES

Contractor shall furnish all equipment and supplies provide requested services. Sufficient space in the premises shall be assigned by County to Contractor for storage of cleaning materials, implements and machinery. Such space will be kept locked, with a key to be provided to the Contractor and County's designated representative. Adequate utilities will be provided to Contractor, without charge for performance of duties. All equipment shall be stored in designated storage areas only.

Contractor will provide all supplies required to perform the necessary services in accordance with the contract. Such supplies shall include employee personal protective equipment, waxes, cleansers, deodorizers, disinfectants, and other pertinent supplies needed to effectively clean the premises covered by the contract. The cost of such supplies will be borne by the Contractor

Contractor must utilize cleaning equipment that meets with the approval of the County Contract Compliance Inspector (CCI). The use of any powdered scouring cleansers is expressly prohibited. A complete listing of equipment and products to be used shall be submitted to the CCI within 60 days after award of CONTRACT.

Contractor shall furnish all power equipment such as floor machines, vacuum systems, carpet cleaning systems, etc. and all other equipment.

Contractor's equipment used in office areas must not exceed the noise level of 68 decibels at 5 feet, if performed during office hours, which will be less disruptive to office workers.

Contractor must also provide a list of all equipment that includes the following information; Type, Project Function/Purpose, Year Made; Manufacturer, Model Number and Make

Contractor must supply all cleaners, finishes, etc. for the treatment of various types of flooring and/or carpeting. Use only such materials as are recommended and approved by the Contract Compliance Inspector or his designee and the flooring manufacturer.

Contractor shall submit, within 60 days, a complete list, by brand names and product numbers, of all supplies to be used in fulfilling this contract, and shall submit a Materials Safety Data Sheet (MSDS) prior to starting any work.

Right is reserved by County to accept or reject any items listed on the MSDS.

Contractor must immediately furnish an acceptable substitute for any item rejected by the County.

Contractor shall provide a list of the janitorial supplies that it will utilize for this project, including manufacturer's name, annual estimated quantities, Type, Project Function/Purpose, and Product. Contractor shall track and will supply annually or upon request usage reports of all supplies.

Paper towels shall be compatible with facility dispenser and contain a minimum of 40% post-consumer waste and Bathroom tissue shall be 2-ply white with at least 20% recycled content Dispensers may be changed at the cost of the vendor and with written authorization of the Facility Manger.

Supplies include hand soap, plastic trash can liners, toilet seat liners (where applicable), sanitary products and alcohol hand sanitizer

PORTER

Day Porters will follow the standards contained in this RFP. Porter duties may include but not limited to, empty trash & replace liners as needed, clean up spills, sweep & mop hard surfaces as needed, vacuum carpet and entry floor mats as needed, clean & mop restroom floors as needed, check and fill paper dispensers in restrooms, check soap and fill dispensers in restrooms, wipe sinks clean in restrooms and kitchenettes, sweep & spot clean stairwells as needed, sweep and mop lobby floors as needed, clean wipe clean counters, tables & chairs in kitchenette areas, keep area around trash containers & compactors clean, perform limited cleaning duties in parking area if requested, Day Porter may be asked to perform duties defined per specific location or upon requested. All Day Porter response to Facilities Management requests and tenant concerns shall be prompt. Restrooms shall be kept supplied and the appearance of common areas should be a priority.

BUILDING CLOSURE, ACCESS, KEYS AND LIGHTING

Contractor shall establish cleaning procedures/methods that include energy conservation measures for lighting. Only those lights necessary for cleaning in the areas where Contractor's employees are working shall be illuminated. All lights shall be turned off upon completion of cleaning operations in the area, except as otherwise instructed by Facilities Manager.

The Contractor must lock and secure the building, as required, each night when leaving. Locks up procedures consist of before leaving building where applicable. Turn off bathroom exhaust fan, as

requested. Turn off all interior lights, as requested. Check and lock all entrance doors, gates or any other excess to the building. Properly set security alarm system (where applicable)

All doors and windows shall be closed and locked upon completion of cleaning operations in the area. All areas shall be double-checked at end of shift to verify the areas are secured.

In locations that include a security alarm system, the contractor must also properly set the security alarm when leaving the building. Contractor is required to maintain a secure environment, properly lock the building or set the security alarm and/or lock the gates (where applicable).

Any cost incurred from a security service or local police for false alarms caused by failure of the contractor to properly set the security alarm will be the responsibility of the contractor.

Contractor shall be responsible for use of all keys and security access cards issued. Under no circumstances shall Contractor's employees admit anyone to areas controlled by a key in their possession. Such requests shall be referred to the Facilities Management staff. On occasion, certain areas, which are normally open for cleaning, may be secured. In such a situation cleaning shall take place only upon request of Facilities Management staff.

Employees of Contractor shall not disturb papers or personal effects on desks, open drawers or cabinets, use telephone, radio or television sets, or tamper with other personal or county property.

Contractor shall not duplicate any keys for premises under any circumstances. Any lost keys or need for additional keys shall be promptly reported to or requested of the Facilities Management. To avoid the possibility of tracing lost keys to the premises, the contractor shall not put identification on any keys. Replacement keys, changing the building locks, re-coding the security alarm and cards are provided to vendor for a replacement fee.

WASTE DISPOSAL/RECYCLING

Contractor shall facilitate the County's current waste recycling program that requires each County agency to separate recyclable from non-recyclable waste. All work areas shall be provided with separate waste containers for this purpose. The contractor shall empty recyclable and non-recyclable waste into designated containers.

Waste items shall be placed into containers designated by Facilities Management and shall be deposited in such a manner that it will not fly around causing a mess or nuisance.

The following requirements apply to only those areas with active recycling programs in place. On a nightly basis, Contractor's housekeeping crew must check each recycling container to see if full. If full, crew should take materials to the loading dock and dispose in designated recycling dumpster. Recycling procedures at each facility will be communicated in detail to Contractor. Some facilities recycle newspaper, magazines, bottles, cans, and plastic containers. Collection containers are located throughout the facility. These containers must be checked daily. If containers are full, take recycled materials to designated area for pick-up. Contractor must comply with all local & state ordinances set forth by each jurisdiction. Contractor will make a good faith effort to monitor the effectiveness of the facility's recycling programs and make suggestions for improvements, where applicable. Contractor shall use collection containers marked with the word "Recycling" when collecting recyclable materials in County's facilities.

GREEN INITIATIVE & ENVIRONMENT

The County Board adopted Resolution File 06-329 that calls for the use of environmentally preferable products. Through 16 separate initiatives, the County has been modifying many of its practices. As a result, the Contractor must pursue the use of environmentally preferable products such as toilet paper, paper towels, and cleaning products. The Contractor will meet with Facilities Management to discuss additional ways the County's Green Initiative can be enhanced through the services provided by the Contractor.

County is committed to protecting the environment. The following are guidelines that result in significant mitigation of the harmful environmental impacts. County requests that Contractor utilize these guidelines in its selection of products and equipment. Detergents, bleaches, and solvents are biodegradable, low in phosphorus, and chlorine-free (for bleach). If available, all products, including floor care, should have "Green Seal", or comparable certification. No or low volatile-organic-compounds (VOC's). Additives, such as dyes and fragrances, are present only for safety reasons (not for aesthetics) Energy efficient equipment, Packaging is designed to minimize waste (e.g., reusable, recyclable).

STAFFING LEVELS

Normal Working Staff - Staffing shall be at a level as required to perform the necessary work to maintain the optimum level of cleanliness as specified in the contract. Staffing shall be increased as required to accomplish any periodic services herein specified without decreasing the level of the daily services. All costs for such increased staffing shall be borne by the Contractor. Staffing shall be increased as required to accomplish any extra services as requested by County without decreasing the level of daily cleaning services. The cost for such increased staffing shall be borne by County in accordance with a mutually agreed upon fee schedule. Contractor personnel shall be required to individually sign in and out each and every working day. Originals of sign-in/sign-out sheets will be provided to County's facility representative upon request.

Back-up Staff -Contractor must have sufficient back-up staff available to fill in for any cleaning individuals who may be unavailable to work their normal shift. The Contractor shall maintain adequate back-up and supervisory staff to be able to assist County immediately in case of flood, fire, natural or man-made disasters, or any other emergency. In addition to the telephone number for the Contractor's local office or answering service, the Contractor must provide a list of at least three emergency telephone numbers of persons who are authorized to dispatch back-up working crews in the event of a request by County for such services. The Contractor will update these emergency telephone numbers as required throughout the term of the contract.

Conduct – Staff must not have relatives or other personal visitors at the work site. Must not consume food or beverages in public view while on duty. During normal breaks and lunch periods, the cafeteria or lunchroom may be used for this purpose. Must not receive or initiate personal telephone calls from County owned telephones. Must not play radios or other sound equipment without the Facility Manager's approval. Must not fraternize with agency staff, clients, tenants, or visitors to the building nor unnecessarily disrupt tenants from their work while performing their contractual duties.

GENERAL SERVICES, FREQUENCY AND STANDARD OF PERFORMANCE AND APPEARANCE

The services are to be provided to all defined locations (Entrances, Elevators, Restrooms) within all facilities (Courthouse, Medical Examiners, City Campus) to maintain these standards and will be used to assess the quality of cleaning performance. Contractor shall provide maintain the facility in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors. Definitions for specific tasks can be found in 'Task Definitions & Deliverables/Services'.

These general standards apply to **ALL** interior locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Floor Appearance (Includes Floors, Carpet, Cove Bases and Baseboards) Floors, cove base, corners and thresholds shall be free of dust, soil, gum, spots, stains and other debris. This shall include the elimination of cleaner residue and dried-slurry. Dust mop resilient tile/hard floors. Wet mop resilient tile/hard floors. If needed spray buff/burnish resilient tile/hard floors. Hard/resilient tile floors shall have multiple coats of a slip resistant seal and finish applied that result in a consistent high-shine. Floors, carpet, cove base and thresholds shall appear visibly and uniformly

clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, spots and foreign objects. If in an area, pick-up walk-off mats, clean floor, replace, vacuum walk-off mats.

Walls shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue. Spot clean walls and remove graffiti.

Dusting All ledges, furniture, and other surface areas shall be free of dust and soil without damaging surfaces. They shall appear visibly and uniformly clean.

Waste Containers/ Recycling - Contents shall be removed from waste containers and can liners replaced, as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of an offensive odor emitting from the container.

These general standards apply to all **Entrance, Corridor and Lobby** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Glass and Metal Surfaces Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges and heat registers. Clean all glass doors and surfaces to a height of 7 feet. Clean and damp wipe sidelights

Fixtures/ Phones/ Fountains – Public phones, fire extinguisher cabinets, water fountains waste/recycle containers and other fixtures shall be free of dust, soil, scale and water spots without causing damage. Brightwork shall be disinfected and polished to a streak-free shine. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue. Clean information directories and any telephone booths. Dust and damp wipe furniture and fixtures.

Monthly Minimum or As Needed to Accomplish Objective

Flat surfaces and baseboards free from dust and cobwebs.
Damp wipe metal surfaces to assume clean, dust free appearance.
Air distribution units and door grilles to assure clean appearance and dust free.
Dust furniture, fixtures and pictures to assure clean appearance and dust free.
Spray buff/burnish resilient tile/hard floors to maintain a high shine.
Extract walk-off mats.
Vacuum upholstered furniture to assure clean appearance and dust free.
De-lime water fountains.

These general standards apply to all **Elevator** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Tracks - Shall be free of dirt and debris. Tracks shall appear visibly clean. This shall include the elimination of standing water from wet cleaning procedures

Lights - Shall be free of dust and soil and stains without causing damage. Diffusers shall remain in proper position; they shall appear streak-free, film free and uniformly clean. 21.

Floor Appearance Standards

Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.):

Monthly Minimum or As Needed to Accomplish Objective

Extract carpets and apply soil retardant to assure clean appearance

Hard surfaces stripped and waxed to assure clean appearance

These general standards apply to all **Stairwell** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Rails and Walls - Shall be free of dust, dried-soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks, and lint, standing water, cleaner residue or film. Damp wipe railings.

Steps and Landings – Sweep Steps and Landings. Shall be free of dust, dried soil, gum, stains and debris. This shall include risers and cove bases. These surfaces shall appear uniformly smooth and clean without leaving dust streaks, lint, standing water, cleaner residue or film.

These general standards apply to all **Restroom** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Maintaining a sanitary restroom environment is considered a high priority by the County. Sanitation levels shall be closely monitored by inspection, and approved testing methods.

Dispensers/ Hardware - Shall be free of dust, soil, bacteria and scale without causing damage. Surfaces and brightwork shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine. Damp wipe/disinfect all brightwork and polish dry. This shall include the elimination of polish residue. Dispensers shall be refilled when required with proper expendable supply item.

Sinks - Shall be free of dust, bacteria, soil, cleaner residue and soap film without causing damage. They shall appear visibly and uniformly clean, and polished-dry. This shall include the elimination of streaks, embedded soil, and film and water spots.

Mirrors - Shall be free of dust and soil. Mirrors and surrounding metal framework shall appear streak-free, film-free and uniformly clean.

Toilets and Urinals - Toilets, toilet seats and urinals shall be free of dust, bacteria, soil, organic matter, cleaner residue and scale without causing damage. These fixtures shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks, film and water spots.

Partitions/ Walls/ Doors - Shall be free of dust, soil, spots and graffiti without causing damage. Partitions shall appear visibly and uniformly clean, disinfected and polished-dry. This shall include the elimination of streaks and film. Ceramic walls and wainscots; and metal kick plates, handles and push plates on doors shall also be polished-dry.

Waste Containers - Contents shall be removed from waste containers and can liners replaced. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visibly

and uniformly clean. This shall include the elimination of streaks, foodstuff and the presence of an offensive odor emitting from the container.

Urine – Standards for urine smell include elimination/control of urine smell and associated non water soluble remnants

Monthly Minimum and As Needed to Accomplish Objective

De-scale insides of urinals and toilet bowls.
Wash and disinfect waste containers.to assure sanitary and clean appearance.
Damp wipe partitions and ceramic tile walls to assure sanitary and clean appearance.
Dusts exhaust vents and air distribution units to assure a clean appearance
Damp wipe entry/exit doors and louvers to assure a clean appearance
Damp wipe handles, push & kick plates and polish dry to assure sanitary a clean appearance.
Restroom ceramic tile floors will be machine scrubbed. (Ex: Kai-Vac)

These general standards apply to all **Office, Conference Room and Equipment Area** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Furniture and Equipment - Shall be free of dust, dried-soil and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of cleaner residue, streaks and film.

Partitions - Shall be free of dust, soil and graffiti without causing damage. Partitions shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.

Edge Vacuuming – Floors and carpets shall have edges and borders vacuumed to be free of dust, soil, and other debris. This shall include areas under heat registers, partitions, desks, and equipment on of cleaner residue and dried-slurry. Edge areas shall appear visibly and uniformly clean.

As requested, dust and damp wipe desk after employee has cleared their desk.

Monthly Minimum or As Needed to Accomplish Objective

Damp wipe waste containers to assure a clean appearance
Clean glass panels to assure a clean appearance.
Damp wipe metal & vinyl surfaces on partitions to assure a clean appearance.
Damp wipe metal surfaces to assure a clean appearance.
Dust air distribution units and door grilles to assure a clean appearance..
Dust furniture, fixtures and pictures to assure a clean appearance.
Spray-buff/burnish resilient tile/hard floors to maintain high shine to assure a clean appearance.
Edge-vacuum carpet to assure a clean appearance

Dust baseboards, flat surfaces and remove cobwebs to assure a clean appearance.
Computer Room Specific -Vacuum carpet with HEPA filtered equipment to assure a clean appearance

These general standards apply to all **Window** locations; contractor will provide services, equipment and supplies to accomplish:

Monthly Minimum or As Needed to Accomplish Objective

Glass and Metal Surfaces Shall appear streak-free, film-free and uniformly clean. This shall include the elimination of dust and soil from sills and ledges. Clean all glass to a height of 7 feet.

Sills/ Frames - Shall be free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of streaks, film and cleaner residue.

Blinds - Shall be free of dust and soil without causing damage.

These general standards apply to **Gymnasium and Track and Locker Room** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

Floors shall be free of dust, soil, gum, spots, stains and other debris. This shall include the elimination of cleaner residue and dried-slurry. Dust mop resilient tile/hard floors. If needed spray buff/burnish resilient tile/hard floors. Floors and track shall appear visibly and uniformly clean. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, embedded soil, spots and foreign objects. If in an area, pick-up walk-off mats, clean floor, replace, vacuum walk-off mats.

Clean and disinfect Showers, shower walls and stalls as outlined in Task #16 (Restroom/Locker Room where applicable):

These general standards apply to all **Cafeteria/ Kitchen/ Kitchenette** locations; contractor will provide services, equipment and supplies to accomplish:

Daily

All furniture, counters, vending machines and other surface areas shall be cleaned/disinfected to be free of soil and food debris, without damaging surfaces. Vacuum, spot clean and extraction clean all carpets to maintain a uniformly clean appearance. Sweep, vacuum, wet mop, spray buff/ burnish hard floor surfaces to maintain a high shine. Sinks shall be wiped free of dust, soil, bacteria, water spots, and scale and appear visibly and uniformly clean, without causing damage. Brightwork shall appear visibly and uniformly clean, disinfected and polished to a streak-free shine, including elimination of polish residue. Dispensers shall be refilled when required with proper expendable supply item. Empty, replace liners, wipe clean waste/ recycle contains and ashtrays.

Monthly Minimum or As Needed to Accomplish Objective

- Move tables and edge-vacuum carpet to assure a clean appearance..
- Wash all tables and chairs, complete to assure a clean appearance..
- Wash vending machines, refrigerators and other freestanding equipment to assure a clean appearance..
- Wash counters to assure a clean appearance.
- Wash and disinfect waste containers to assure a clean appearance.
- Spray-buff/burnish resilient tile/hard floors to maintain high shine to assure a clean appearance.
- Extract carpeted traffic lanes to assure a clean appearance.
- Dust air distribution units and door grilles to assure a clean appearance.
- Dust baseboards, flat surfaces and remove cobwebs to assure a clean appearance.

These general standards apply to **Requested Services** contractor will provide services, equipment and supplies upon request using process described in Reductions/Additions of Services/Deliverables (Extra Work) to accomplish:

Either on an annual basis or as requested, the following procedures area may need to be completed. Typically, Milwaukee County will ask for one or more of these special projects to be completed as a result of a planned event or need at various locations.

CARPETS

Using the wet extraction method (extractor with power head), clean carpet in all walk-off, track-off and funnels areas. This procedure is to include the application of approved Carpet Protector and using a wet extraction method (extractor with power head) clean all carpet by request.

ALL OTHER RESILIENT TILE/HARD FLOOR AREAS

Scrub and recoat resilient tile/hard floors by request.

OFFICE AREAS & CONFERENCE ROOMS

Vacuum fabric partitions by request.

Wash mini-blinds by request

Wash all walls by request.

COMPUTER ROOMS

Vacuum fabric partitions with HEPA filtered equipment by request.

Wash mini-blinds by request by request

RESTROOMS

Wash ceilings by request.

STAIRWAYS

Strip and seal steps and landings by request.

JANITORIAL CLOSETS

Strip, seal and refinish hard floors by request.

UPON REQUEST OF THE FACILITIES DIRECTOR

Other custodial duties, as specified.

LOCATION SPECIFICATION SHEET (LSS) COURTHOUSE

Facility Name: Courthouse
Address: 901 N. 9th Street, Milwaukee, WI 53233
Size: 1,021,000 gross square feet.
Tenants: County Courts, County Departments and Office Space,

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: Two (2) Day Porters provided from 7:00 a.m. – 4:00 p.m. daily.

General Cleaning: Cleaning shall be begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information:

No service provide in ground floor cafeteria but contract will be responsible for supplying current tenet only trash bags.

This facility is open daily to the public as such have high usage rates. There is a critical need and attention required for continued cleanliness, sanitation and appearance of all public bathrooms within this facility. Some limited and specific areas may require daytime cleaning due to security requirements.

Areas in Facility Serviced:

- Basement
 - Men's locker room
 - Women's locker room

- Ground Floor
 - Facilities Management G1
 - Election Commission G3
 - Child Support Paternity Division G4
 - Title Insurance Companies G7
 - Library G9

- 1st Floor
 - Child Support Enforcement 101
 - County Treasurer 102
 - Register of Deeds 103
 - Clerk of Circuit Court 104
 - County Clerk 105
 - Jury Management 106

- 2nd Floor
 - County Board Room 200
 - Board of Supervisors 201
 - County Board Staff 203-P, 203R & 203K
 - Probate Courtroom 206
 - Register in Probate 207

Probate Courtroom 208
Human Resources 210
Personnel Review Board 212

- 3rd Floor
 - Accounts Payable 301
 - Corporation Counsel 303
 - County Executive 306
 - County Executive Staff 306
 - Law Library 307-A
 - Office for Persons with Disabilities 307-B
 - IMSD 307-C
 - Department of Administration – Fiscal 308

- 4th Floor
 - Courtrooms

- 5th Floor
 - Courtrooms

- 6th Floor
 - Courtrooms
 - Chief Judge’s Office 609

- 7th Floor
 - Courtroom 702
 - Family Court Commissioner 707
 - Paternity Court 711
 - Courtroom 712

**LOCATION SPECIFICATION SHEET (LSS)
CRIMINAL JUSTICE FACILITY**

Facility Name: Criminal Justice Facility
Address: 949 N. 9th Street, Milwaukee, WI 53233
Size: 475,000
Tenants: Municipal Courts, District Attorney, Records

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: One (1) Day Porter provided from 7:00 a.m. – 4:00 p.m. daily.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information: This facility is open daily to the public as such have high usage rates. There is a critical need and attention required for continued cleanliness, sanitation and appearance of all public bathrooms within this facility. Some limited and specific areas may require daytime cleaning due to security requirements.

Areas in Facility Serviced:

- Lobby
 - Visiting
 - Information
 - Jail Administration
- Ground Floor
 - Records
 - Property Room
 - Warrants
 - Security Court
- 1st Floor
 - Preliminary Court
 - Municipal Court
 - District Attorney's Office
- 2nd Floor
 - Nurse Station

LOCATION SPECIFICATION SHEET (LSS) SAFETY BUILDING

Facility Name: Safety Building

Address: 821 W. State, Milwaukee, WI 53233

Size: 296,000

Tenants: Courts, County Departments, Locker Rooms and Offices

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: One (1) Day Porter provided from 7:00 a.m. – 4:00 p.m. daily.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information: Site Specific Information: This facility is open daily to the public as such have high usage rates. There is a critical need and attention required for continued cleanliness, sanitation and appearance of all public bathrooms within this facility. Some limited and specific areas may require daytime cleaning due to security requirements.

Areas in Facility Serviced:

- Ground Floor
 - Emergency Government G36

- 1st Floor
 - Sheriff's Offices 188
 - Civil Process Inquiries 168
 - Sheriff's Traffic Bureau 164
 - Clerk of Circuit Court Felony 136
 - Clerk of Circuit Court Misdemeanor 130
 - Courtroom 112
 - Locker Room

- 2nd Floor
 - Courtroom 207
 - Sheriff's Detective Bureau 209
 - Sheriff's Detective Bureau 232
 - Milwaukee Correctional Services 265
 - In-House Correctional Services 264

- 3rd Floor
 - Courtroom 315
 - Courtroom 324
 - Courtroom 336
 - District Attorney 350

- 4th Floor
 - Courtroom 404
 - Courtroom 413

WCS Pretrial Special Services 408A
District Attorney's Office 412

- 6th Floor
 - District Attorney's Office 601
 - District Attorney's Office 604
 - County Probation 605
 - Felony Subpoena 612
 - Courtroom 618
 - District Attorney's Office

**LOCATION SPECIFICATION SHEET (LSS)
MEDICAL EXAMINER'S OFFICE**

Facility Name: Medical Examiner's Office
Address: 933 W. Highland, Milwaukee, WI 53233
Size: 42,134
Tenants: Medical Examiner, Select Labs and Offices

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: No Porter Required

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information:

Areas in Facility Serviced:

- Basement
 Medical Examiner
- 1st Floor
 Medical Examiner

**LOCATION SPECIFICATION SHEET (LSS)
CITY CAMPUS**

Facility Name: City Campus
Address: 2711 W. Wells, Milwaukee, WI 53208
Size: 196,876
Tenants: County Department Offices

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: One (1) Day Porter provided from 7:00 a.m. – 4:00 p.m. daily.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information: This facility may be closed and services not required within the term of the agreement. While no firm date has been established date may be as early as 1st Quarter 2015, subject to required approvals.

Areas in Facility Serviced:

This building has nine floors and a basement area, the fifth floor is used as warehouse space and does not need to be cleaned. The attached five-story annex building attached to the City Campus building does not need to be cleaned. There are individual bathrooms in offices on each floor.

- Ground Floor
- 2nd Floor
- 3rd Floor
- 4th Floor
- 6th Floor
- 7th Floor
- 8th Floor
- 9th Floor

**LOCATION SPECIFICATION SHEET (LSS)
CHILDREN'S COURT CENTER**

Facility Name: Children's Court Center
Address: 10201 Watertown Plank Road, Wauwatosa WI 53226
Size: 218,539
Tenants: Courts, County Department Offices and Office Space

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: One (1) Day Porter provided from 7:00 a.m. – 4:00 p.m. daily.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information: Service area in this facility does not include Detention Center Facilities

Areas in Facility Serviced:

- Ground Floor
 - Facilities
 - Children's Court Center Administration

- 1st Floor
 - Courtrooms
 - Counsel Rooms
 - Children's Court Center Administration

- 2nd Floor
 - Courtrooms
 - Children's Court Center Administration

**LOCATION SPECIFICATION SHEET (LSS)
CHILDREN'S ADOLESCENT TREATMENT CENTER**

Facility Name: Children's Adolescent Treatment Center

Address: 9501 Watertown Plank Road, Wauwatosa WI 53226

Size: 115,600

Tenants: Milwaukee County UW- Extension Services, Milwaukee County Emergency Medical Services

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: One (1) Day Porter provided from 7:00 a.m. – 4:00 p.m. daily.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information: The name of facility does not reflect actual tenants.

Areas in Facility Serviced:

- Ground Floor

**LOCATION SPECIFICATION SHEET (LSS)
FACILITIES WEST**

Facility Name: Facilities West

Address: 10930 West Lapham, West Allis WI 53214

Size: 5,000

Tenants: Department Office Area and Locker Rooms

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: None Required

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m. (Also see 'Site Specific Information')

Site Specific Information: This facility only needs two days per week cleaning.

Areas in Facility Serviced:

- Ground Floor

**LOCATION SPECIFICATION SHEET (LSS)
FLEET/HIGHWAY MAINTENANCE**

Facility Name: Highway Maintenance
Address: 10190 Watertown Plank Road, Wauwatosa WI 53226
Size: 34,000
Tenants: County Department Offices and Office Space

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: None Required.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 3:30 a.m.

Site Specific Information: Submit Proposal based upon current building requirements. During certain times of year twenty four (24) hour operations are in place and cleaning may be required for 1st, 2nd and 3rd shift; this will be handled as extra work.

Areas in Facility Serviced:

- Ground Floor
 Highway Operation
- 1st Floor
 Department of Transportation (To be constructed)

**LOCATION SPECIFICATION SHEET (LSS)
MARCIA P. COGGS CENTER**

Facility Name: Marcia P. Coggs Center
Address: 1220 W Vliet Street, Milwaukee WI 53205
Size: 178,000
Tenants: DHHS County Department Offices, State of Wisconsin and Office Space

Contractor shall perform the needed tasks as defined Task Definitions & Deliverable Services, General Services, Frequency and Standards of Performance and Appearance and other tasks as needed to achieve the objective to maintain the facility(s) in such a manner that the location provide a clean, healthy, and safe work environment for occupants and visitors of county owned or leased office facilities.

Daytime Cleaning Requirement: Two (2) Day Porter provided from 7:30 a.m. – 4:30 p.m. daily.

General Cleaning: Cleaning shall begin no earlier than 4:30 p.m. and to be completed no later than 9:30 p.m.

Site Specific Information: EXTERIOR ENTRANCES / LOADING DOCKS/ MAINTENANCE AREA provide on a daily basis sweep all areas; pick up all trash and debris, including cigarette butts and empty wastebaskets. Monthly provide for hosing down loading dock and area around dumpsters and clean drains around areas in loading dock and dumpsters. PARKING LOTS daily provide for pick up all trash and debris; Empty wastebaskets and Make notes in logbook of problem areas, i.e., large oil stains, excess debris, etc. CHILD CARE CENTER provide for carpets in offices will be vacuumed on Tuesdays and Fridays, carpets will be inspected for spots, and stains found will be cleaned as quickly as possible, daily provide for bathrooms to be cleaned, recycling bins shall be emptied removing all paper and other materials from sides and bottom. CAFETERIA provide daily collection and disposal of all garbage/recycling several times throughout lunch periods, sweep cafeteria floor, wet mop cafeteria floor, wipe down all tables, wipe down all counters, wipe out microwave ovens, clean all spills and wipe glass on vending machines. Provide weekly wipe down all chairs, dust all ledges within reach, spot clean walls and doors and machine polish and/or apply finish to maintain clean and polished appearance.

Areas in Facility Serviced:

- Ground Floor
- First Floor
- Second Floor
- Third Floor

Cost Proposal Submission Form

Facilities in this RFP are organized by four groups of facilities managed by the Department of Facilities Management, primarily based upon location. Proposer must submit a proposal for all facilities that are identified within each group to be considered as responsive. Proposers may submit a response for one or more groups.

<u>Facility</u>	<u>Group</u>	<u>Address</u>	<u>Monthly Cost</u>	<u>Estimated Hours Supervision/Week</u>	<u>Estimated Hours Non-Supervisory Staff/Week</u>
Courthouse	1	901 N. 9 th Street Milwaukee, WI 53233			
Criminal Justice Facility	1	949 N. 9 th Street Milwaukee, WI 53233			
Safety Building	1	821 W. State Street Milwaukee, WI 53233			
Medical Examiner's Office	1	933 W. Highland Avenue Milwaukee, WI 53233			
City Campus	2	2711 W. Wells Street Milwaukee, WI 53208			
Marcia P. Coggs Human Service Center	2	1220 W Vliet Street Milwaukee WI 53205			
Children's Court Center	3	10201 Watertown Plank Wauwatosa, WI 53226			
Children's Adolescent Treatment Center (Milwaukee County UW-Extension/EMS)	3	9501 W. Watertown Plank Road Wauwatosa, WI 53226			
Facilities West	4	10310 W. Watertown Plank Road Wauwatosa, WI 53226			
Highway/Fleet Facility	4	10190 W. Watertown Plank Road Wauwatosa, WI 53226			

Signature: _____

Date: _____

Company/Proposer Name: _____

VENDOR INFORMATION SHEET

This form must be completed and submitted with proposal. It is intended to provide the County with information on the vendor's name and address and the specific persons who were responsible for preparation of the vendor's response. Each vendor must also designate a specific contact person who will be responsible for responding to the County if any clarification of the vendor's response should become necessary.

Vendor Name: _____

Vendor Address: _____

Phone Number: _____ FAX: _____

E-mail: _____

Vendor Response Prepared By: _____

Signature: _____

Exhibit C 1

**Declaration of Commitment to Compliance with
Milwaukee County's Minimum Wage Provision**

Bid/RFP #: _____

In accordance with Chapter 111 of the Milwaukee County Code of General Ordinances, it is the policy of Milwaukee County that certain contractors, subcontractors, lessees and recipients of financial assistance doing business with the county shall pay employees performing part or full time work for the county a minimum wage rate. The current required minimum wage rate is as follows:

Effective Date	Base Wage Required (\$ per hour)
June 1, 2014	\$11.47

Milwaukee County's Minimum Wage Ordinance generally applies to employers with more than 20 employees that entered into one of the following types of contracts or agreements as of June 1, 2014:

- Service Contracts under Chapter 32 of the Milwaukee County Code of General Ordinances
- Certain Personal Care/Supportive Home Care Services provided by agencies that contract exclusively with Milwaukee County
- Concession Contracts
- Lease Agreements
- Economic Development Financial Assistance Agreements

Exemptions to the policy are listed in section 111.03(2), Milwaukee County Ordinances.

In order to be considered responsive to the Bid/RFP, you must submit this form.

The undersigned hereby agrees to the following:

- To pay all workers employed by the Contractor in the performance of this contract, whether on a full time or part time basis, a base wage of not less than the minimum wage rate as determined annually by Milwaukee County.
- New rates that go into effect (annually on the last business day of February) will be adhered to promptly.
- To provide the Milwaukee County Office of the Comptroller-Audit Services Division a Declaration of Compliance and supporting payroll data every three (3) months during the contract term and within 10 days following the completion of the contract.
- To procure and submit a like Declaration and supporting payroll data from every subcontractor employed by the contractor.

I believe that I am exempt from Chapter 111 for the following reasons:

Please attach documentation to substantiate your claim of an exemption. Milwaukee County will review the documentation you provide; if your exemption is not substantiated, your proposal/bid will be deemed unresponsive, and will be removed from further consideration.

I declare under penalty of perjury that the forgoing is true and correct. I have read and understand Chapter 111 of the Milwaukee County Ordinances. I have executed this Declaration on _____ (date).

Company Name: _____

Authorized Signature: _____

Printed Name: _____

Insurance and Indemnity Acknowledgement Form

Vendor must at the time of the contract award provide to the County proof of all Liability clauses listed below:

Indemnity:

Contractor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the County and its agents, officers and employee, from and against all loss or expenses including cost and attorney’s fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of Contactor, or its (their) agent(s) which may arise out of or are connected with the activities covered by this agreement.

Insurance:

maintain policies of insurance and proof of financial responsibility to cover costs as may arise from claims for damages to property of and/or claims which may arise out of or result from Contractors activities, by whomever performed, in such coverage and amounts as required and approved by the County. Acceptable proof of such coverage shall be furnished to the County prior to commencement of activities under this memorandum. A Certificate of Insurance shall be submitted for review for each successive period of coverage for the duration of this memorandum, unless otherwise specified by the County, in the minimum amounts specified in Exhibit A.

Exhibit A – Insurance

Contractor shall provide evidence of the following coverages and minimum amounts:

Type of Coverage	Minimum Limits
Wisconsin Workers Compensation Employers Liability & Disease	Statutory \$100,000/\$500,000/\$100,000
General Liability	
Bodily Injury & Property Damage	\$1,000,000 Per Occurrence
To include Personal Injury, Fire, Products and Completed Operations Contractual Liability	\$2,000,000 Aggregate
Automobile Liability	
Bodily Injury & Property Damage All autos	\$1,000,000 Per Accident

Except for Worker's Compensation and Employers Liability, Milwaukee County shall be named as and Additional Insured in the general and automobile liability policies as its interests may appear as respects the services provided in this agreement. A waiver of subrogation shall be afforded to Milwaukee County on the Workers' Compensation policy. A thirty (30) day written notice of cancellation or non-renewal shall be afforded to Milwaukee County.

The insurance specified above shall be placed with an A rated carrier per Best's Rating Guide approved to do business in the State of Wisconsin. Any deviations or waiver of required coverages or minimums shall be submitted in writing and approved by Milwaukee County's Risk Manager as a condition of this agreement.

A certificate of insurance shall be submitted for review to Milwaukee County for each successive period of coverage for the duration of this agreement.

The undersigned certifies and represents an understanding of Milwaukee County's Insurance and Indemnification requirements. The undersigned acknowledges that Milwaukee County is, in part, relying on the information contained in this proposal in order to evaluate and compare the response to the RFP.

Vendor's Name

Title

Signature

Date

CONFLICT OF INTEREST STIPULATION

(Sign and Submit with Technical Proposal)

For purposes of determining any possible conflict of interest, all vendors submitting a proposal in response to this RFP must disclose if any Milwaukee County employee, agent or representative or an immediate family member is also an owner, corporate officer, employee, agent or representative of the business submitting the proposal. This completed form must be submitted with the proposal. Furthermore, according to the Milwaukee County Code of Ethics, no person may offer to give to any County officer or employee or immediate family member, may solicit or receive anything of value pursuant to an understanding that such County representative's vote, official actions or judgment would be influenced thereby.

Please answer below either YES or NO to the question of whether any MC employee, agent or representative or immediate family member is involved with your company in any way:

YES _____

NO _____

IF THE ANSWER TO THE QUESTION ABOVE IS YES, THEN IDENTIFY THE NAME OF THE INDIVIDUAL, THE POSITION WITH MC, AND THE RELATIONSHIP TO YOUR BUSINESS:

NAME _____

COUNTY POSITION _____

BUSINESS RELATIONSHIP

THE APPROPRIATE CORPORATE REPRESENTATIVE MUST SIGN AND DATE BELOW:

PRINTED NAME _____

AUTHORIZED SIGNATURE _____

TITLE _____

DATE _____

SWORN STATEMENT OF PROPOSER

(Sign and Submit with Technical Proposal)

I, being first duly sworn at _____,

City, State

On oath, depose and say I am the _____

Official Title

Of the Proposer, _____,

Name of Company

Do state the following: that I have fully and carefully examined the terms and conditions of this Request for Proposal, and prepared this submission directly and only from the RFP and including all accessory data. I attest to the facts that:

- I have reviewed the RFP, all related attachments, questions and answers, addenda, and information provided through MC, in detail before submitting this proposal.
- I have indicated review, understanding and acceptance of the RFP (or relevant service component being proposed upon).
- I certify that all statements within this proposal are made on behalf of the Proposer, identified above.
- I have full authority to make such statements and to submit this proposal as the duly recognized representative of the Proposer.
- I further stipulate that the said statements contained within this proposal are true and correct and this sworn statement is hereby made a part of the foregoing RFP response.

Signature

Legal Address

Subscribed and sworn to before me

This _____ day of _____, _____

Notary Public, _____ County

State of _____

My commission expires _____.

COVER SHEET FOR TECHNICAL PROPOSAL

(Sign and Submit with Technical Proposal)

In submitting and signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free trade or competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other vendor, competitor, or potential competitor; that this proposal has not knowingly been disclosed prior to the opening of the proposals to any other vendor or competitor; that the above statement is accurate under penalty of perjury.

In submitting and signing this proposal, we represent that we have thoroughly read and reviewed this Request for Proposal and are submitting this response in good faith. We understand the requirements of the program and have provided the required information listed within the Request for Proposal.

The undersigned certifies and represents that all data, pricing, representations, and other information of any sort or type, contained in this response, is true, complete, accurate, and correct. Further, the undersigned acknowledges that Milwaukee County is, in part, relying on the information contained in this proposal in order to evaluate and compare the responses to the RFP for Professional Services

Vendor's Name

Title

Signature

Date

COVER SHEET FOR PRICING PROPOSAL

(Sign and Submit with Price Proposal)

In submitting and signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free trade or competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other vendor, competitor, or potential competitor; that this proposal has not knowingly been disclosed prior to the opening of the proposals to any other vendor or competitor; that the above statement is accurate under penalty of perjury.

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Vendor's Name

Title

Signature

Date

EEOC COMPLIANCE

(Sign and Submit with Technical Proposal)

YEAR 2014 EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATE FOR MILWAUKEE COUNTY
CONTRACTS TO BE COMPLETED AND SIGNED BY ALL APPLICANTS

In accordance with Section 56.17 of the Milwaukee County General Ordinances and Title 41 of the Code of Federal Regulations, Chapter 60, SELLER or SUCCESSFUL PROPOSER or CONTRACTOR or LESSEE or (Other-specify), (Hence forth referred to as CONTRACTOR) certifies to Milwaukee County as to the following and agrees that the terms of this certificate are hereby incorporated by reference into any contract awarded.

Non-Discrimination

CONTRACTOR certifies that it will not discriminate against any employee or applicant for employment because of race, color, national origin, sex, age or handicap which includes but is not limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeship.

CONTRACTOR will post in conspicuous places, available to its employees, notices to be provided by the County setting forth the provision of the non-discriminatory clause.

A violation of this provision shall be sufficient cause for the County to terminate the contract without liability for the uncompleted portion or for any materials or services purchased or paid for by the contractor for use in completing the contract.

Affirmative Action Program

CONTRACTOR certifies that it will strive to implement the principles of equal employment opportunity through an effective affirmative action program, which shall have as its objective to increase the utilization of women, minorities, and handicapped persons and other protected groups, at all levels of employment in all divisions of the seller's work force, where these groups may have been previously under-utilized and under-represented.

CONTRACTOR also agrees that in the event of any dispute as to compliance with the foretasted requirements, it shall be his responsibility to show that he has met all such requirements.

Non-Segregated Facilities

CONTRACTOR certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control, where segregated facilities are maintained.

Subcontractors

CONTRACTOR certifies that it has obtained or will obtain certifications regarding non-discrimination, affirmative action program and non-segregated facilities from proposed subcontractors that are directly related to any contracts with Milwaukee County, if any, prior to the award of any subcontracts, and that it will retain such certifications in its files.

Reporting Requirement

Where applicable, CONTRACTOR certifies that it will comply with all reporting requirements and procedures established in Title 41 Code of Federal Regulations, Chapter 60.

Affirmative Action Plan

CONTRACTOR certifies that, if it has 50 or more employees, it will develop and/or update and submit (within 120 days of contract award) an Affirmative Action Plan to: Audit Compliance Manager, Milwaukee County Department of Audit, 2711 West Wells Street, Milwaukee, WI 53208 [Telephone No.: (414) 278-4206]. CONTRACTOR certifies that, if it has 50 or more employees, it has filed or will develop and submit (within 120 days of contract award) for each of its establishments a written affirmative action plan. Current Affirmative Action plans, if required, must be filed with any of the following: The Office of Federal Contract Compliance Programs or the State of Wisconsin, or the Milwaukee County Department of Audit, 2711 West Wells Street, Milwaukee, WI 53208 [Telephone No.: (414) 278-4206].

If a current plan, has been filed indicate where filed _____ and the year covered _____.

CONTRACTOR will also require its lower-tier subcontractors who have 50 or more employees to establish similar written affirmative action plans.

Employees

CONTRACTOR certifies that it has (No. of Employees) _____ employees in the Standard Metropolitan Statistical Area (Counties of Milwaukee, Waukesha, Ozaukee and Washington, Wisconsin) and (No. of Employees) _____ employees in total.

Compliance

CONTRACTOR certifies that it is not currently in receipt of any outstanding letters of deficiencies, show cause, probable cause, or other notification of noncompliance with EEOC regulations.

Executed this ___ day of _____, 20___ by: Firm Name _____

By _____ Address _____
(Signature)

Title _____ City/State/Zip _____

CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

(Sign and Submit with Technical Proposal)

The applicant certifies to the best of its knowledge and belief, that its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

Company: _____

PROPRIETARY INFORMATION DISCLOSURE FORM (Sign and Submit with Technical Proposal)

The attached material submitted in response to the Request for Proposal includes proprietary and confidential information, which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats. or is otherwise material that can be kept confidential under the Wisconsin Open Records Law. As such, we ask that certain pages, as indicated below, of this proposal response be treated as confidential material and not be released without our written approval.

Prices always become public information and therefore cannot be kept confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in s. 134.90(1)(c). Wis. Stats. as follows: "Trade Secret" means information, including a formula, pattern, compilation, program, device, method, technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

We request that the following pages not be released:

Section	Page #	Topic

IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HERBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY AND AGREES TO HOLD MILWAUKEE COUNTY HARMLESS FOR ANY COSTS OR DAMAGES ARISING OUT OF MILWAUKEE COUNTY'S AGREEMENT TO WITHHOLD THE MATERIALS.

Failure to include this form in the Request for Proposal may mean that all information provided as part of the proposal response will be open to examination and copying. Milwaukee County considers other markings of confidential in the proposal document to be insufficient. The undersigned agrees to hold Milwaukee County harmless for any damages arising out of the release of any materials unless they are specifically identified above.

Company Name _____

Authorized Representative _____ Signature _____

Authorized Representative _____ Type or Print _____

Date _____

PROPOSAL SUBMISSION(S) FORM

(Sign and Submit with Technical Proposal)

Check those Milwaukee County Facilities for which you are submitting a proposal.

<u>Facility</u>	<u>Group</u>	<u>Address</u>	<u>CHECK BELOW</u>
Courthouse	1	901 N. 9 th Street Milwaukee, WI 53233	
Criminal Justice Facility	1	949 N. 9 th Street Milwaukee, WI 53233	
Safety Building	1	821 W. State Street Milwaukee, WI 53233	
Medical Examiner's Office	1	933 W. Highland Avenue Milwaukee, WI 53233	
City Campus	2	2711 W. Wells Street Milwaukee, WI 53208	
Marcia P. Coggs Human Service Center	2	1220 W Vliet Street Milwaukee WI 53205	
Children's Court Center	3	10201 Watertown Plank Wauwatosa, WI 53226	
Children's Adolescent Treatment Center (Milwaukee County UW-Extension/EMS)	3	9501 W. Watertown Plank Road Wauwatosa, WI 53226	
Facilities West	4	10310 W. Watertown Plank Road Wauwatosa, WI 53226	
Highway/Fleet Facility	4	10190 W. Watertown Plank Road Wauwatosa, WI 53226	

Signature: _____ Date: _____

Company/Proposer Name: _____

DISADVANTAGED BUSINESS ENTERPRISE (DBE)
UTILIZATION SPECIFICATIONS

1. The award of this contract is conditioned upon your good faith efforts in achieving this project's Disadvantaged Business Enterprise (DBE) goal of 13.5%, and you must document those efforts.
2. **DBE Goal:** This participation goal is based on the total dollar value of your base bid, initial offer or initial scope of work, less allowance and/or reimbursable items as indicated in the solicitation. Participation must be maintained throughout the contract, including additional contract work, e.g., acceptance of alternates, negotiated procurements, change orders, addendums, use of allowances, etc.

BID/PROPOSAL CONSIDERATIONS

3. The County will reject your bid/proposal if you fail to do one of the following:
 - a. Submit the completed *Subcontractor/Subconsultant/Supplier Information Sheet (DBE-02)* and the *Commitment to Contract with DBE (DBE-14)* form(s) detailing your proposed participation plan with your bid/proposal; or
 - b. Submit the completed *Certificate of Good Faith Efforts (DBE-01)* form with the bid/proposal, along *Subcontractor/Subconsultant/Supplier Information Sheet (DBE-02)*.
4. Your good faith efforts are those that one could reasonably expect to be taken if you were actively and aggressively trying to obtain DBE participation sufficient to meet the goal. Additional guidance is part of the *Certificate of Good Faith Efforts (DBE-01)* form).
5. If awarded the contract, you will enter into a contractual agreement, directly or through subcontractors, according to the *Commitment to Contract with DBE (DBE-14)* form(s) submitted with your bid/proposal. Copies of the executed contract(s) or purchase order(s) will be required to be submitted to the County.
6. DBE participation credit, for both DBE and non-DBE primes, is calculated as follows:
 - a. All of the identified scope(s) of work must have a commercially useful function in the actual work of the contract and must be performed directly by the DBE. This means that DBEs must perform the contract work with their own employees, as determined by the County.
 - b. One hundred percent (100%) for the work performed by a DBE. If a DBE subcontracts a portion of its work to another firm, the value of the subcontracted work will not be counted towards the DBE goals unless the work is performed by another DBE. Material, equipment and supplies provided and installed (put into use) by a DBE also count dollar for dollar to toward the goal.
 - c. One hundred percent (100%) for products manufactured by a DBE. DBE manufacturers operate or maintain a facility produces goods from raw materials, or substantially alters the materials or supplies, on-site.

- d. Sixty percent (60%) for materials or supplies purchased from a certified DBE regular dealer.

Regular Dealers own, operate, or maintain stores, warehouses, or other establishments where materials or supplies are kept in stock, and regularly sold to the public in the usual course of business. A regular dealer in bulk items such as steel, cement, gravel, stone, and petroleum products don't need to keep stock, if it owns or operates distribution equipment.

- e. One hundred percent (100%) for the fees or commissions charged for assistance in the procurement of material and supplies. Fees or transportation charges for the delivery of material or supplies by a DBE to a job site also count dollar for dollar toward the goal. The cost of the materials and/or supplies themselves will not be credited towards its DBE goals.

Brokers, Trade Agents and Manufacturers'/Independent Sales Representatives arrange or expedite transactions without taking title of the goods being sold and receive a commission or fee for their service.

- f. One hundred percent (100%) for DBE trucking firms. The DBE must be responsible for the management and supervision of the entire trucking operation for which it has contracted. The DBE must also use trucks it owns, insures, and operates using drivers it employs. The DBE may lease trucks from another firm, or an owner-operator, certified as a DBE. The DBE may also lease trucks from a non-DBE firm, or owner-operator, but credit will only be given for the fee or commission and not the trucking itself. Ready mix operations will not receive credit for deliveries made by non-DBE firms.
 - g. You are required to notify the County if any DBE contractor(s) working on this contract will sublet any portion of their work.
7. Only DBEs certified by the State of Wisconsin Unified Certification Program (UCP) prior to the bid/proposal submission deadline count towards the satisfaction of the goal. If you want to use a DBE certified in another state, that firm must apply for certification with the UCP prior to the submission deadline. You must also include a copy of DBE certification from its home state along with your bid/proposal. For assistance related to certified DBE firms, contact the Certification Compliance Administrator at (414) 278-4747.
 8. The County reserves the right to request supporting documentation from both you and any listed DBE. If you fail to respond within the time specified, the County will determine you to be non-responsive and remove you from further consideration for contract award.

FOLLOWING CONTRACT AWARD

9. The County reserves the right to conduct compliance reviews and request, both from you and your subs or suppliers, supporting documentation to verify DBE participation, in addition to the information entered monthly into the County's online reporting system. The County will notify you if you are not in compliance with contract specifications. If you fail to take corrective action as directed, the County will take one or more of the following actions:
 - a. Terminate or cancel your contract, in whole or in part;
 - b. Remove you from the list of qualified contractors/consultants, and refuse to accept future bids/proposals from you for a period not to exceed three (3) years;
 - c. Withhold contract payments, or pay subs and/or suppliers directly, to cover shortfall; and/or

- d. Bring suit to recover damages up to the amount of the shortfall, including interest at the rate of 12% annually, plus the County's costs, expenses and actual attorney's fees incurred in the collection action.
10. You must submit copies of the executed subcontract agreement(s) or purchase order(s) for each sub and/or supplier listed on the contract. Include copies with the first monthly request for payment. **REQUESTS FOR PAYMENT WILL NOT BE PROCESSED IF AGREEMENTS ARE NOT SUBMITTED.** In addition, you will document that each DBE is notified at least three (3) working days before start of their subcontract work.
11. You are required to notify the County if any DBE contractor(s) working on this contract will sublet any portion of their work.
12. If the DBE(s) cannot perform, if you have a problem in meeting the goal, or any other issue such issues come up, you must immediately contact CDBP at (414) 278-4747. You must submit written notification of your desire for substitution to the DBE affected, and copy the County. This notice must state the reason for the request. The DBE has five (5) business days to provide written objection/acceptance to you. Approval must be obtained from County prior to making any substitutions. DBE contractors are also required to notify and obtain approval from the County prior to subletting work on this project.
13. **Requests for Payment:** You will enter payments to subs and suppliers directly into the County's online reporting system on a monthly basis. These entries will cover payments made during the preceding month and will include zero dollar (\$0) entries where no payment has occurred. You must also indicate on the AIA Document *G703 - Continuation Sheet*, or equivalent, work being performed by DBEs. Either a) place the word "DBE" behind the work item or b) break out the work done by DBEs at the end of the report. If you don't do these things, the County will deny payments, or enforce other sanctions including those listed in Section 9, above.
14. The County has a revolving loan program for DBEs. If you use a DBE that is using these County funds, you must assist the County repayment of these funds. This may include, but is not limited to, providing written information regarding the sub's contract balance, prior payment (two or three party) agreements, and the issuance of two-party checks payable in the name of Milwaukee County and the DBE indebted to the County under this program.
15. The County reserves the right to waive any of these specifications when it is in our best interest.



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

CERTIFICATE OF GOOD FAITH EFFORTS

This document should detail what your firm has done to meet this project’s participation goal. Guidance as to what ‘good faith efforts’ are and are not is found on pages 5 & 6 of this document.

Failure to use good faith efforts to meet the assigned participation goal will result in the rejection of your bid/proposal.

I, _____, do hereby acknowledge that I am the _____ of _____, who has been identified as a bidder/proposer on the following Milwaukee County Project:

Project No.	Project Title	Total Contract Amount	DBE Percentage	
			Goal	Pledged

Provide a brief summary of why your firm is unable to meet the participation goal on this project. (Attach additional pages if necessary)

I hereby certify that our firm has used good faith efforts to solicit, negotiate with, and utilize certified firms to meet the participation goal of this contract, as demonstrated by my responses to the following questions:

A. Identifying Contractible Work Items

You were encouraged to select portions of work to be contracted in a manner that will increase the likelihood of meeting the participation goal. In selecting work to be contracted, you considered, where appropriate, breaking down contracts into economically feasible units to facilitate small business participation.

1. Which portion(s) or section(s) of the project work was/were selected to be contracted to certified firms (or broken down into economically feasible units to facilitate participation)?



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

B. Notifying Certified Firms of Contracting Opportunities

2. List the certified firms that received written notification of work items to be subcontracted. In the appropriate space, also indicate when firms received subsequent telephone, or email (with deliver, read receipts and certified firm's response) solicitations. Include copies of the written notice(s) sent to certified firms. (Attach additional pages if necessary)

Certified Firm Contacted	Date of Written Notification	DBE (Yes/No)	Date of Follow-up Telephone Call/or Email

3. Identify publications in which announcements or notifications were placed and published, if any. Include a copy of each announcement or notification.

Published Announcement/Publication (please describe)	Date

4. Identify minority and/or women's associations or organizations that received written notifications, including dates of notifications. Provide person's name contacted during, and the date of, the follow-up call. If no follow-up calls were made, explain why not. Include copies of notice(s) sent.

Association/Organization	Date of Notification	Contact Person	Date of Follow-Up Call

5. Did you contact Milwaukee County's Community Business Development Partners Department (CBDP) to assist in identifying certified firms for this project?

Yes _____ No _____

Contact was made by: _____ Telephone _____ Email _____ Other _____



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

Date contacted: _____ Person Contacted: _____

C. Providing Certified Firms with Assistance

6. Explain any efforts to provide certified firms with timely, accurate and complete information about the project, scope(s) of work and/or requirements of the project.

7. Describe any other efforts to provide special assistance to certified firms interested in participating in the project.

D. Soliciting Proposal/Quotes from Interested Certified Firms

You must solicit quotes in good faith from certified firms. Quotes, proposals and/or bids, from certified firms shall not be rejected without sound justification.

1. List certified firm(s) that submitted quote(s) for the project, and include copies of all quotes received. If any quotes from certified firms were rejected provide an explanation as to why. (Attach additional pages if necessary)

Name, Phone & Address of Contact Person at Certified Firm	Work Quoted / Explanation for Rejecting Quote



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

2. Please include all other comments you want Milwaukee County to consider. (Attach additional pages if necessary)

NOTE: The information requested above is the minimum information required.

AFFIDAVIT OF CERTIFICATION

The undersigned, being duly sworn, deposes that he/she has examined and carefully prepared this Certificate of Good Faith Efforts and has verified that the information given in this certificate is true and correct to the best of his/her knowledge and belief.

Signed: _____

Authorized Representative

Subscribed and sworn to before me:

This _____ day of _____, 20 ____.

Notary Public

My commission expires _____, 20 ____.



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

GUIDANCE CONCERNING GOOD FAITH EFFORTS

When Milwaukee County assigns a participation goal, you will make good faith efforts to meet this goal prior to submitting a bid or proposal in order to be responsive. You can meet this requirement in one of two ways. First, you can meet or exceed the goal with commitments for participation of certified firms. Second, even if you don't meet the goal, you can document adequate good faith efforts toward that end. This means that you must show that you took all necessary and reasonable steps to achieve the participation goal.

The County will make a fair and reasonable judgment as to whether you made adequate good faith efforts according to the following guidelines. It is important to consider the quality, quantity, and intensity of the different kinds of efforts that were made. These efforts should be those that one could reasonably expect you to take if you were actively and aggressively trying to obtain participation sufficient to meet the participation goal. Going through the motions by making a phone call or two to a firm that you think should qualify is not good faith efforts to meet the project requirements. The County's determination concerning the sufficiency of your good faith efforts is a judgment call and meeting quantitative formulas is not required.

The following is a list of types of actions the County considers as part of your good faith efforts. This isn't a mandatory checklist, nor is it all-inclusive. Other factors or types of efforts may be relevant in appropriate cases:

1. Solicit, through all reasonable and available means (e.g., attendance at pre-bid meetings, advertising and/or written notices), all certified firms who have the capability to perform work on the project. Get the solicitation(s) out with enough time for them to review and respond. Be sure to record who you sent information to, and how/when they verified their interest in the project.
2. Select portions of the work to be performed by certified firms in order to increase the likelihood that the participation goal will be achieved. This includes, where appropriate, breaking out contract work items into smaller pieces, even when you might otherwise prefer to self-perform the work.
3. Provide certified firms with timely, accurate and complete plans, specifications, and requirements of the project to assist them in bidding/quoting.
4. Negotiate in good faith with certified firms.
 - a. It is your responsibility to make a portion of the work available to certified firms and to select that work based on the available certified firms. Evidence of such negotiation includes the names, addresses, email, and telephone numbers of certified firms that were considered; a description of the information provided regarding the plans and specifications for the work selected for contracting; and evidence as to why agreements could not be reached for certified firms to perform the work.
 - b. A bidder/proposer using good business judgment would consider a number of factors in negotiating with subcontractors, including certified subcontractors, and would take a firm's price and capabilities as well as contract goals into consideration. However, **the fact that there may be some additional costs involved in finding certified firms is not sufficient reason for your failure to meet the participation goal.** Also, self-performing work does not relieve you of the responsibility to make good faith efforts. You are not required to accept higher quotes from certified firms if the price difference is excessive or unreasonable.
5. Do not reject certified firms as being unqualified without sound reasons based on a thorough investigation of their capabilities. Your standing within the industry, membership in specific groups, organizations, or associations and political or social affiliations (for example union vs. non-union status) are not legitimate causes for the rejection or non-solicitation of bids in your efforts to meet the project goal.
6. Effectively use the services of available minority/women community organizations; minority/women contractors' groups; local, state, and Federal minority/women business assistance offices; and other organizations to provide assistance in the recruitment and placement of certified firms.



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

In determining whether you have made good faith efforts, the County may take into account the performance of other bidders/proposers in meeting the contract goal. For example, when you fail to meet the contract goal, but others meet it, the County may raise the question of whether, with additional reasonable efforts, you could have met the goal. If you fail to meet the goal, but you meet or exceed the average participation obtained by other bidder/proposers, the County may view this, in conjunction with other factors, as evidence of you having made good faith efforts.



COMMUNITY BUSINESS DEVELOPMENT PARTNERS MILWAUKEE COUNTY

1. The Directory of Certified DBE firms eligible for credit toward the satisfaction of this project's DBE goal will be found at the following link, and can be searched by Name and/or NAICS code.
<https://app.mylcm.com/wisdot/Reports/WisDotUCPDirectory.aspx>
2. **CONTRACT ADJUSTMENTS:** The successful Bidder/Proposer will maintain the approved DBE participation level during the term of the contract with the County, including any additional work on the contract, e.g., change orders, addendums, scope changes, etc. Contract adjustments shall include proportional DBE participation.
3. **WRITTEN CONTRACTS WITH DBEs:** The County requires that the successful Bidder/Proposer enter into contract, directly or through subcontractors, as stated in this form. Agreements must be submitted to the County within 7 days of receipt of the Notice-To-Proceed. By executing this commitment, you are certifying that you have had contact with the named DBE firm and that they will be hired if awarded the contract by the County. **VIOLATION OF THE TERMS OF THIS COMMITMENT IS GROUNDS FOR TERMINATION OF YOUR CONTRACT.**
4. **SUBSTITUTIONS, DBEs SUBCONTRACTING WORK, TRUCKING FIRMS:** The successful Bidder/Proposer must submit written notification of desire for substitution to the DBE affected, and send a copy to the County, stating the reason(s) for the request. The DBE will have five (5) business days to provide written objection/acceptance of the substitution. The "right to correct" must be afforded any DBE objecting to substitution/termination for less than good cause as determined by the County. Approval must be obtained from the County prior to making any substitutions. DBEs are also required to notify and obtain approval from the County prior to seeking to subcontract out work on this project. In the case of DBE trucking firms, credit will be given for trucks leased from other DBE firms; however, if the DBE leases trucks from non-DBE firms, the commission or fee will be counted for DBE crediting.
5. **REQUESTS FOR PAYMENT:** The successful Bidder/Proposer must indicate on the Continuation Sheet (AIA form G703, or equivalent) the work being performed by DBE by either a) placing the word "DBE" behind the work item or b) breaking out the work done by DBEs at the end of the report. The successful Bidder/Proposer shall notify DBEs of the date on which they must submit their invoices for payment.
6. **DBE UTILIZATION REPORTS:** The successful Bidder/Proposer will enter payments to subs and suppliers directly into the County's online reporting system on a monthly basis. These entries will cover payments made during the preceding month and will include zero dollar (\$) entries where no payment has occurred.

**If you have any questions on forms or related to Milwaukee County's DBE Program, please contact
CBDP Compliance Team / cbdpcompliance@milwcnty.com / 414.278.4747**