

CUYAHOGA COMMUNITY COLLEGE

Office of Supplier Managed Services (SMS)

700 Carnegie Ave.

Cleveland, OH 44115

Request for Proposal

ISSUED: March 1st 2017

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| CLEANLINESS AUDIT PROGRAM  |
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| * RFP Issue date: March 1st 2017
* Deadline for Suppliers to Submit Proposals: March 14th, 2017
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# INTRODUCTION

Cuyahoga Community College District (Tri-C) is issuing this Request for Proposal (RFP) and inviting responses for services described in the accompanying specifications according to the terms, conditions, and requirements herein. Vendors responding to this RFP shall be herein called the “Supplier.”

## Project Overview

This requested quote is for providing a Cleanliness Auditing Program for the entire College that focuses on Quarterly independent, unbiased third party Performance Measurement Audits of the cleanliness of the College. This assessment focuses primarily on the performance of the College’s Housekeeping Contractor, but also reflects on areas/aspects where housekeeping is self-performed and managed by College staff. This program will cover 9 individual sites with a total of 2,635,424 gross square feet of space under roof.

**COLLEGE: MISSION, VISION, VALUES, AND HISTORY**

**Mission**

To provide high quality, accessible and affordable educational opportunities and services; including university transfer, technical and lifelong learning programs, that promote individual development and improve the overall quality of life in a multicultural community.

**Vision**

Cuyahoga Community College will be recognized as an exemplary teaching and learning community that fosters service and student success. The College will be a valued resource and leader in academic quality, cultural enrichment, and economic development characterized by continuous improvement, innovation, and community responsiveness.

**Values**

To successfully fulfill the mission and vision, Cuyahoga Community College is consciously committed to diversity, integrity, academic excellence, and achievement of individual and institutional goals. We are dedicated to building trust, respect, and confidence among our colleagues, students, and the community.

**History**

Cuyahoga Community College opened in September 1963 and was Ohio’s first community college. It now serves more than 55,000 credit and non-credit students each year at four traditional campuses (Eastern, Western, Metropolitan (Metro) and Westshore), two Corporate College® locations, the Manufacturing Technology Center (MTC), the District Office, the Hospitality Management Center at Public Square, the Brunswick University Center, the Jerry Sue Thornton Center (JSTC) building, the Advanced Technology Training Center (ATTC) and more than 50 off-campus sites. The College has also become a leader in distance learning, providing over 1,000 courses that are taught online and as hybrid courses (a blend of face-to-face instruction with computer-based learning). College-wide operations include over 3.1 million square feet of building space and over 550 acres of grounds. Over its 53-year history, Cuyahoga Community College has provided high quality, affordable education and programs to more than 900,000 members of our community.

Cuyahoga Community College, Ohio's largest community college and one of the largest institutions of higher education in the state, offers associate degrees, certificate programs and the first two years of a baccalaureate degree. Students can choose from 1,000 credit courses in more than 140 careers and technical programs, and science and liberal arts curricula. Tri-C prioritizes its ability to meet students’ needs, which is evidenced by 713 on-line courses and over 370 hybrid courses. In addition to online classes, there are over 130 credit courses available to students at various locations throughout the community, close to home and work. More than 600 unique, non-credit workforce and professional development courses are offered each year.

Cuyahoga Community College offers Northeast Ohio residents top quality education and flexible learning options at the lowest tuition in the geographical area, and the second lowest tuition in the state of Ohio. The College also supports the Northeast Ohio economy by generating spending of about $228 million annually and by sustaining more than 20,350 jobs. Cuyahoga Community College was the 32nd largest employer in Cuyahoga County by full-time equivalent local employees in 2015.

Specific information about Cuyahoga Community College can be obtained at [www.tri-c.edu](http://www.tri-c.edu).

## Supplier Diversity

Tri-C does not discriminate in admission, access, or treatment in programs and activities, employment policies or practices based on race, creed, sex, color, national or ethnic origin, religion, marital status, age, sexual orientation, Vietnam-era or qualified disabled veteran status, or qualified disability.

It is the policy of the College that business concerns owned and operated by minority and/or female persons shall have the maximum practical opportunity to participate in the performance of contracts that are college funded. The offeror shall provide any relevant and pertinent plans as it relates to supplier and workforce diversity (an inclusion plan) in response to this RFP. The supplier diversity and/or workforce diversity inclusion plan is not a condition of the contract award, but helps the College assess the diversity and inclusion commitment and efforts of the offeror throughout the marketplace.

All suppliers are encouraged to do business with Tri-C. Prospective vendors interested in working with the College have the ability to register on the Supplier Portal, which allows the vendor to identify itself as a diverse supplier.

## Scope of Work / Specifications

**General Scope of Work Description**

This requested quote is for providing a Cleanliness Auditing Program for the entire College that focuses on Quarterly independent, unbiased third party Performance Measurement Audits of the cleanliness of the College. This assessment focuses primarily on the performance of the College’s Housekeeping Contractor, but also reflects on areas/aspects where housekeeping is self-performed and managed by College staff. This program will cover 9 individual sites with a total of 2,635,424 gross square feet of space under roof. The services include quarterly inspections of a random sampling of buildings and area types that is varied every quarter (approximately 300 area inspections per quarter). These inspections will assess the cleanliness of each area inspected utilizing a checklist of inspection items designed for the area type (e.g. classroom vs. office vs. kitchen) that incorporates weighted scoring and an overall score for the area. Results will be summarized by individual area, by all areas within a building, by all buildings at a site, and finally College-wide.

The scope of work includes conducting “mall style” Customer Satisfaction surveys at each of the 9 sites. These results will also be summarized by building, by site, and College-wide.

A report will be assembled and provided for both the Cleanliness Audit and the Customer Satisfaction Survey. There will actually be 3 reports – one each for the Corporate College East and Corporate College West facilities (self-cleaned), and a third single Main report for the remaining facilities. These will be very comprehensive reports that present the information and analysis in summary and detailed form as outlined later in this specification. They should be highly specific, showing the relationship between KPI performance criteria and cleaning processes. They should pinpoint exact process improvement priorities for the Housekeeping crew such that, when resources are allocated appropriately and resultant best practices implemented, the result will be improved cleanliness and higher levels of customer satisfaction.

A review meeting involving an account manager, client managers, and contract site managers will follow each audit, providing problem solving and process improvement recommendations.

All data is to be housed by the bidder in an electronic tool, designed for Report Management, that stores all of the individual area inspection data sheets and summary reports, and supports downloading of current and historical reports. The database will be accessible to the College at all times via a Web-based portal remotely hosted by the service provider.

**Quarterly Inspection Scope**

1. Provide Cleanliness audits on a continuously varying selection of random areas of the College every 3 months
	1. Audit each of nine total sites as outlined in the Physical Information section below
		1. Approximately 300 total areas inspected each quarter in accordance with the chart
		2. The areas inspected should be continuously varied each quarter
		3. There should be 15-20 inspection points per area, in accordance with a structured area type checklist.
		4. Doing the math above, it is expected that there will be as many as 6,000 individual inspection points included in every quarterly audit in order to ensure an adequate cross-sectional audit and analysis
	2. Audits should be performed in an orderly and systematic fashion
		1. The auditor and the company must be trained and very experienced in this type of evaluation for Higher Education Facilities
		2. The audits should understand and consider extenuating circumstances such as time of year (understand that in the winter salt happens, and it spreads very quickly indoors)
		3. Every effort should be made to utilize the same auditor every quarter for consistency
		4. There should be pre-created, structured area type checklists by area type. For example, a classroom vs. an office vs. a kitchen would have different things that are looked at (a classroom has marker boards and desks, a kitchen has sinks and appliances, both have floors), but still 15-20 inspection points
		5. Inspection results must be quantified numerically rather than subjective assessments (1-100 vs. good/fair/poor). There should be accommodation for “weighting” the inspection points
		6. The checklist should also have an area for making other deficiency notes (e.g. special cleaning needs, maintenance issues, etc.)
2. Provide random Customer Satisfaction audits at all of the College sites every 3 months
	1. These will be “mall style” surveys
	2. A representative number of customers are to be surveyed per site
	3. There must be some kind of rating system involved to quantify survey results

**Quarterly Reporting Scope**

Reports are to be provided within one week of the completion of the College-wide audit, and should meet the following criteria:

1. Contains results of individual area inspection checklists
2. Thoroughly analyzes the findings for Cleanliness and Customer Satisfaction with charts and graphs, trended over time, including but not limited to:
	1. Inspection results summarized by whole College, site, building and area
	2. Results trended over the previous 2 years
	3. Results trended by area type, by best and worst cleaned areas, by top 5 and bottom 5 deficiencies, analyzed for continuous improvement opportunities
	4. Continuous Improvement Opportunity Analysis
	5. Benchmarked against an initial Baseline and Industry Standards

**Data Warehousing**

All data is to be housed by the bidder in an electronic tool, designed for Report Management, that stores all of the individual area inspection data sheets, daily inspection summaries, and Executive Level and Detail Level summary reports (in html and pdf), and supports downloading of all current and historical reports. The database will be accessible to the College at all times via a Web-based portal remotely hosted by the service provider.

**Physical Information**

The nine (9) College sites are spread all across Cuyahoga County surrounding the Greater Cleveland area. Site names with building and square footage breakout are at the end of this specification.

**Other Requirements**

Proposals should be priced for one year of the services outlined in this specification.

Proposals should include an estimate of reimbursable expenses billed at cost (primarily where travel and per diem may be involved if the auditor’s normal work location is not near the College’s facilities).

A review meeting after each quarterly audit involving and the bidder’s account manager, client managers, and contract site managers providing problem solving and process improvement recommendations.

|  |  |  |
| --- | --- | --- |
| **Tri-C Sites and Inspection Point Distribution** |  |  |
|  |  |  |  |  |
| **Campus** | **Building** |  | **Sq Ft** | **# Areas** |
| **Metro** | ATTC | Advanced Tech Trng Cntr |  50,000  | 6 |
|   | MAM | Arts and Music |  28,183  | 4 |
|   | MBA | Bldg and Admin |  30,025  | 4 |
|   | MCC | Campus Center |  67,491  | 6 |
|   | CONCOURSE | Concourse (North & South) |  17,000  | 2 |
|   | MHCS/MTLC | Health Careers and TLC |  182,240  | 15 |
|   | MLA | Liberal Arts |  60,826  | 8 |
|   | MCCA | Center for Creative Arts |  74,960  | 6 |
|   | MBG | Building & Grounds |  36,942  | 0 |
|   | MRC | Rec Center |  114,124  | 8 |
|   | MSS | Student Services |  87,264  | 10 |
|   | MUTC | Unified Technologies Center |  113,660  | 10 |
|   | MTA/MMC | Theater Arts/Media Center |  95,407  | 4 |
|   |   |   |   |   |
|  |  |  |  **958,122**  | **83** |
|   |   |   |   |  |
| **West** | WHCS | Health Careers and Sciences |  69,865  | 6 |
|   | WHTC | Health Tech Center |  26,432  | 3 |
|   | WLA | Liberal Arts |  63,394  | 6 |
|   | WRC | Rec Center |  87,986  | 5 |
|   | Svc. Garage | Maintenance Garage |  15,911  | 0 |
|   | WSS/WTLC | Student Services and TLC |  197,947  | 16 |
|   | WTA | Theater |  41,185  | 4 |
|   | AATC | Advanced Automotive Tech |  29,401  | 3 |
|   | WBT | Business and Technology |  64,229  | 6 |
|   | Crile | Police & Fire Trng Academy |  37,134  | 4 |
|   |   |   |   |   |
|  |  |  |  **633,484**  | **53** |
|   |   |   |   |  |
| **East** | EHCT |   |  61,471  | 7 |
|   | EEC |   |  94,975  | 10 |
|   | ELA |   |  115,306  | 12 |
|   | ESS |   |  300,539  | 25 |
|   | NATATORIUM |   |  32,620  | 3 |
|  |  |  |  **604,911**  | **57** |
|   |   |   |   |  |
| **Brunswick** |   |   |  31,888  | 9 |
| **Westshore** |   |   |  77,648  | 17 |
| **District** |   |   |  45,819  | 12 |
| **VNA** |   |   |  72,350  | 15 |
|  |   |   |   |  |
| **CCE** |   |   |  107,000  | 30 |
| **CCW** |   |   |  104,202  | 28 |
|  |  |  |  |  |
|  |  | **TOTAL:** |  **2,635,424**  | **304** |

# SUBMITTING YOUR PROPOSAL

Suppliers are cautioned to read the information contained in this RFP carefully. Suppliers must submit complete responses to all requirements and questions, in the electronic sourcing module, and in accordance with the instructions specified in this RFP. The fee structure in the proposal should include all out of pocket expenses incurred by the bidder. Tri-C will not be responsible for any costs not included in the proposal.

The Due Date is March 14th 4:00 PM. At that date and time, the RFP will be closed and no further submissions will be allowed. Please make sure to complete all required items or the bid will not be considered submitted.

## Contacts

All questions should be added into the sourcing module or directed to Stephen Hilbert.

|  |  |
| --- | --- |
| **Executive Director** | **Technical Representative** |
| Name: Stephen HilbertTitle: Exec Director, Supplier Managed ServicesPhone: 216-987-3501Fax: 216-987-3495Email: stephen.hilbert@tri-c.edu | Name: Blair BosworthTitle: Exec. Director Plant OperationsPhone: 216-987-4899Email: Blair.Bosworth@tri-c.edu |

## Preparation of Proposal

In submitting a proposal or in its performance under an award by Tri-C, the successful Supplier warrants and represents that it is not suspended or debarred by the Federal Government or the State of Ohio.

* Suppliers must notify Tri-C promptly of any ambiguity, inconsistency, or errors.
* Tri-C will not provide compensation for any expenses incurred by the Supplier for preparation of the proposal or for product or service demonstrations.
* Alterations, deviations, or modifications must be noted in the submittal package.
* Tri-C will not assume responsibility for errors or misinterpretations resulting from the use of incomplete documents.
* Tri-C may not consider proposals that require or request changes to the terms of this RFP.
* Proposals and any other information submitted in response to this proposal are property of Tri-C, and will not be returned.

## Proposal Format

The proposal should include the following:

1. Scope of Work Summary - Interpretation of the specifications
2. Scope of Work Methodology – Approach to complete Scope of Work
3. Supplier’s previous experience in providing this service to other entities, public and private sector. The following items should be included for each project:
* Project name
* Client’s name
* Dates of service
* Specific services provided
* Annual revenues generated for the client
* Any special features, accomplishments, or problems
* One reference, including name, title, address, phone and e-mail
1. Experience of the individual team members that will be working on the project. Include:
	* Names
	* Titles
	* Roles on the project
	* Previous projects

## Evaluation Criteria and Selection Process

Proposals will be evaluated by an evaluation/selection team comprised of staff from the business units. The team will review the proposals against the established criteria, interview selected bidders, and reach a consensus on the final ratings. If the team determines that interviews are required, the date, time and location will be communicated to the shortlisted bidders only.

Selection Criteria

This list is not in order of priority:

1. The Supplier’s clear understanding of the project’s objectives and the ability to meet the requirements
2. Experience and qualifications of the Supplier and its individual team members
3. References
4. Project work plan and schedule for completion
5. Value based on the fees quoted
6. Innovative ideas that supplement the scope of work

# ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Tri-C reserves the right to reject any or all proposals received as a result of this RFP, modify specifications proposed, waive any formalities or technicalities, or negotiate separately with any source and in any manner whatsoever.

## Award of Contract

Tri-C is looking to one-year contract.

Tri-C, at its sole discretion, shall decide if an award will result from this RFP. Proposals must be fully responsive to all requirements stated in the RFP to obtain consideration. Tri-C may not consider any proposal not prepared and submitted in accordance with the provisions outlined herein.

In the event a contract is awarded, this RFP and the proposal of the successful Supplier will be included as an addendum to the contractual obligations. Therefore, no information should be submitted which cannot be incorporated into that agreement.

Price alone will not be the sole determining factor in the selection process.

* Tri-C reserves the right to award based on various selection criteria.
* Tri-C is not bound to accept the lowest cost proposal, if in its judgment the lowest cost proposal does not provide the best overall value.
* Portions of the RFP may be awarded separately.
* Tri-C reserves the right to negotiate the final details of the Contract with the successful Supplier.

## Pricing

All pricing should be held for the length of the Contract

## Billing

Invoices must reflect the purchase order number and be submitted to Accounts Payable at:

Cuyahoga Community College District

Accounts Payable Dept

P O Box 3957

Scranton, PA 18505

Or emailed to Tri-C@edmamericas.com

## Contract and License Agreements

Respondents must comply with all State of Ohio and Federal regulations concerning wages, liability insurance, worker’s compensation, discrimination, intimidation, and any other applicable regulations.

# TERMS AND CONDITIONS

Tri-C’s Terms and Conditions are available:

* Attachment in the electronic sourcing module under Prerequisites section
* On Tri-C web site at: <http://www.tri-c.edu/administrative-departments/supplier-managed-services/documents/terms.pdf>

## Entire Agreement

The RFP, Vendor Proposal and any resulting Contract shall be the complete and exclusive statement of the agreement between Tri-C and Supplier and supersedes all prior oral or written agreements.

The terms and conditions of any purchase order, agreements, amendments, modifications, or other documents submitted by either party which conflict with or in any way purport to amend or add to any of the terms and conditions of the Contract are specifically objected to by the other party and shall be of no force or effect; nor shall govern in any way the subject matter hereof, unless set forth in writing and signed by both parties.

## Time of Performance

Supplier agrees to perform all obligations and render services set forth in the Contract, in accordance with the schedules herein and as mutually agreed upon between Tri-C and the Supplier during the term of the Contract.

## Contract Amendments

The Contract may be amended within the Contract period by mutual consent of both parties. No modification or amendment to the Contract shall become valid unless in writing and signed by both parties. All correspondence regarding modifications or amendments to the Contract must be forwarded to Tri-C’s Executive Director of Supplier Managed Services for prior review and approval.

## Insurance

Supplier agrees that it shall, at all times during the term of the contract, carry and maintain in full force and effect insurance in the minimum amounts set forth in the chart below from a responsible insurance company or companies reasonable satisfactory to the College and authorized to do business in the State of Ohio. A certificate of insurance shall be delivered to the College concurrent with execution of the contract and in the event of any renewal of the contract. All applicable policies of insurance shall provide for thirty (30) days written notice to the College prior to cancellation thereof.

Minimum Insurance Limits:

Worker’s Compensation Statutory

Employer’s Liability $1,000,000

Comprehensive General Liability $1,000,000 each occurrence

 $3,000,000 in the aggregate

Comprehensive Automobile Liability

(Any auto, hired auto, non-owned auto)

a) Bodily Injury $ 500,000 each occurrence

b) Property Damage $ 500,000 each occurrence

## Indemnification

Supplier agrees to indemnify and hold harmless College and its trustees, officers, employees and agents, and the successors and assigns of any of them, from and against any and all liabilities, claims, demands, lawsuits, settlements, judgments, costs, penalties, damages, losses or expenses (including, without limitation, court costs, attorneys’ fees and costs of suit) (collectively, “Damages”) that arise or are alleged to have arisen as a result of: (i) breach of this contract by Supplier; or (ii) the negligence or misconduct of Supplier; provided, however, Supplier will not be obligated to indemnify College for Damages to the extent that they are caused by a grossly negligent or intentionally wrongful act of College or its employees.

## Other Benefits

It is understood and agreed that no benefits, payments or considerations received by Supplier for the performance of services associated with and pertinent to a resulting Contract shall accrue directly or indirectly to any employees, elected or appointed officers or representatives, persons identified as agents of, or who are by definition an employee of Tri-C.

## Non-Disclosure

Supplier and Tri-C acknowledge that in the performance of a resultant Contract, employees of either parties may come into the possession of proprietary or confidential information owned by or in the possession of the other. Neither party shall use any such information for its own benefit or make such information available to any person, firm, corporation, or other organization regardless of whether directly or indirectly affiliated with the Supplier or Tri-C, unless: (1) required by law; (2) by order of any court or tribunal; (3) such disclosure is necessary for the assertion of a right or defense of an assertion of a right; by one party against the other party hereto; or (4) such information has been acquired from other sources.

## Red Flags Policy

Tri-C creates, obtains, and stores personally-identifiable and other sensitive information, and ensures appropriate measures are taken to prevent identity theft involving such information. Therefore, the College maintains an active identity theft program in accordance with federal trade commission regulations enacted at 16 C.F.R. 681 et seq. (often referenced as the “red flag rule”).

## Publicity

Supplier agrees that it shall not publicize the Contract or disclose, confirm, or deny any details thereof to third parties; use any photographs or video recordings of Tri-C employees; or use Tri-C’s name in connection with any sales promotion or publicity event without the prior express written approval of Tri-C.

## Severability

The provisions of this Contract are severable. If any provision of this Contract is found invalid or unenforceable pursuant to judicial decree or decision, the remaining provisions will remain valid and enforceable, and the unenforceable provisions will be deemed modified to the extent necessary to make them enforceable.

## Assignment

Supplier may not assign, subcontract, or delegate Supplier’s rights or obligations under this Contract without the prior written consent of the College. Any attempted assignment, subcontract or delegation will be null and void. Any written consent by the College to subcontract or delegate will not affect, reduce, or release Supplier from any of its obligations under this Contract and Supplier will remain fully responsible for the discharge and performance of all of Supplier’s obligations under this Contract. In addition, Supplier shall require that any subcontractor or delegate agree in writing with Supplier to be bound by the terms of this Contract. The rights and obligations of each party under this Contract will inure to the benefit of and be binding on each party’s successors and assigns. This Contract does not and is not intended to confer any rights or remedies upon any party other than College and Supplier.

## Observance of College Rules and Regulations

Supplier agrees that at all times its employees will observe and comply with all regulations of Tri-C, including but not limited to smoking, parking, and security regulations.

## Special Conditions

Excluding proprietary information, all materials included in this RFP are deemed public record and shall be available to the public upon request under Ohio Records Law Revised Code 149.43.