

CONTRACT MODIFICATION AGREEMENT

Date: September 1, 2022
Contract No.: VTS-1346-2020
Modification No.: 1
Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)
Contractor: Can Do Enterprises LLC
Commodity: On Demand Cleaning Services

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

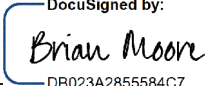
Description of Modification:

This modification is to add pricing specific to cleaning services for Lane Stadium and Cassell Coliseum ONLY. See attached price schedule.

Except as provided herein, all terms and conditions of Contract Number VTS-1346-2020, as heretofore changed, remain unchanged and in full force and effect.

Contractor

Virginia Tech

By:  DocuSigned by:
DB023A2855584C7...
(Signature)
Brian Moore vice President
Name and Title

By:  DocuSigned by:
5EF51DA320D049B...
Reed Nagel
Associate Director for Goods and Services



PO Box 8654
Gray, TN 37615

Virginia Tech Athletic Pricing 2022-2023

Lane Stadium – Fall Football Games - \$24,241.45

Lane Stadium – Spring Game - \$15,570.00

Cassell Coliseum Men’s Basketball - \$1,500.00 (post game) \$550.00 (in game)

Cassell Coliseum Women’s Basketball - \$950.00 (post game) \$450.00 (in game)

Cassell Coliseum Wrestling - \$1,225.00

English Field and Virginia Tech Softball park will be determined after Football Season

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-1346-2020

This contract entered into this 10th day of March 2020 by Can Do Enterprises LLC. hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:


SCOPE OF CONTRACT: The Contractor shall provide Non Routine On-Demand Cleaning Services to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From March 10, 2020 through March 9, 2025 with the option for one (1) additional five-year period upon mutual written agreement of the parties.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 0059917 dated November 4, 2019, together with Addendum Number 1 to RFP dated November 25, 2019, the proposal submitted by the Contractor dated January 14, 2020 and Attachment 1, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor
By: 
(Signature)
Brian Moore Vice president
Name and Title

Virginia Tech
By: 
Reed Nagel
Assistant Director for Facilities and Services



Request for Proposal # 0059917

For

Non-Routine/On Demand Cleaning Services of University
Facilities

November 4, 2019

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RFP 0059917
GENERAL INFORMATION FORM

QUESTIONS: All inquiries for information regarding this solicitation should be directed to: Kim Widrig, Buyer Senior Phone: (540) 231-8543 e-mail: kdcromer@vt.edu

DUE DATE: Proposals will be received until December 2, 2019 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

ADDRESS: Proposals should be mailed or hand delivered to: Virginia Polytechnic Institute and State University (Virginia Tech), Procurement Department (MC 0333) North End Center, Suite 2100, 300 Turner Street NW, Blacksburg, Virginia 24061. Reference the due date and hour, and RFP Number in the lower left corner of the return envelope or package.

Please note that USPS is delivered to a central location and is not delivered directly to Procurement. Allow extra time if sending proposal via USPS. It is the vendor's responsibility to ensure proposals are received in the Procurement office at the appropriate date and time for consideration.

TYPE OF BUSINESS: (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: _____. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

_____ **Large**

_____ **Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

_____ **Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

_____ **Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)			E-MAIL ADDRESS
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	

I acknowledge that I have received the following addendums posted for this solicitation.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ (Please check all that apply)

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES _____ NO _____

SIGNATURE _____ Date: _____

Revised 09/17/2018

I. PURPOSE:

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations for on demand (or as needed) cleaning services by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia. This is an opportunity for awards to multiple firms that can service university facilities at or around the Blacksburg campus as well as university owned or leased facilities located throughout the state.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

III. CONTRACT PERIOD:

The term of this contract is for one year, or as negotiated. There will be an option for four one year renewals, or as negotiated.

IV. BACKGROUND:

Virginia Polytechnic Institute and State University (Virginia Tech) is located in Blacksburg, Virginia, approximately 40 miles southwest of Roanoke, Virginia, the major commercial hub of the area. In addition to the university's main campus in Blacksburg, major off campus locations include twelve agriculture experiment research stations, the Marion duPont Scott Equine Medical Center and graduate centers in Roanoke and Fairfax, Virginia. Regularly scheduled air service is provided at the Roanoke Regional Airport.

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. As the Commonwealth's most comprehensive university and its leading research institution, Virginia Tech offers 240 undergraduate degree programs to more than 31,000 students and manages a research portfolio of nearly \$513 million. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

Virginia Tech provides routine, scheduled janitorial services utilizing university employees and/or an outsourced contracted janitorial services to clean and maintain university facilities, buildings or occupied locations on or around its campuses. To supplement routine, scheduled janitorial services already provided, there is an additional need for non-routine, on demand cleaning services that may be required either on a "one-time" basis or could be scheduled on a continuous basis dependent on the needs of the individual university department responsible for the specific facilities or occupied space. The location where these services will be provided are in a variety of buildings or university owned, leased or occupied spaces, on and around the University's campus in Blacksburg, Virginia. Occasionally, the same type of on demand cleaning services may also be required at one of the university's satellite locations across the Commonwealth of Virginia. Contractors should notate their availability to provide on demand cleaning services in close proximity to Blacksburg as well as in areas located across the state where other university facilities are located (see <https://vt.edu/about/locations.html>)

Based on available financial information for the last fiscal year, the university's annual spend for on demand, non-routine or as needed cleaning services was approximately \$600,000. However, this estimate is only provided for informational purposes to define the potential opportunity for contractors and does not represent any guarantee of work nor would it limit the amount of spend for on demand/as needed cleaning services awarded under this contract.

V. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

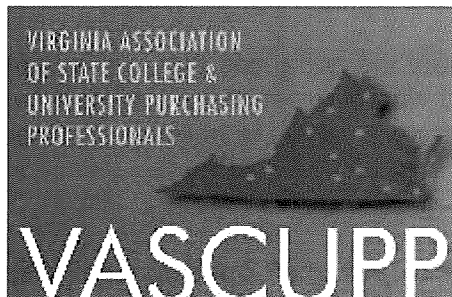
The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <http://www.eva.virginia.gov>, or call 866-289-7367 or 804-371-2525.

VI. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from

Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Please refer to Attachment B, Zone Map, if the offeror wishes to submit separate pricing structure based on approved zones for cooperative institutions. Refer to Attachment B for the approved Zone Map. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VII. STATEMENT OF NEEDS:

The Contractor shall furnish all labor, supervision, cleaning supplies, equipment and materials for the complete and satisfactory performance of on-demand, non-routine or as-needed cleaning services.

A. General Requirements:

1. The Contractor shall supply all consumable supplies, qualified supervision and labor, and equipment to provide all services described. Should any area of operation not be satisfactory to the Virginia Tech representative's inspection of work, the Contractor shall make the area satisfactory at the Contractor's sole expense. All furniture and furnishings shall be restored to their proper locations after operations have been completed. Virginia Tech reserves the right to correct or dispatch additional resources for any work not performed as outlined in the contract and or quote.
2. The contractor will ensure the entrances they use to service a facility after hours or if the building is unoccupied when the service is performed will be locked. After completion of their tasks, the contractor will verify the building is locked and secured before leaving.

B. Estimates of Work:

1. Upon request by Virginia Tech, the Contractor shall prepare and submit a written estimate per project including each billable unit required to perform the work specified. This work may then be performed by the Contractor only with Virginia Tech's written authorization. Invoices submitted by the Contractor for work performed shall be itemized by each contract billable unit and the total dollar amount of the invoice(s) submitted shall not exceed the Contractor's written estimates.
2. Virginia Tech reserves the right to obtain other estimates prior to authorizing the Contractor to proceed in order to determine price reasonableness. If the estimate is considered not to be reasonable, the Contractor will be asked to review his estimate and resubmit. The Contractor may only proceed with providing the services requested if Virginia Tech accepts the Contractor's revised estimate as reasonable and gives permission in writing to proceed in providing the services.

C. Quality of Workmanship: The Contractor shall provide the necessary personnel for the

satisfactory performance of the work at the frequencies and within the time frames specified by Virginia Tech. The Contractor shall inspect the entire area cleaned when completed to ensure quality workmanship and compliance with the contract. An inspection report should be submitted to Virginia Tech personnel.

- D. Level of Service: The contractor shall provide a level of cleaning that is at least equal to standards for Prestige and Adequate cleaning and to the complete satisfaction of Virginia Tech.
1. Prestige shall be defined as a cleaning standard that will provide unsolicited compliments from employees or visitors and will make a cleaning complaint a rarity. This level of cleaning is appropriate for high level management offices and areas of high public use.
 2. Adequate shall be defined as a cleaning standard that will provide neither compliments nor serious criticism from employees or visitors and will make a cleaning complaint a rarity.
- E. Staffing: The Contractor shall provide the required work force and supervisory personnel to perform the requested services at the frequencies indicated by Virginia Tech. All work shall be scheduled ahead of time as agreed upon by the Contractor and Virginia Tech.
1. The Contractor shall be responsible for the conduct and performance of their employees and compliance with the following rules:
 - Employees appearing to be under the influence of alcohol or drugs shall not be permitted on the property.
 - No loud or boisterous conduct will be permitted
 - Contractor's employees shall not open desk drawers or cabinets at any time.
 - Contractor's employees shall not use or tamper with office machines, computer equipment and agency employee' personal property at any time.
 - Contractor's employees shall not use Virginia Tech telephones at any time.
 - Contractor's employees shall not prop open any door.
 2. The Contractor shall obtain criminal background checks on all contract personnel working on Virginia Tech grounds. The results of this check will be directed solely to the Contractor. Virginia Tech does require that the Contractor inform Virginia Tech of criminal conviction checks of contract employees within two (2) days of obtaining the information. The Contractor shall provide Virginia Tech with a written letter or form stating the required check has been done and results received. This form should state one of the following:
 - There is no criminal record.
 - There are non-work related convictions
 - There are work related convictions
- Virginia Tech will make the decision to approve or disapprove any contract employees that will work on Virginia Tech property. Disapproval would solely apply to Virginia Tech property and should have no bearing on the Contractor's employment of an individual outside of Virginia Tech.
- a. The Contractor shall be responsible for all dealings with its employees concerning this matter and it is suggested the Contractor inform the employee of these requirements at the time of employment.
 - b. The personnel employed by the Contractor shall be informed of all OSHA,

State and Federal Regulations governing this type of work including but not limited to OSHA right to know, and Asbestos/Lead Awareness and Blood Borne Pathogens. The Contractor shall provide Material Safety Data Sheet (MSDS) information on products used and shall make this information accessible to employees at all times. One copy shall be supplied to Virginia Tech Housekeeping Services. The contractor shall be responsible to update as additional chemicals are added.

- c. The Contractor shall provide training for each task required of their staff.

F. Equipment, Supplies, Materials and Utilities:

1. The Contractor shall furnish all supplies, materials and equipment including consumables for the performance of the work as described herein. All products and equipment will be "green" certified through a certifying agency such as (but not limited to): Green Seal Inc., Environmental Protection Agency, Environmental Choice, and Carpet and Rug Institute.

A complete and descriptive list of materials and equipment to be used for these services shall be submitted to Virginia Tech upon award of contract. This list shall be kept updated should any materials or products be changed. Virginia Tech reserves the right to prohibit the use of any product should it be deemed to be in the best interest of Virginia Tech.

- a. The Contractor shall maintain all equipment in good operating condition and in sufficient quantities to adequately perform all services. This equipment is to be available to Contractor personnel at all times. All equipment must be OSHA certified and/or meet all OSHA requirements.
 - b. All supplies and materials furnished by the contractor shall be made available for inspection and approval for use by Virginia Tech. All supplies and materials must meet OSHA requirements.
2. Electric power (120 volt, single phase) and water required for the performance of the services described herein will be provided by Virginia Tech subject to reasonable use by the Contractor, only to the extent and capacity of present services at the building. Acceptance by the Contractor of the use of Virginia Tech's water and electricity constitutes a release to Virginia Tech of all claims by and of all liability to the Contractor for all damages resulting from power or water outages or voltage variation.
 3. The Contractor shall provide all required connections, temporary wiring, water hoses and piping to the existing utilities.

G. Other Requirements:

1. Parking Policy: Virginia Tech Parking Services requires the purchase and display of a parking permit for all vendor and contractor vehicles, privately and company owned that park on campus. Permits are available through application at Virginia Tech Parking Services, 505 Beamer Way. Vendor vehicles may use F/S spaces, loading docks and service vehicle parking spaces as the primary places for deliveries while performing their service. Vendor vehicles that need temporary access to land-locked buildings can drive on designated sidewalks and park in designated VBC pull-off areas. While designated sidewalks may be used to access land-locked buildings, no parking is permitted on any roadway, sidewalk or turf. For complete parking information go to

2. Turf Permits: Parking or driving on campus turf or sidewalk is strictly prohibited, except as specifically directed or otherwise allowed by the Physical Plant Grounds Department. In this case, a turf permit must be obtained from Virginia Tech Parking Services and displayed by the vehicle. Turf parking is not allowed under the canopy of any tree on campus. Any vehicle parked illegally on turf or sidewalks shall be subject to ticketing and fines.
3. Sidewalk Policy: Driving on sidewalks is allowed when there is no other way to get a needed vehicle to a designated place or building on campus. The vehicle operator shall be made aware that extreme caution shall be used to operate the vehicle in a way that will not be a hazard or hindrance to pedestrians using the walk. The contractor shall be responsible for any damage to turf and anything that is located adjacent to the walk. Parking an unattended vehicle on a sidewalk is strictly prohibited by State Law. The contractor is allowed to park a vehicle on a sidewalk if there is no other way to perform necessary work. The procedure to obtain a permit to operate a vehicle on sidewalks is the same as for the turf as outlined in Turf Policy. Any vehicle parked illegally on sidewalks shall be subject to ticketing, fines and towing if necessary.
4. Quality and Discipline of Employees: The Contractor shall continuously maintain adequate protection of all his work from damage and shall protect all other property from damage, injury, or loss arising in connection with the work of any unfit person or anyone not skilled in the work assigned to him.
5. Work Schedule: The work schedule shall be as agreed upon for each project by Virginia Tech and the Contractor.
6. Safety Precautions: The Contractor shall comply with the rules and regulations of OSHA and the Department of Labor. The Contractor alone shall be responsible for the safety, efficiency and adequacy of his plant, appliances, and methods, and for any damage which may result from their improper construction, maintenance or operation. The Contractor shall erect and properly maintain at all times, as required by the conditions and progress of the work, proper safeguards for the protection of workers and the public and shall post danger warnings against any hazards created by the construction operations. The Contractor shall designate a responsible member of his organization on the work whose duty shall be the prevention of accidents. In the absence of notice to the contrary, filed with the Owner in writing with copy to Virginia Tech Police, this person shall be the Superintendent of the Contractor. Please refer to the Virginia Tech's Environmental, Health and Safety Services website for the Contractor Safety Program: http://www.ehss.vt.edu/programs/contractor_safety.php.
7. Asbestos: Whenever and wherever during the course of performing any work under this contract, the Contractor discovers the presence of asbestos or suspects that asbestos is present, he shall stop the work immediately, secure the area, notify the Building Owner and await positive identification of the suspect material. During the downtime in such a case, the contractor shall not disturb any surrounding surfaces but shall inform all employees that the suspect material is not to be disturbed, and shall vacate and secure the area until an identification has been made if suspect debris is present. In the event the contractor is delayed due to the discovery of asbestos or suspected asbestos, then a mutually agreed extension of time to perform the work shall be allowed the contractor but without additional compensation due to the time extension.

8. Lead: The contractor is contracted by Virginia Tech to perform work in buildings where lead-containing materials such as lead-based paint may be located. Work performed under this contract may impact these lead materials (for example, during building renovations), but does not include lead abatement or de-leading operations. The contractor will be informed by Virginia Tech project coordinator/manager of the location of suspect and known lead containing materials in the work area(s) to which the contractor is assigned. The contractor shall provide all training and equipment required by 29 CFR 1926.62 for the safe performance of the work. The contractor may not perform de-leading or lead abatement unless they hold a valid Virginia Lead Contractor license and have been specifically retained to perform this work as a part of the contract. The contractor shall submit to Virginia Tech Environmental Health and Safety Services (EHSS) Department for review and approval his written Lead Work Plan which outlines work practices, precautions, procedures, and engineering controls to be used during work that disturbs lead prior to commencement of this work. Work will not proceed until the Lead Work Plan has been approved by EHSS.
9. Duty to Protect Property: The Contractor shall continuously maintain adequate protection of all his work from damage and shall protect all other property from damage, injury, or loss arising in connection with the work. The Contractor shall make good any such damage, injury, or loss except such as may be directly the result of errors in the Contract Documents or such as shall be caused directly by the Owner.
10. Disposal of Debris: The Contractor shall transport all waste off Virginia Tech property and dispose of it in a manner that complies with Federal, state, and local requirements unless otherwise indicated by Virginia Tech.
11. Fire Protection and Prevention: The Contractor shall perform work in a fire-safe manner. Contractor shall supply and maintain adequate firefighting equipment capable of extinguishing fires in the early stages.
12. Key Control:
 - a. No person shall knowingly possess an unauthorized key to property owned by Virginia Tech. Facilities Service's Key Control Office is the only authorized vendor for University key requests.
 - b. All keys remain the property of Virginia Tech. Keys which are no longer needed must be returned to the Key Control Office.
 - c. Stolen or lost keys must be reported immediately to the Virginia Tech Police Department & Key Control Office.
 - d. The installation, changing or removal of locks shall be performed only by contractor or an authorized Key Control Office designate.
 - e. Unauthorized locks are prohibited on doors and if found will be removed and discarded. Any damage or repairs necessitated by the removal of unauthorized locks will be the responsibility of the contractor found in violation of this section.
 - f. Keys should at no time be left unattended (hanging in a door lock, lying on a desk, etc.).
 - g. All Contractors must surrender all University keys issued upon termination or completion of project.

- h. Keys are not to be transferred from their assigned carrier to another without proper documentation.
 - i. The Contractor shall be responsible for the total cost of keys requested and for work done to re-secure an area whenever a key is lost or stolen.
 - j. The contractor shall return any existing hardware removed from a project to the Key Control Office.
13. Smoking Policy: All employees, subcontractors or representatives of the contract must also adhere to the University Smoking Policy which can be viewed at the following website: <https://policies.vt.edu/1010.pdf>

VIII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Overview your company's history and years of experience in providing cleaning services for commercial buildings.
2. Outline your company's organization structure including, if applicable, an organizational chart showing the chain of command.
3. Provide any industry organization affiliations and or certifications.
4. Provide proof of your company's quality assurance plan. Include your company's policy for documenting complaints, monitoring feedback, evaluating progress and continual improvement, and a program for measuring service quality.
5. Outline your company's service delivery plan. Include service capacity, example of bidding/costing documents, examples of costs controls employed, quality control assurances and staffing plans.
 - a. How many employees does your firm employ?
 - b. How many subcontractors does your firm employ?
6. Outline measures in place to ensure the quality of equipment that will be used to provide the services required. Include examples of equipment maintenance and repair standards for equipment that will be used to provide the services required.
7. Outline documented systems and processes utilized to assure the safety of your company's employees and the university's facility occupants. Include training programs utilized for employees to ensure their safety and technical expertise. Outline your company's employee selection process, when and how individuals are trained, and routine or continuing education they receive.
8. Outline advance notice requirements that will be required for on-demand/as needed cleaning service requests. Include your firm's expected response time to a request for

service by a university departments and also based on your company's advance notice requirements.

9. Occasionally, on demand cleaning service may be needed at one of the university's other locations across the Commonwealth of Virginia. Notate your company's ability and availability to provide on demand cleaning services in areas where Virginia Tech facilities are located outside of the Blacksburg, Virginia campus. (see <https://vt.edu/about/locations.html>)
10. Confirm your company's ability to provide on demand cleaning services in accordance with the detailed requirements as outlined in this RFP's Statement of Needs Section.
11. Outline specialty services that could also be provided. These may include but not be limited to:
 - a. Stripping and Waxing Floors
 - b. Buffing/Burnishing
 - c. Machine Cleaning of Ceramic Tile floors
 - d. Carpet Cleaning
 - e. Carpet Spotting
 - f. Cleaning appliances (microwave, refrigerator)
 - g. Window Washing
 - h. Furniture Cleaning
12. Indicate if your company carries the required insurance limits as outline in the Special Terms and Conditions Section Item 3.
13. Provide your company's standard billable commercial labor rates by employee position. Provide examples of any special circumstances that may alter these expected labor rates.
14. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business cannot be classified as SwaM (Small, Woman Owned or Minority Owned Business), describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov/>
15. The return of the General Information Form and addenda, if any, signed and filled out as required.

B. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;
 - a. One (1) **original and two (2) copies** of the entire proposal, including all attachments. Any proprietary information should be clearly marked in accordance with 2.e. below.

- b. **One (1) electronic copy** in WORD format or searchable PDF (*flash drive*) of the entire proposal as one document, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 2.e. below.
- c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

Response shall be submitted to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

Reference the Due Date and Hour, and RFP Number in the lower left hand corner of the return envelope or package.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

- d. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume.
 - e. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

IX. SELECTION CRITERIA AND AWARD: .

A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	25
2. Qualifications and experiences of Offeror in providing the goods/services	25
3. Specific plans or methodology to be used to provide the Services	20
4. Cost (or Price)	20
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
	Total 100

B. Award To Multiple Offerors:

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be

conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offerors which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech reserves the right to make multiple awards as a result of this solicitation. Virginia Tech may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated. See Attachment C for sample contract form.

X. INQUIRIES:

All inquiries concerning this solicitation should be submitted in writing via email, citing the particular RFP section and paragraph number. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 2PM on November 18, 2019. Inquiries must be submitted to the procurement officer identified in this solicitation.

XI. INVOICES:

The Contractor shall invoice for services provided within seven (7) calendar days post event. The Contractor shall provide individual invoices per event for services provided. Each invoice will include the date(s) of service and the name of the group they are providing service for. It is the sole responsibility of the Contractor to provide invoices for cleaning services within the agreed upon timeframe.

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to vtinvoices@vt.edu or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Accounts Payable
North End Center, Suite 3300
300 Turner Street NW
Blacksburg, Virginia 24061

XII. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XIII ADDENDUM:

Any **ADDENDUM** issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XIV. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XV. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XVI. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XVII. CONTRACT ADMINISTRATION:

- A. The individual user departments at Virginia Tech shall be identified as the Contract Administrators and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrators in each user departments shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. Contract Administrators, or designees, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.
- C. Kim Widrig, Buyer Senior, Procurement, shall oversee the contract in its entirety and will serve as the point of contact for issues involving this contract.

XVIII. ATTACHMENTS:

- Attachment A - Terms and Conditions
- Attachment B - Zone Map for Cooperative Contracts
- Attachment C - Sample of Standard Contract Form

ATTACHMENT A

TERMS AND CONDITIONS

RFP GENERAL TERMS AND CONDITIONS

See:

http://procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_07012019.pdf

ADDITIONAL TERMS AND CONDITIONS

- A. ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.

- B. AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.

- C. AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

- D. CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- E. CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.

- F. IDENTIFICATION OF BID/PROPOSAL ENVELOPE:** The signed bid or proposal should be returned in a separate envelope or package and identified as follows:

From: _____

Name of Bidder or Offeror	Due Date	Time Due

Street or Box No.	Solicitation Number	

City, State, Zip Code	Solicitation Title	

Name of Procurement Officer: _____

The envelope should be addressed to:

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

The offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Bids or Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other bids/proposals should be placed in the envelope.

- G. NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered or mailed to the address of the respective party at the following address

If to Contractor: Address Shown On RFP Cover Page
Attention: Name Of Person Signing RFP

If to Virginia Tech:

Virginia Polytechnic Institute and State University (Virginia Tech)
Attn: Kim Widrig
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

- H. SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

- I. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions:
http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf

SPECIAL TERMS AND CONDITIONS

- 1. ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising. The contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- 2. CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. Virginia Tech reserves the right to audit a contractor's background check

process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If at any time during the term of the contract Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.

3. **INSURANCE:** By signing and submitting a Proposal/Bid under this solicitation, the offeror/bidder certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

During the period of the contract, Virginia Tech reserves the right to require the contractor to furnish certificates of insurance for the coverage required.

INSURANCE COVERAGES AND LIMITS REQUIRED:

- A. Worker's Compensation - Statutory requirements and benefits.
 - B. Employers Liability - \$100,000.00
 - C. General Liability - \$2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
 - D. Automobile Liability - \$500,000.00
 - E. Builders Risk – For all renovation and new construction projects under \$100,000 Virginia Tech will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the contract and name Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.
 - F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.
4. **LEAD:** The contractor is contracted by Virginia Tech to perform work in buildings where lead-containing materials such as lead-based paint may be located. Work performed under this contract may impact these lead materials (for example, during building renovations), but does not include lead abatement or de-leading operations. The contractor will be informed by Virginia Tech project coordinator/manager of the location of suspect and known lead containing materials in the work area(s) to which the contractor is assigned. The contractor shall provide all training and equipment required by 29 CFR 1926.62 for the safe performance of the work. The contractor may not perform de-leading or lead abatement unless they hold a valid Virginia Lead Contractor license and have been specifically retained to perform this work as a part of the contract. The contractor shall submit to Virginia Tech Environmental Health and Safety Services (EHSS) Department for review and approval his written Lead Work Plan which outlines work practices, precautions, procedures, and engineering controls to be used during work that disturbs lead prior to commencement of this work. Work will not proceed until the Lead Work Plan has been approved by EHSS.

5. **MATERIALS CONTAINING ASBESTOS:** The offeror/bidder shall not incorporate any materials into the work containing asbestos. The offeror/bidder shall not incorporate any material known by the offeror/bidder to contain a substance known to be hazardous to health when the building is occupied unless specifically approved by Virginia Tech or required by the specifications. If the offeror/bidder becomes aware that a material required by the specifications contains asbestos, it shall notify Virginia Tech immediately and shall take no further steps to acquire or install any such material.
6. **ORDERS:** Applicable departments, institutions, agencies and Public Bodies of the Commonwealth of Virginia may order by issuing a purchase order against any contract resulting from this solicitation.
7. **PRIME CONTRACTOR RESPONSIBILITIES:** The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
8. **REFERENCES:** Offerors/Bidders shall provide a list of at least three (3) references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person and telephone number.

ORGANIZATION CONTACT PERSON	ADDRESS	TELEPHONE
--------------------------------	---------	-----------

1.		
2.		
3.		

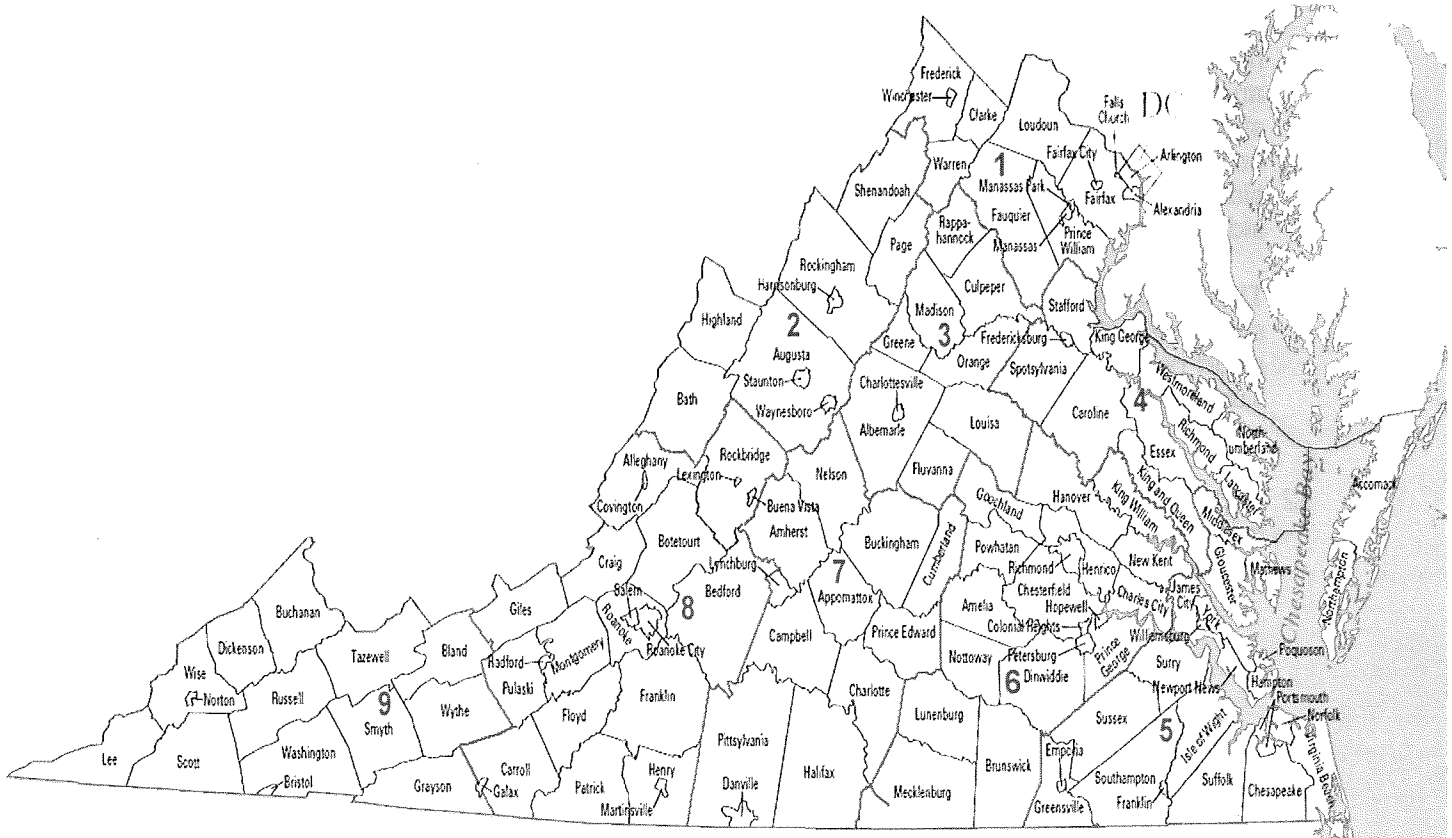
9. **SAFETY:** The contractor bears sole responsibility for the safety of its employees. The contractor shall take all steps necessary to establish, administer, and enforce safety rules that meet the regulatory requirements of the Virginia Department of Labor and Industry (VDLI) and the Occupational Safety and Health Administration (OSHA). The contractor shall take steps as necessary to protect the safety and health of university employees, students, and visitors during the performance of their work. In addition, the contractor must also provide the university with a written safety program that it intends to follow in pursuing work under this contract. By entering into a contract with Virginia Tech, the contractor and its subcontractors agree to abide by the requirements described in Safety Requirements for Contractors and Subcontractors located on Virginia Tech's Environmental, Health and Safety Services (EHSS) web site at this URL http://www.ehss.vt.edu/programs/contractor_safety.php. A copy of the publication may also be

obtained by contacting EHSS at 540/231- 5985. No work under this contract will be permitted until the university is assured that the contractor has an adequate safety program in effect.

10. **SIDEWALK POLICY:** Driving on sidewalks is allowed when there is no other way to get a needed vehicle to a designated place or building on campus. The vehicle operator shall be made aware that extreme caution shall be used to operate the vehicle in a way that will not be a hazard or hindrance to pedestrians using the walk. The contractor shall be responsible for any damage to turf and anything that is located adjacent to the walk. Parking an unattended vehicle on a sidewalk is strictly prohibited by State Law. The contractor is allowed to park a vehicle on a sidewalk if there is no other way to perform necessary work. The procedure to obtain a permit to operate a vehicle on sidewalks is the same as for the turf as outlined in Turf Policy. Any vehicle parked illegally on sidewalks shall be subject to ticketing, fines and towing if necessary.
11. **TURF POLICY:** Parking or driving on campus turf or sidewalk is strictly prohibited, except as specifically directed or otherwise allowed by the Physical Plant Grounds Department. In this case, a turf permit must be obtained from Virginia Tech Parking Services and displayed by the vehicle. Turf parking is not allowed under the canopy of any tree on campus. Any vehicle parked illegally on turf or sidewalks shall be subject to ticketing and fines.
12. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Owner's satisfaction at the contractor's expense.

ATTACHMENT B

Zone Map



Virginia Association of State College & University Purchasing Professionals (VASCUPP)

List of member institutions by zones

Zone 1
George Mason University
(Fairfax)

Zone 2
James Madison University
(Harrisonburg)

Zone 3
University of Virginia
(Charlottesville)

Zone 4
University of Mary Washington
(Fredericksburg)

Zone 5
College of William and Mary
(Williamsburg)
Old Dominion University (Norfolk)

Zone 6
Virginia Commonwealth University (Richmond)

Zone 7
Longwood University
(Farmville)

Zone 8
Virginia Military Institute
(Lexington)
Virginia Tech (Blacksburg)
Radford University (Radford)

Zone 9
University of Virginia - Wise
(Wise)

The zone map is provided for the offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone

ATTACHMENT C

SAMPLE CONTRACT FORM

**Standard Contract form for reference only
Offerors do not need to fill in this form**

COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract Number: _____

This contract entered into this ____ day of _____ 20____, by _____, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT: The Contractor shall provide the _____ to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From _____ through _____.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the contract documents.

CONTRACT DOCUMENT: The Contract Documents shall consist of this signed contract, Request For Proposal Number _____ dated _____, together with all written modifications thereof and the proposal submitted by the Contractor dated _____ and the Contractor's letter dated _____, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor: _____ Virginia Tech
By: _____ By: _____
Title: _____ Title: _____

REQUEST FOR INFORMATION: NON-ROUTINE/ON-DEMAND CLEANING SERVICES OF UNIVERISTY FACILITIES RFP

1. How many companies were awarded Non-Routine/On Demand Cleaning Services contracts being used today?

RESPONSE: 4 contracts

2. How many written authorizations ("Work Orders") were approved in the last 12 months?

RESPONSE: Around 109 purchase orders were placed with our current cleaning companies under contract.

3. Can you please provide a breakdown of Work Orders by facility in the last 12 months?

RESPONSE: Too many to count.

4. Can you please provide a breakdown of Work Orders by contractor (assume more than one is being used)?

RESPONSE: Evergreen Janitorial Services: 20
Special Touch Cleaning: 57
Goodwill Industries of the Valley Works: 31
Jett Cleaning Services: 1

5. Can you please provide a breakdown of Work Orders by services delivered? (e.g.: General office cleaning, Carpet Cleaning, Window Washing, etc.

RESPONSE: This is not something Virginia Tech tracks in our system.

6. Who is the Virginia Tech representative responsible for providing written authorizations to perform work under this contract?

RESPONSE: Written authorizations are issued per department.

7. Are there services required beyond those identified on page 12, section VIII.A.11. items a. through h.? If so, please specify what type of services could potential be requested beyond those identified?

RESPONSE: There could be more services required beyond those identified. We have no way of knowing at this point. Please provide all services offered in proposal.

8. For page 12, section VIII.A.13, when you say "standard billable commercial labor rates" are you requesting an hourly billable labor rate based on the type of work performed by level of experience/expertise?

RESPONSE: Hourly billable rate

9. Are there any unique pieces of equipment required beyond those required for basic janitorial services, floor and carpet care and window cleaning up to twelve (12) feet?

RESPONSE: No

10. Is the contractor provided permanent storage space for equipment and supplies in a centrally located facility where a majority of the work is expected to be performed?

RESPONSE: No

11. Is the contractor provided permanent parking spaces for vehicles that maybe required to perform services?

RESPONSE: No. Please see page 8 of the RFP on Parking Policy for more information.

12. Is the contractor provided office space in a centrally located facility where a majority of the work is expected to be performed?

RESPONSE: No



VIRGINIA TECH™



RFP #0059917 Non-Routine/On Demand
Cleaning Services of University Facilities

January 14, 2020



P.O. Box 8654
 Gray, Tennessee 37615
 Office: (423) 791-3843

January 14, 2020

Ms. Kim Widrig
 Buyer Senior, Procurement
 Virginia Polytechnic Institute and State University (Virginia Tech)
 Procurement Department (MC 0333)
 North End Center, Suite 2100
 300 Turner Street NW
 Blacksburg, Virginia

Subj: RFP # 0059917, Non-Routine/On Demand Cleaning Services of University Facilities

Dear Ms. Widrig:

Can Do Enterprises LLC. (Can Do) is pleased to submit our proposal to provide custodial services for Virginia Polytechnic Institute and State University (Virginia Tech) facilities across the Commonwealth of Virginia. Our proposal has addressed every aspect of your RFP in a clear and concise manner with a goal of demonstrating our proven capabilities.

Can Do has been providing custodial services for twenty (20) years to some the largest and most prestigious universities and events in the country. In fact, we have provided our services for the Virginia Tech football and baseball stadiums of nearly thirteen (13) years – a relationship we are very proud of. Our portfolio of universities – **Virginia Tech, Virginia, LSU, Clemson, Auburn, Louisville, Tennessee** - where we provide custodial services is extensive and demonstrates our knowledge, expertise and commitment to higher education facilities.

We have carefully structured our proposal to address your evaluation criteria:

Proposal Evaluation Criteria	Can Do Advantages
Quality of product/services offered and suitability for intended purposes	The quality of Can Do's services can be attested to by Virginia Tech itself – we have provided quality services to the Athletic Department for 13 years.
Qualifications and experience of Offer in providing the goods/services	Can Do and its partner American Maintenance have the largest portfolio of higher education services than any other competitor
Specific plans or methodology to be used to provide the Services	We are leveraging proven practices from many higher education facilities
Cost (or Price)	Our hourly rates are highly competitive. More importantly our plan is to manage this contract very efficiently so that our hourly estimates are lower and provide cost savings to Virginia Tech

Participation of Small, Women-Owned and Minority (SWAM) Business	As a small business, Can Do will be able to contribute to your SWAM goals. We are committed to using SWAM businesses for subcontracting opportunities
--	---

If you have any questions related to this submission, please contact me directly at 423-791-3843 or williambarrett@candoenterprisesonline.com

Sincerely,

CAN DO ENTERPRISES LLC.

William Barrett
President



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*The **Can Do** difference is a proven service at Virginia Tech*

1: Overview of Can Do's History and Years of Experience

Overview your company's history and years of experience in providing cleaning services for commercial buildings.

Can Do would like to take this opportunity to demonstrate how our custodial and cleaning services experience makes our proposal the most advantageous for Virginia Tech.






Can Do historically has specialized in athletic facilities cleaning services – a service we have provided to Virginia Tech athletics since 2007 (over 13 years). Recently, we have expanded our services to all custodial services with the assistance of a partnership with American Maintenance, who we work closely with on higher education facilities across the country. The combination of Can Do and American Maintenance will provide unmatched services for all your facilities and will ensure the success you experience today with our services to athletics.

Can Do was founded in 1999 by William Barrett to provide cleaning services to large spectator events in the local market. Early on, we served as a small subcontractor working at a variety of venues. Our impressive performance began to make a positive impression on the sports and events cleaning industry. In 2004, Can Do's dedication and hard work was rewarded as we became the primary cleaning contractor at Bristol Motor Speedway (BMS), the world's fastest half-mile racing track. Can Do's experience and operational knowledge were the primary reasons cited in our selection over several of the industry's largest competitors. With BMS's growth in popularity their single-weekend attendance grew to over 300,000 spectators. This growth increased BMS's expectations and Can Do's responsibilities. Can Do continued to successfully meet them both. This success launched Can Do to become an industry leader it is today.

Can Do recognized that there was a strong need to have a new and innovative company in the specialized sports and events cleaning industry.

Can Do / American Maintenance Services

- Grandstand Cleaning
- Event Custodial Management
- Day Porters
- Daily/Nightly Cleaning Service
- Pressure Washing
- Restroom Cleaning
- Suite Cleaning
- Recycling Services
- Locker Room Cleaning
- Waste Removal Services
- Office Cleaning
- Training Room Cleaning
- Sustainability Consulting

University	Contract Term	Services
	2011 to Present	All Custodial Services to most Athletic facilities
	2009 to Present	All Custodial Services to Jordan Hare Stadium
	2011 to Present	All Custodial Services to Cardinal Stadium
	2018 to Present	All Custodial Services to Memorial Stadium
	2007 to Present	All Custodial Services to most Athletic facilities

In 2007, Can Do secured its first collegiate athletic custodial contract at **Virginia Tech** for all stadium and associated cleaning services. The success of that contract has led to long-term athletic facilities contracts at many of the largest, most prestigious universities including **Virginia, LSU, Auburn, Clemson, Missouri, Kentucky, Louisville, Tennessee, Florida State** and many of the largest speedways and festivals in the US.

Can Do’s growth had brought additional challenges and opportunities. On September 1, 2017, Can Do had a historic day when we provided stadium cleaning services simultaneously for five (5) of the nation's Top 25 ranked NCAA Division I football teams. The successful execution of this is a testament to the exceptional operational knowledge and the tireless efforts of the Can Do team to

ensure each event’s success. Our coordination of supplies, materials, manpower and more were relentlessly executed to perfection, and this serves a prime example of the Can Do commitment to excellence even when facing logistical and operational challenges.

In 2018, Can Do added Clemson University to its list of partners and completed a very successful season including supporting a National Championship celebration and other related events.

In 2019, Can Do was asked by the University of Virginia to mobilize our stadium cleaning services the second week of the football season due to a termination of services to the lowest bidder. **As an approved and proven VASCUPP contractor** with a very successful resume of services, the University of Virginia awarded us a five (5) year contract. The 2019 football season was saved, and we successfully performed our services for the entire season.

The Can Do difference is a proven service at Virginia Tech

Our experience in a variety of sports and events has enabled us to be very competitive against much larger companies. We have found that bigger is not always better! At the heart of our company, are a group of men and women with athletic and event cleaning experience that have a **passion for Game Day!**





This extensive experience is what enables our team to truly understand the nuances of event management better than our competition.

Our top management team members also possess real cleaning experience and incorporates that expertise into our approach to every project. We pride ourselves on being an operations-based company, so we seek to perform at the very highest operational level.

Additionally, the **“Can Do Attitude”** for which our very company is named is ingrained in how we approach each event and contract. Having this attitude in a service industry allows our team to be humbled by the act of serving our clients and the spectators to provide them the best possible experience.



Battle of Bristol: Tennessee vs. Virginia Tech
 In 2016, Can Do was the custodial contractor for the Battle at Bristol, the largest collegiate football game ever between the University of Tennessee vs. Virginia Tech. Gameday attendance reached 156,000, with an additional 84,000 visitors to the venue over the course of the weekend. In all, roughly 240,000 fans, spectators, media and others converged on the venue for this historic event.

University	Contract Term	Services
	2013 to Present	All Custodial Services at Memorial Stadium
	2017 to Present	All Pressure Washing Services to Neyland Stadium
	2011 to 2015	All Custodial Services to Commonwealth Stadium
	2014 to 2016	All Pressure Washing Services to Doak Campbell Stadium

In 2018, Can Do and American Maintenance formed a “partnership” to further expand our service offerings beyond stadium cleaning and into all athletic facilities and higher education buildings. American Maintenance’s experience in these areas now complement our respected services and the combined coordination of these two organizations will be able to deliver all custodial services to all Virginia Tech facilities described in the RFP.

American Maintenance has been providing custodial and event cleaning services since 1975. Over the years, its facilities service offerings have expanded to include athletic, medical/hospital, grounds maintenance,

handyman, events management, and snow removal giving us the ability to provide complete facilities management services for many of our clients.

The Can Do difference is a proven service at Virginia Tech

American Maintenance’s growth in services has also expanded its corporate management expertise and total employees to over 2,000 nationally. This expansion has provided them the ability to hone its management skills and capabilities related to transitioning contracts and implementing operating plans for different environments including higher education facilities and events.

American Maintenance has developed specialized expertise related to higher education clients and has developed one of the largest portfolios of State University of New York (SUNY) facilities contracts. With six (6) active contracts today, American Maintenance has developed a reputation as a premier high education facilities service provider – some examples are shared below:

SUNY Stony Brook University

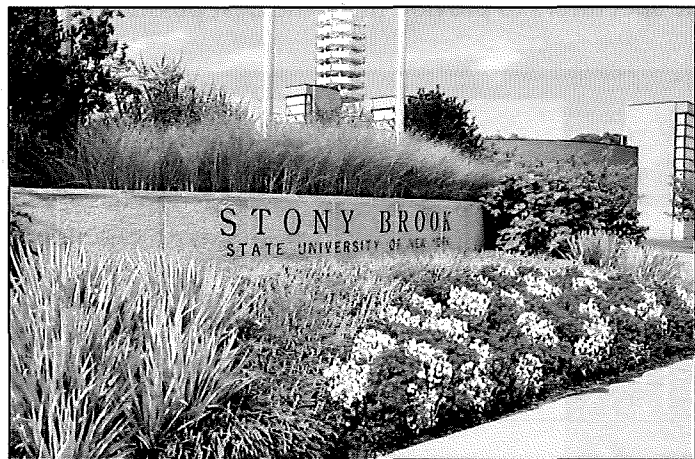
Stony Brook University is one of four university centers in the SUNY system, with over 2,000,000 square feet of space and 26,000 students. The University is divided into West and East campuses, spread over 1,000 acres, totaling more than 44 buildings.

American Maintenance’s partnership with Stony Brook has expanded substantially since 2001 to include additional buildings and services. This is attributed the quality of services and our ability to respond quickly and effectively to client requests.

Their facilities management services include custodial services (day porters/ night cleaning), green cleaning for LEED certified buildings, emergency services, snow removal, window cleaning and handyperson service. They provide custodial services for 1,250,000 square feet of space for academic and administrative buildings, apartment and residential housing, indoor sports complex and an 8,300-seat stadium. They also provide special event cleaning (pre, post, and during), set-ups/ breakdowns/ moves as needed. All services are provided seven (7) days a week with multiple shifts.

***American Maintenance
University/College
Experience***

- Stony Brook University
- St. John’s University
- SUNY Old Westbury College
- SUNY Upstate Medical University
- SUNY Nassau Community College
- SUNY Westchester College





American Maintenance also provides grounds maintenance twelve (12) months a year for all areas surrounding the Campus Residence complex which comprises of over 200 acres. The contract includes turf maintenance, chemical treatment, planting bed maintenance, pruning work, parking lot maintenance and grounds clean up. The Campus Residence complex includes nine (9) separate quad and apartment buildings. Annual soil samples are performed as a baseline for adding soil improvements for turf areas and planting beds. Biweekly meetings are held with the University staff to discuss on-going projects and future projects. Snow removal is provided for all walkways, entrances and roadways.

- Stony Brook Contract – Since 2001**
- Custodial services
 - Grounds maintenance
 - Handyperson
 - Residence hall cleaning
 - Administrative support
 - Events
 - Snow removal
 - Carpet care
 - Floor maintenance
 - Window cleaning
 - General clean ups

Litter removal is performed daily throughout the Complex to remove trash, litter and broken glass around buildings, lawns, planting beds, parking lots, roadways and walkways. Weekend policing is performed throughout the academic year. Litter removal includes removing trash from a pond on the property, emptying exterior waste receptacles, and special attention to cleaning areas around and behind dumpsters. Trash removal includes larger items which may be discarded such as couches, small refrigerators, etc. In addition to daily policing, parking lot maintenance includes removal of weeds and grass, and twice-yearly mechanical sweeping. The grounds maintenance contract includes labor, supervision, chemicals, supplies, equipment and vehicles.

They have an onsite management team that is committed to the highest level of customer service. Its staff has a low turnover and utilizes successful management practices that will be implemented at Virginia Tech.

Stony Brook Residence Hall Cleaning - 2,709 Bedrooms

Location	Suites/Apts.	Details	Location	Suites/Apts.	Details
Stony Brook Toll Road Phase I	74 Suites	304 Bedrooms	Stony Brook West - Building A	22 Apartments	88 Bedrooms
		74 Bathrooms	Building B	22 Apartments	88 Bedrooms
		74 Shower Rooms	Building C	24 Apartments	96 Bedrooms
		74 Living Rooms	Building D	24 Apartments	96 Bedrooms
Stony Brook Toll Road Phase 2	109 Suites	458 Bedrooms	Building E	30 Apartments	161 Bedrooms
		110 Bathrooms	Building F	28 Apartments	173 Bedrooms
		109 Shower Rooms	Building G	30 Apartments	172 Bedrooms
		109 Living Rooms	Building H	30 Apartments	173 Bedrooms
Stony Brook Chapin	243 Apartments	531 Bedrooms	Building I	30 Apartments	173 Bedrooms
Stony Brook Schomburg	69 Apartments	195 Bedrooms	*Stony Brook West Apts include Kitchen, Living/Dining Room and (2) Bathrooms each		


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SUNY Old Westbury

SUNY Old Westbury is on a 604-acre rural campus with a student population of 4,300. American Maintenance provides housekeeping services for 350,000 square feet of residence halls. The Woodlands residence hall complex was completed in 2003 and consists of five (5) buildings each housing 165 students. There are 700 total rooms. They also clean the Academic Village residence hall complex which features suite- and apartment-style accommodations exclusively for upper-class students. There are six (6) buildings with 480 total rooms. Cleaning services are performed daily with thorough cleanings done during the summer turnover.

American Maintenance has provided these services since 2008, over ten (10) years and has received numerous accolades for its quality services and responsiveness.

Old Westbury Residence Hall Cleaning – 1,180 Total Rooms



<u>Woodlands Residence Halls:</u>	<u>Academic Village Residence Halls:</u>
• 5 buildings – 3 floors each	• 6 buildings – 5 floors each
• 700 total rooms	• 480 total rooms
• 30 bathrooms	• 20 bathrooms
• 15 kitchens	• 12 kitchens
• 15 laundry rooms	• 1 laundry rooms
• 5 guest bathrooms	• 6 guest bathrooms
• 15 lounges	• 24 lounges

St. John’s University

St. John's University is a private, Roman Catholic, research university located in New York City. St. John's is organized into five (5) undergraduate schools and six (6) graduate schools. The University has a total of 24,000 students.

American Maintenance provides custodial services for both the athletic facilities and residential halls at St. John’s University. Athletic custodial services include pre, during and post event cleanup as well as daily maintenance of locker rooms, training room, coaches’ offices and meeting rooms. They maintain residence halls, inclusive of summer dorm room turnovers. This consists of turning over and preparing over 1,000 suites in preparation for the summer camps, conferences, and an additional conversion for returning students in the Fall. American Maintenance also provides grounds services for the residential area.

St. John’s University Events

- 10,000 annually
- 2-3,000 mid to large-scale events with 100-5,000 attendees

St. John’s Residence Hall Cleaning

- 2,400 suites annually
- Full cleaning
- May and August

Additionally, American Maintenance handles 10,000 events per year requiring various types of setups in thirteen (13) different locations/venues. They support approximately 2-3,000 midsize to large scale events annually. The attendance ranges from 100 to 5,000+ guests. The venue size varies from Ballroom to larger, including a professional-events arena, and a large capacity gymnasium.

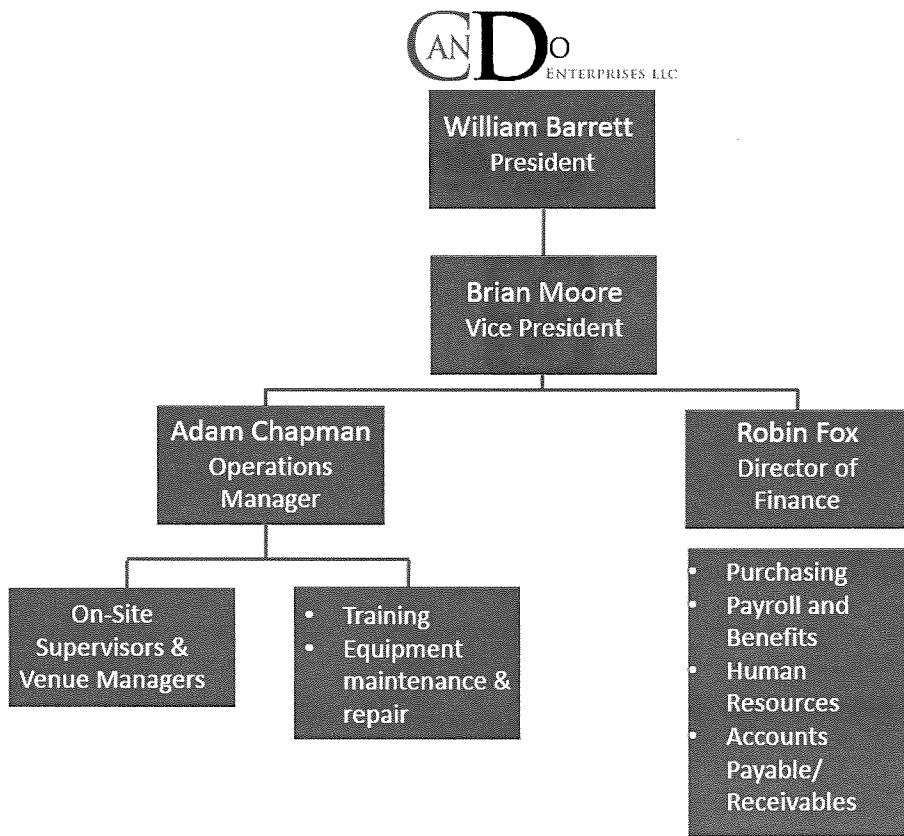
A sampling of other satisfied clients who have entrusted Can Do and American Maintenance and their family of brands, include:



2: Can Do’s Organizational Structure

Outline your company’s organization structure including, if applicable, an organizational chart showing the chain of command.

Can Do is small business incorporated in the State of Tennessee in 2009 with its corporate headquarters located at 172 Boring Chapel Road, Johnson City, Tennessee. The company is led by **William Barrett**, President and **Brian Moore**, Vice President. They are supported by **Adam Chapman**, Operations Manager, who is responsible for managing all Can Do contracts and the onsite management personnel associated with them. **Robin Fox** oversees all administrative services to support Operations.



Can Do is organized to provide efficient and focused services to all our clients. We have dedicated corporate resources to support all our services across the Southeast to ensure we can recruit, train, equip and manage all personnel. The tone starts at the top with William Barrett as president of Can Do. His infectious energy and dedication to clients instill a corporate culture that is dedicated to providing quality services as evidenced by our current contract to provide all football and baseball stadium cleaning at Virginia Tech since 2007.

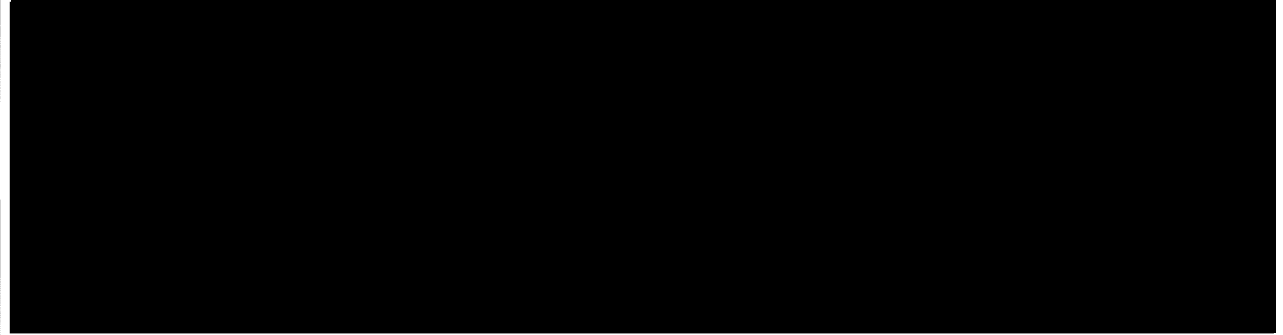
*The **Can Do** difference is a proven service at Virginia Tech*



William Barrett
President



Brian Moore
Vice President



Adam Chapman
Operations Manager



Robin Fox
Director of Finance



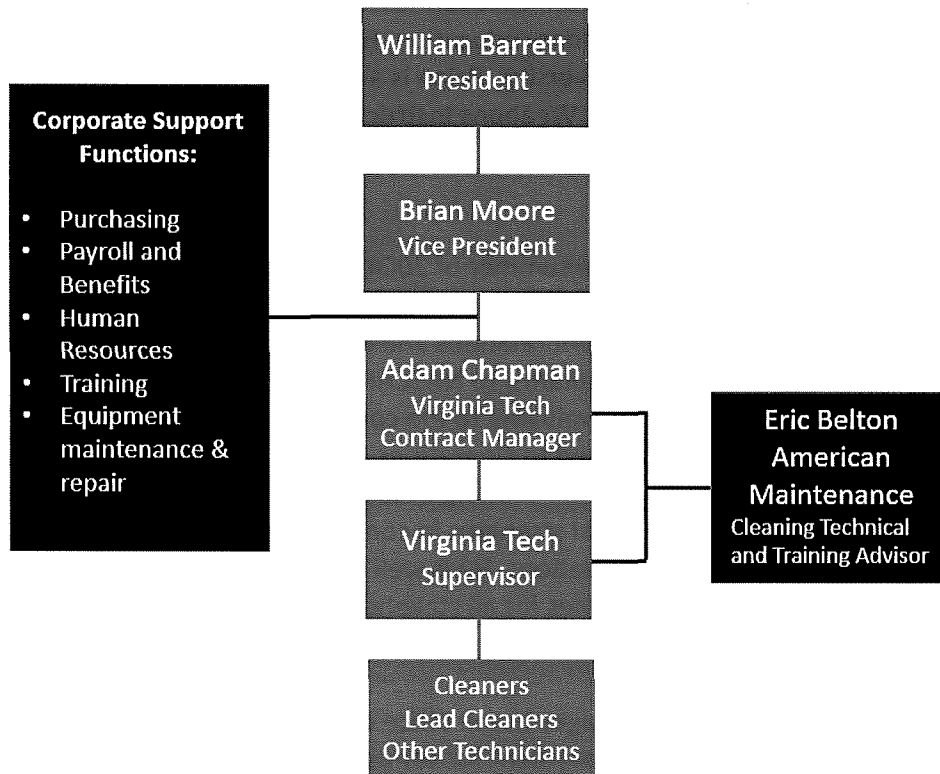
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As shown below, **William Barrett** and **Brian Moore** will have overall responsibility to ensure Can Do delivers all services required by this contract. **Adam Chapman** will be the day-to-day administrator of the contract interfacing with all Virginia Tech representatives to estimate, manage and deliver all services ordered. Adam will be supported by a local, on-site Supervisor who will assist in coordinating all services, managing all labor resources and conducting quality inspections.

As explained to section 1, Can Do has the added benefit of being supported by American Maintenance who has been providing custodial services for over fifty (50) years to commercial, government and higher education facilities. **Eric Belton** is an American Maintenance operations manager who will provide technical cleaning and training advice throughout the contract. Eric has over twenty-years of industry experience to leverage. He will be working closely with Adam and the on-site Supervisor.

Virginia Tech Contract Execution

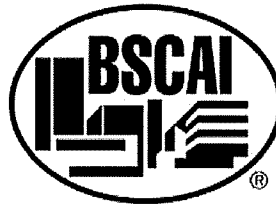


3: Industry Affiliations and/or Certifications

Provide any industry organization affiliations and or certifications.

Can Do and American Maintenance are proud to maintain memberships with many industry associations which gives us access to the latest technologies, products, innovation and shared best practices. We also have ISSA CIMS GB Expert, ISSA CIMS Expert and LEED Green Associates on staff to assist our clients with current green-building principles and practices.

- *APPA – Leadership in Educational Facilities*
- *Green Sports Alliance*
- *Stadium Managers Association (SMA)*
- *US Green Building Council (USGBC)*
- *Association for the Advancement of Sustainability in Higher Education (AASHE)*
- *International Facility Management Association (IFMA)*
- *Building Service Contractors Association International (BSCAI)*
- *Building Owners and Managers Association (BOMA)*
- *International Sanitary Supply Association (ISSA)*
- *Association of Residential and Cleaning Services International (ARCSI)*
- *Professional Retail Store Maintenance Association (PRSM)*



The *Can Do* difference is a proven service at Virginia Tech



4: Can Do's Quality Assurance Plan

Provide proof of your company's quality assurance plan. Include your company's policy for documenting complaints, monitoring feedback, evaluating progress and continual improvement, and a program for measuring service quality.

Can Do's Quality Assurance Program (QAP) is designed to provide the optimal level of services you expect by understanding your requirements, appropriately setting employee work schedules to the requirements, properly training employees and implementing the scope of work. Most importantly, to achieve an optimal level of customer satisfaction, consistent service delivery and improved quality efficiency, Can Do makes it the utmost priority to continually monitor and measure actions while communicating results and corrective measures to our staff.


As an active member of APPA, Can Do utilizes APPA Standards across all higher education facilities we service to achieve at a minimum an APPA 2 level of cleaning service. Incorporating these performance standards and training our employees on these standards allows us to provide you with consistent, quality levels of custodial care.

We will conduct quarterly meetings with Virginia Tech representatives to provide an open forum regarding the evaluation of our performance and resolution of problems that may develop. Our corporate management will visit and/or inspect the cleaning operations at least (6) times per year and submit a written inspection report while meeting with the Virginia Tech contract manager.

Can Do will leverage smart technology to enhance and ensure quality control 24/7 for long-term complex facility services we may perform. The program can be accessed by the client, employee or manager from any mobile device. It has a depth of capabilities to manage the quality of our services such as a detailed inspection process (Smart Inspect™) as well as work scheduling to track and report on all periodic work (SmartTicket™) and the ability to provide proof of frequent service in each specific area (Smart Tag™).

Service Level Requirements (SLRs) can be customized in the system to monitor, track and improve overall scores by building, floor, zone, item, and attribute data specific to areas within the scope of this project. This is accomplished by setting up a Quality Success Percentage (QSP) per SLR.

Audits will be conducted regularly using tailored checklists developed for the services performed. A sample of standard checklist is shown below. All data will be provided quarterly and annually based on the agreement between Can Do and Virginia Tech. The flow of audits and reporting will be managed by Adam Chapman and on-site Supervisor.

		<h3 style="text-align: center;">Quality Control – Inspection Check List</h3>			
Walk-off mats vacuumed	Tables & chairs dust free	Window sills dust free	Guest furniture clean		
Atrium tile floor clean	Table bases clean	Glass clean	Carpets vacuumed		
Atrium signs/desks dust free	Guest furniture clean	Walk off mats vacuumed	Red window ledges clean		
Lobby equipment dust free	Carpets vacuumed	Terrazzo clean - no rust/wax	Terrazzo clean - no rust/wax		
No wax build-up on terrazzo	Embarkation dust free	Trash can emptied	Fish bowl furniture clean		
Bronze lettering clean	Youth Activities dust free	Top of trash cans clean	Fish bowl window sills		
Lobby terrazzo clean/no wax	Bed window ledges clean		Patio trash/debris removed		
Lobby elevator carpet clean	Magic Room clean	First Floor	Cigarette butt cans clean		
Lobby stainless clean	Vending floor clean	Break room floor vacuumed	Office area dust free		
Escalator grates/stainless clean	Mickey Head dust free	Break room tables clean	Office area shredder emptied		
Trash removed	Fire extinguishers/door frames	Break room kitchen clean	Office area behind embark		
	Carpet stains identified?	Break room tile floor clean	Furniture on gangway dust free		
	Trash removed	Luggage hall clean	Gangway carpet vacuumed		
	Tops of trash cans clean	Luggage escalators stainless	Embarkation blue steps		
	Escalator grates/stainless	Luggage elevators vacuumed	Check-in area near gangway		
			Blue lego floor/steps		
Restrooms	Restrooms	S/U	Vendor/Break room Area	S/U	Other - Special
Sinks clean	Second Floor Ladies		Screening equipment clean		
Counters clean	Second Floor Men's		Furniture dust free		
Mirrors/glass clean	Second Floor Disney		Glass clean		
Toilets clean	Second Floor Disney		Break room tables clean		
Toilet paper clean/stocked	Luggage Mens		Break room microwave clean		
Toilet seat covers clean/stocked	Luggage Womens		Floor swept/mopped		
Soap clean/stocked	Garage Mens		Break room coffee machine clean		
Sani-sac clean/stocked	Garage Womens		Vending machine glass clean		
Floor clean/mopped	Outside Womens				

EXAMPLE

Customer Satisfaction Assurance Program

Can Do’s foundation is built on our commitment to provide customer service excellence. We are able to accomplish this through our most valuable asset, our employees. Therefore, we compensate fairly and train effectively making them Ambassadors of your organization as well as instilling our core values. They will be professional, polite and helpful to all. We will understand your expectations, goals, specific requirements and align with your overall objectives. We will do more than what’s asked and we will be there when you need us providing your student, faculty and guests with a positive experience.

Process for Resolving Customer Complaints

Can Do does not tolerate incomplete or unsatisfactory performance. Should Can Do receive written notice regarding poor/unsatisfactory performance we will immediately communicate with our staff and the client in order to propose a quick resolution and corrective plan.

Typically, within 24 hours of the initial notification by a Virginia Tech representative, Can Do will correct the work. Afterwards, we review the action plan and follow up to ensure satisfactory performance has taken place. Once performance has reached an acceptable level of quality we will continue to monitor and communicate ongoing updates.

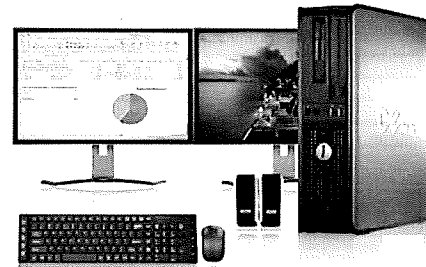
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5: Can Do’s Service Delivery Plan


Outline your company’s service delivery plan. Include service capacity, example of bidding/costing documents, examples of costs controls employed, quality control assurances and staffing plans.


- a. How many employees does your firm employ?
- b. How many subcontractors does your firm employ?

Our service delivery plan will be tailored specifically to Virginia Tech’s operational needs and expectations. It will be led by Adam Chapman and the on-site Supervisor who will coordinate the estimating and execution of all work orders (or other document name/format required by Virginia Tech). Can Do will maintain all estimated and actual work orders in our computerized work order system so we can store, track and manage all work.



Upon notification of an opportunity to submit an estimate for services Adam and/or the onsite Supervisor will prepare an estimate utilizing a similar work order form as shown below (We’d happy to tailor the form further to meet all Virginia Tech needs). Once the work order is approved by an authorized Virginia Tech representative we will plan and execute the work according to the agreed upon scope of work. The approved work order will be the basis of our invoice that will be submitted upon the conclusion of all work (if less the two weeks in duration). If the approved services are for an extended length of time (greater than two weeks) a billing schedule will be specified on the work order and mutually agreed upon.





**RFP#0059917 Non-Routine/On Demand Cleaning Services
Work Order Estimate/Request**

Work Order Estimate/Order # _____

VTech Contact: _____ Phone #: _____
 Building/Location: _____ Room/Area: _____
 Start Date: _____ End Date: _____
 Description of Services: _____

Manhour Estimate/Price:						
	Daily Hrs	Weekly Hrs	Monthly Hrs	Total Hrs	Hourly Rate	Total Price
Cleaner					\$X	
Lead Cleaner					\$X	
Floor Tech					\$X	
Lead Floor Tech					\$X	
Window Tech					\$X	
Lead Window Tech					\$X	
Supervisor					\$X	
					Grand Total	

Prepared by: _____ Virginia Tech Representative
 Signature: _____ Print Name: _____
 Date: _____ Signature: _____
 Date: _____



Although Can Do and American Maintenance combined have over 2,000 employees, Can Do will be using a “flexible” workforce to accomplish all services under this contract. We have local cleaners as of a result of our Virginia Tech football and baseball cleaning contracts. We also have an additional network of local (Blacksburg and Roanoke) personnel who are available to provide short-term services and will be trained to provide many of the anticipated services required by Virginia Tech facilities.

Can Do’s invoices provide payment terms of Net 30.

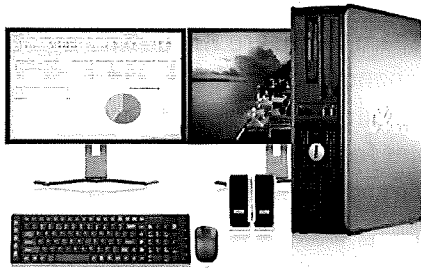
For services required in the Northern Virginia area, our plan is to evaluate the type and length of services required. For longer-term projects or services, we’ll likely utilize our own personnel to perform. For short-term projects or services, we will have a number of local preferred subcontractors enlisted to perform the services with oversight by our management team to ensure the quality meets our standards as described in section 4. Can Do and American Maintenance utilize numerous subcontractors to perform our services nationally. We prefer to utilize our own personnel, but when the service is very specialized, or it makes sense from a cost standpoint for the client, we’ll utilize qualified small, woman-owned and disadvantaged subcontractors as much as possible.

Our philosophy with all clients is very simple, provide quality services at the most competitive price possible and provides cost savings for them. Our goal under this contract is to do the same for Virginia Tech. We’re hoping to be awarded the only contract (or least one of a few) to perform these services so that the high volume and scale of services will enable us to provide very productive and efficient hourly estimates – providing savings to Virginia Tech. This can be achieved if we’re able to capture most if not all of the anticipated \$600,000 annual spend. This can be achieved through a working relationship between the two organizations that yields quality services at very attraction prices.

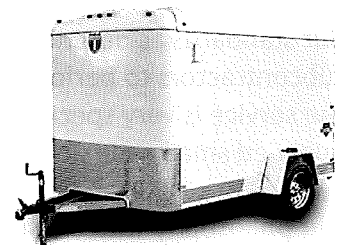
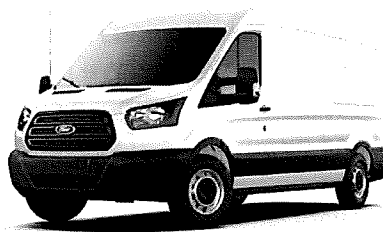
6: Quality Equipment

Outline measures in place to ensure the quality of equipment that will be used to provide the services required. Include examples of equipment maintenance and repair standards for equipment that will be used to provide the services required.

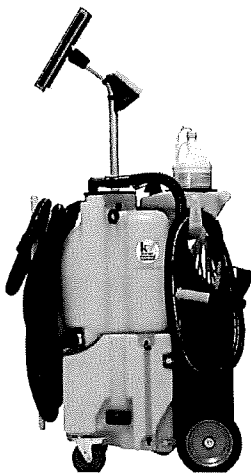
Starting new contracts is not a new practice to Can Do. We are a successful and growing company that has competitively won numerous contracts recently. We understand the equipment investment needs to successfully operate contracts of this nature and we have developed an equipment list that will be suitable for the type of services anticipated based on the RFP.



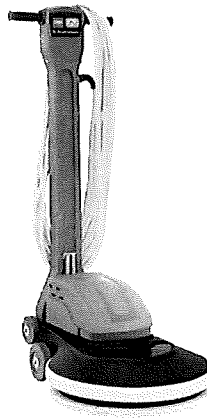
Dell Personal Computer – Required for estimating, generating work orders, creating reports, schedules, etc. (Qty -1)



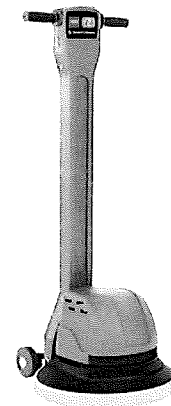
Van and Utility Trailer to transport people, equipment and supplies between facilities. (Qty – 1)



Kaivac 1750 No-Touch Restroom Cleaning System (Qty – 1)



Nobles 1600 Burnisher (Qty – 1)



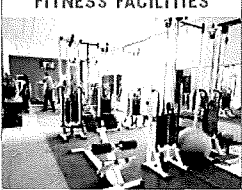
Tennant FM-20-DS Floor Machine (Qty – 1)

Can Do has the ability to provide fitness room, locker room, classroom and dormitory rooms/areas disinfectant services with the use of a Clorox Total 360 Electrostatic Sprayer. Electrostatic technology enables superior coverage of trusted Clorox® solutions in hard-to-reach places — including the side, underside and backside of surfaces. When used with Clorox® Total 360® Disinfectant Cleaner its benefits include:

- **Kills 99.9% of bacteria in 5 seconds**
- **44 organism claims: Kills cold§ and flu viruses, MRSA and norovirus in 2 minutes or less**
- **One-step disinfecting**
- **Eliminates odors**
- **Sanitizes soft surfaces**
- **Inhibits the growth of mold and mildew for up to 7 days**



FITNESS FACILITIES



REQUIRED PRODUCTS:

- 1 Glass Cleaner
- 2 Disinfectant/Sanitizer
- 3 All Purpose Cleaner
- 5 Carpet Care
- 6 Degreaser
- Specialty Cleaner
- Laundry

Locker Room: Daily Cleaning

- 1 Gather supplies and apply personal protective equipment
- 2 Pick up towels and debris
- 3 Empty trash and recycling containers
- 4 Sweep or vacuum floor
- 5 Remove adhesives, marks, and torn/damaged ink
- 6 Clean lockers & benches

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Other cleaning equipment we anticipate utilizing includes the following:

Brand	Description	Quantity
Perfect H-10	HEPA backpack vacuum	2
Windsor Sensor XP16	Upright vacuum	2
Nobles EX-Can-15-HPH	Canister extractor	1
Tennant EX-Spot-2	Spot extractor with cart	1
Karcher	Battery carpet sweeper	4

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Windsor	18-gallon wet vacuum	1
Nobles	Blower - 3 speed	1
Rubbermaid	Roll around trash cart	2
Rubbermaid	Bucket and ringer	4
Rubbermaid	Wet floor sign	12

If during the course of the contract we determine that different or additional equipment is required based on the type and frequency of the services being provided, we'll consider additional investments in equipment.

All of the equipment identified above will be new or like new. We understand the importance of having an appropriate maintenance and repair program. Our plan is to purchase all equipment locally with a custodial equipment vendor that is capable of performing warranty related repairs and routine service of all mechanical equipment. Can Do also maintains a corporate in-house maintenance and repair department that will assist in setting up a routine maintenance plan of all mechanical equipment and will train our staff at Virginia Tech on how to perform common maintenance and repairs.



7: Safety and Training Program

Outline documented systems and processes utilized to assure the safety of your company’s employees and the university’s facility occupants. Include training programs utilized for employees to ensure their safety and technical expertise. Outline your company’s employee selection process, when and how individuals are trained, and routine or continuing education they receive.

Can Do and American Maintenance have extensive experience in developing specific safety and training programs by position on our contracts. Together they will develop a complete training program at Virginia Tech based on the anticipated services to be delivered. We will deliver a detailed annual training plan prior to the start of the contract and on the contract anniversary date each year. The primary training responsibility prior to the start of the contract will fall to Eric Belton and Adam Chapman.

Our annual plan will be developed and tailored for the following job classifications:

- Supervisor(s)
- Cleaner(s)
- Lead Cleaner(s)
- Floor Technician(s)
- Window Cleaner(s)
- Subcontractor(s) (if needed)

Can Do and American Maintenance has instituted a 360-degree corporate training program to ensure employees are trained, knowledgeable and skilled in providing their respective services. Our training program is designed to improve productivity, ensure safety, provide workforce stability, develop/improve employees and deliver an exceptional customer experience at our client’s facilities.

The training curriculums in our plans include, but are not limited to:

Phase 1: Employee Orientation	The purpose of employee orientation is to provide new employees with safe work procedures together with clarification and reinforcement of our company’s policies. Employees are supplied with an Employee Handbook and familiarized with all information, policies and procedures contained therein. New employees attend a 2-hour orientation class encompassing our values, culture and critical areas of job responsibility.
Phase 2: General Job Training	The new employee is assigned to a general routine relative to the position they were hired for (e.g. cleaner, floor technician, window cleaner, etc.). The purpose of this training is to familiarize the employee with job requirements, techniques, familiarization with applicable equipment, tools, supplies, chemical usage, and safety requirements. The performance of the employee is constantly monitored and evaluated by management and/or supervisor.
Phase 3: Specific Job	Upon satisfactory completion of the general job training component, a new employee is placed in a permanent job assignment. Care is taken to familiarize each employee with the

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Assignment Training	routine and specific requirements of the position. The employee's performance is evaluated daily by management and supervisor for the first six weeks and on a quarterly basis thereafter.
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Managerial Training

This component focuses on the many facets of management, including standard operating procedures, scheduling requirements, account management, cost management, quality control, client interaction, disciplinary and termination procedures, etc. Our manager will have a thorough understanding of all Can Do policies and procedures for them to manage all aspects of the contract effectively. Our corporate managers will operate with an open-door policy, enabling our manager to promptly seek guidance and answers to any questions that many arise along the way.

Supervisory Training

We believe that our workers can only be as strong as those leading them. Accordingly, successful performance depends on the ability of our supervisors to effectively direct, develop and motivate their staff. It is our policy to continually enhance our supervisors' management skillset and technical knowledge base.

Our supervisory training program consists of workbooks, videos, and on-the-job training. This training system allows supervisors to learn leadership principles, models and concepts while being faced with everyday situations. Topics covered in supervisory training include the Basic Supervision and Employee Motivation principles.

Basic Supervision - Training outlines the duties of the supervisors and their role in the management structure. Topics included are:

<ul style="list-style-type: none"> • Virginia Tech’s organizational structure, goals, and objectives of the contract • The Supervisor's management role • Responsibility for organization goals • Equipment reliability and condition • Schedule compliance • Work planning • Client relations • Cost control • Equipment preventive maintenance • Safety and Security 	<ul style="list-style-type: none"> • Supervisory techniques • Employee development and training • Employee morale and motivation • Employee discipline • Employee counseling • Documentation • Required certification(s) • Performance evaluation • Avoiding pitfalls • Promoting discussion and exchange of ideas • Sharing best practices
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Employee Motivation - Supervisors are coached to be aware of employee morale, and to convey the value each employee brings to the client as well as the team.

Cleaning Staff

As our cleaning staff transitions into the new contract, they will receive a five-step curriculum including classroom training, on-the job training, supervised practice, evaluation and follow-up. By providing consistent training to all our cleaning employees, they are uniformly trained to correctly and safely perform their job duties and follow procedures. During the curriculum Basic Cleaning, Ground Rules for Professional Cleaners, Basic Restroom Cleaning, Floor Maintenance, and other topics are covered.

Our high-level custodial training:

- **Basic Cleaning** - The systematic steps applied to daily cleaning cover cleaning of work surfaces, trash removal, general dusting, vacuuming, etc. Training materials include videotapes and a demonstration of the proper techniques. Emphasis is on quality cleaning, proper product use, and safety.
- **Ground Rules for Professional Custodians** - This enforces the establishment of a professional attitude to instill pride in workmanship and awareness of all quality requirements. "Do's and don'ts" in such areas as personal conduct, security, cleaning techniques, customer relations, and work patterns enforce simple, easy to follow instructions.
- **Basic Restroom Cleaning** - A step-by-step method is provided for daily cleaning and sanitizing of restrooms. Proper procedures for cleaning, disinfecting, and polishing fixtures and bright work are included. Videotapes and demonstrations of the proper techniques reinforce proper procedures. Proper re-stocking of paper supplies is also covered.
- **Floor Maintenance** - Basic procedures for both carpet and hard surface floors include dust mopping, spray buffing, wet and damp mopping, and vacuuming. Advanced procedures include strip/refinish and carpet extraction.

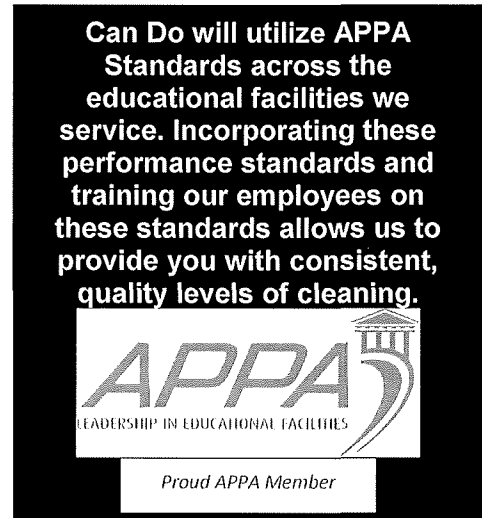
Our training program for on-the-job instruction provides the trainee with hands-on experience. Under the close direction of a supervisor, training time consists of 15% classroom instruction, 25% demonstration, and 60% practice. We use specially developed, self-instructional courses covering various aspects of maintenance services. These courses are arranged to make subjects easy to understand and important information easy to remember. Material is presented in a concise manner.

The language is simple, and the courses are focused to ensure complete comprehension by all participants.

Cross training will be used to provide personnel with more than one skill or application of skills to new processes and equipment. Emphasis will be placed on correct performance of work processes and on the production of quality results.

Our ongoing training program is designed to reinforce and develop existing job skills. As new areas for development are identified, our supervisory team puts together special training for individuals or groups who would benefit. It is administered through the most suitable means, including on-the-job training, demonstrations, videos, diagrams, workbooks and the training aims to be proactive and development-oriented, rather than remedial, in nature. Supervisors are encouraged to provide such training on a regular basis; typically averaging 3-4 hours a month.

Our extensive training experience enables us to share what a typical three (3) day training schedule would like for the Virginia Tech cleaning personnel. There may be some required adjustments in topics and timing to reflect the unique nature of Virginia Tech and this contract, but the below list of training topics capture most of what is required for the various Virginia Tech facilities.



Day 1 Training	Day 2 Training	Day 3 Training
Restroom Cleaning (4 hours)	Carpet Cleaning (2 Hour)	General, Safety & Health (6 hours)
<ul style="list-style-type: none"> - Introductions and Sign In - Types of Soil and Identification - Germs: Bacteria and Viruses - Super Viruses and the CDC - Bacteria Growth – Binary Fission - Chemical Selection and Safe Usage - The Means of Entry – Chemical and Disease - Personal Protective Equipment – Using and Maintaining - Safety Data Sheets – Understanding 	<ul style="list-style-type: none"> - Introductions and Sign In - Safety First - Personal Protective Equipment – Using and Maintaining - 1st Line of Defense – Where does the soil originate, where does cleaning begin - Matting – Indoor and Outdoor - Carpet Types – Natural or Synthetic - Dry Cleaning – Policing, Sweeping, Vacuuming - Vacuum Types – Canister, Upright, Back Pack, Wide 	<p>General:</p> <ul style="list-style-type: none"> - Energy Conservation - Security Procedures - Recycling - Sexual Harassment - Diversity <p>Safety & Health:</p> <ul style="list-style-type: none"> - Introduction to OSHA - Blood borne pathogens - Hazardous Communication and Personal Protective Equipment - Equipment and Chemical Usage - Asbestos Awareness (2 hours min)

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<ul style="list-style-type: none"> - Chemical Identification and Selection – Cleaner, Sanitizer, and Disinfectant - Container and Container Labeling - Dilution Ratios - Cleaning Process - Cleaning and Storing - Cleaning Supplies and Equipment 	<p>Area Top Fill, Bottom Fill – Bag or Bagless</p> <ul style="list-style-type: none"> - Safety Data Sheets - Chemical Selection and Safe Usage - Dilution Ratios and Ready to Use - Carpet Spotting - Traffic Lane Cleaning - Limited Moisture Cleaning – Spot Mop, Bonnet Cleaning - Carpet Extraction – Wet - Carpet Extraction – Dry - Carpet Shampoo - Cleaning and Storing Cleaning Supplies and Equipment 	
Hard Floor Care (1 Hour)		
	<ul style="list-style-type: none"> - Safety First - Personal Protective Equipment – Using and Maintaining - Safety Data Sheets - Chemical Selection and Safe Usage - 1st Line of Defense – Where does the soil originate, where does cleaning begin - Outside Cleaning - Matting – Indoor and Outdoor - Dry Cleaning – Policing, Sweeping, Dust Mopping - Wet Cleaning – Spot Mopping, Damp Mopping, Wet Mopping, Flood Mopping - Walk Behind Scrubber - Equipment Selection, Usage and Maintenance - Slow Speed Buffing, High Speed Buffing - High Speed Burnishing - Top Scrub and Recoat - Strip and Refinish - Cleaning and Storing - Cleaning Supplies and Equipment 	










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General Cleaning (2 Hours)	
	<ul style="list-style-type: none"> - Proper Product Usage - Personal Protective Equipment – Using and Maintaining - Proper cleaning techniques - Cleaning Process - Chemical Identification and Safe Usage - Proper Vacuum techniques - Equipment Selection, Usage and Maintenance - Window Cleaning - Cleaning and Storing - Cleaning Supplies and Equipment

All employees will also be provided with job cards based on their position. The cards are printed in English and Spanish and are used as reminders for how to properly perform tasks. We have provided a few examples below:

Spot Treating Carpet	Gum Removal
 <p>Gather supplies and apply personal protective equipment.</p>	 <p>Gather supplies and apply personal protective equipment.</p>
 <p>1 Identify the spot and select spotter.</p>	 <p>Use a bone scraper to remove as much of the gum as possible.</p>
 <p>2 Follow directions on the product label.</p>	 <p>3 Spray with Spartan's Cleaning Gum Remover as directed, until the substance is frozen solid.</p>
 <p>Blot up with an absorbent cloth.</p>	 <p>4 Break up with side of tamping brush and use bone scraper to scrape off frozen matter.</p>
 <p>5 Apply spotter to the spot.</p>	 <p>5 Repeat application as necessary.</p>
 <p>To keep the spot from spreading, blot and rub from the outside edge of the spot toward the center.</p>	 <p>Vacuum all particles from floor.</p>
 <p>5 Repeat application as necessary.</p>	
 <p>Flush away the remaining spray with water using a trigger sprayer and blot dry.</p>	

Carpet Extraction	Carpet Extraction (Continued)
 <p>Gather all supplies and apply personal protective equipment.</p>	 <p>5 Lightly spray entire area with the extraction solution.</p>
 <p>Follow the complete vacuum and spot treatment procedures.</p>	 <p>Start farthest from the door and work backward. Feed the solution as you move backward. Avoid over-wetting the carpet. Make four or five passes on the carpet in a 3' x 5' area.</p>
 <p>5 Fill your sprayers with the properly diluted Spartan pre-treatment and extraction products.</p>	 <p>Go back over the area with solution valve closed.</p>
 <p>Fill extractor with warm water only.</p>	 <p>5 Continue extracting the rest of the carpet. Rinse again if necessary.</p>
 <p>5 Add defoamer to the hose or recovery tank and attach hoses.</p>	 <p>Clean and return your equipment and remove "Wet Floor" signs when the carpet is dry.</p>
 <p>Remove any portable furniture.</p>	 <p>Replace any furniture that you moved.</p>
 <p>Place "Wet Floor" signs.</p>	
 <p>5 Pre-treat traffic lanes and soiled areas.</p>	

Gloss Protection: High Speed Burnish Electric (Continued)	Gloss Protection: High Speed Burnish Battery
 <p>Overlap each pass, raising the machine before turning at the end of the pass.</p>	 <p>Gather supplies and apply personal protective equipment.</p>
 <p>Dust mop after you have burnished the entire area.</p>	 <p>Place "Wet Floor" signs at each entrance.</p>
 <p>Remove pad from machine, and clean and return equipment to storage.</p>	 <p>Dust mop floor.</p>
	 <p>Damp mop/autoscrub.</p>
	 <p>Be sure the floor is dry and place the pad on machine.</p>
	 <p>Be sure to check your charge level before beginning.</p>

Our Hiring and Performance Evaluation Practices

Interviews

The quality of our services is directly related to the integrity and talent of the people we hire. We seek five key qualities when interviewing candidates:

- The ability to communicate with employees, co-workers, clients and venue customers
- The ability to meet or exceed the predetermined standards for each position.
- Professional and/or academic experience for the role in which they will be working.
- High-level of commitment to success and quality.
- Current minimum certifications within their profession.

Our hiring managers verify and document employment eligibility by following strict hiring procedures, such as:

- Each candidate being considered for employment must complete and sign an application with the Tablets
- Each qualified candidate is given an interview
- Only the most qualified candidates that fit the predetermined criteria for the position will be offered a position
- Each new hire is required to complete an I-9 form online and must be eligible to work in the U.S.
- Each candidate must complete a W-4 form
- Each candidate will undergo a thorough background check

Background Screening (Checks & E-Verification)

Can Do utilizes a third party to perform all background checks on all candidates prior to receiving an offer of employment. The background investigation will verify:

- Legal eligibility for employment. All employees will be U. S. citizens or Immigration and Naturalization Service authorized permanent residents of the U.S.
- Social Security Number verification.
- For a seven (7) year period, prior employment will be verified for:
 - Employment
 - Position
 - Salary
 - Reason for termination
 - Eligibility for rehire
 - Reputation for honesty, integrity, reliability and technical competence
- Educational background



- Latest college degree
- Professional licenses and certifications
- Review of public records for criminal convictions (National Criminal Database search) and state DMV (if applicable) records

We will also conduct an E-Verify online to compare a candidate’s Form I-9, Employment Eligibility Verification, to records available to the U.S. Department of Homeland Security and the Social Security Administration to confirm employment eligibility.

Performance Evaluations

An employee’s anniversary date is defined as his/her first day on the job with the company. The first ninety (90) days of employment are considered a probationary period in which both the employee and the company can decide if he/she is right for the job for which he/she was hired for. At ninety (90) days, the employee is given a performance review where it is decided whether to make the employee a regular employee. Thereafter, Performance Merit Reviews will be given once per year on the employee’s anniversary date.

Can Do has an extensive Employee Handbook that outlines all factors of employment for each employee. During orientation each employee will be provided a copy and will acknowledge having read and understood their terms of employment, which is “at-will”, meaning either the employee or Can Do can terminate employment at any time. The table of contents of our Employee Handbook is shown below:

<u>TABLE OF CONTENTS</u>	
	<i>Page</i>
WELCOME	1
EMPLOYEE HANDBOOK DISCLAIMER	2
TERMS OF EMPLOYMENT	3
EQUAL EMPLOYMENT OPPORTUNITY POLICY AND COMPLAINT PROCEDURE	3
HARASSMENT POLICY	3
SEXUAL HARASSMENT POLICY	4
IMMIGRATION REFORM AND CONTROL ACT	5
DRUG AND ALCOHOL POLICY	6
SMOKING POLICY	6
SOLICITATION AND DISTRIBUTION	6
OUTSIDE EMPLOYMENT	7
PERSONNEL RECORDS	7
ATTENDANCE AND PUNCTUALITY	7
REGULAR PAY PROCEDURES	8
OVERTIME PAY PROCEDURES	8
PAY DEDUCTIONS AND SETOFFS	8
CONFIDENTIALITY	8
USE OF COMPANY PROPERTY	9
PERSONAL PROPERTY	9
SUGGESTIONS	9
PERSONAL ERRANDS	9
INCLEMENT WEATHER	9
STANDARDS OF CONDUCT	10
PERSONAL APPEARANCE	12
CELL PHONE POLICY	12
USE OF ELECTRONIC MAIL AND ONLINE SERVICES	13
SOCIAL MEDIA POLICY	14
JURY DUTY	15
MILITARY LEAVE	16
THE FAMILY AND MEDICAL LEAVE ACT	16
DISABILITY BENEFITS	19
PAID SICK LEAVE	20
WORKERS COMPENSATION	21
SAFETY & HEALTH	21
VACATION	22
HOLIDAYS	22
ACKNOWLEDGMENT OF RECEIPT	23



8: Advance Notice Requirements

Outline advance notice requirements that will be required for on-demand/as needed cleaning service requests. Include your firm’s expected response time to a request for service by a university department and also based on your company’s advance notice requirements.

After Carefully reviewing the RFP and using our vast knowledge of university facility cleaning service needs, Can Do has developed the below response times by service and location/area. Throughout the contract will we communicate to Virginia Tech representatives if our response times can be reduced to accommodate various services – this is certainly impacted by the size, scope and frequency of the services requested. As discussed in section 2, we plan to stage a majority of our personnel and equipment in/near the Blacksburg campus area in anticipation that most services will be required there. These resources will be capable of providing all services to near-by Roanoke in the same timely fashion. The logistics of performing services in Northern Virginia will require the longest lead time to coordinate the required resources.

	Blacksburg Campus/Area	Roanoke Area	Northern Virginia Area
General Cleaning:	Minimum Response Time	Minimum Response Time	Minimum Response Time
(offices, restrooms, class rooms, lobbies, hallways, outside policing, locker rooms, kitchens, dormitories, furniture, appliances)	2 Days	2 Days	7 Days
Restroom Deep Cleaning:			
(Use of Kaivac & other specialized equipment)	2 Days	2 Days	7 Days
Specialty Services:			
(Stripping and Waxing Floors, Buffing/Burnishing, Machine Cleaning of Ceramic Tile floors, Carpet Cleaning, Carpet Spotting)	2 Days	2 Days	7 Days
Window Washing:			

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(Outside - up to second floor)	2 Days	2 Days	7 Days
(Inside - up to twelve feet)	2 Days	2 Days	7 Days

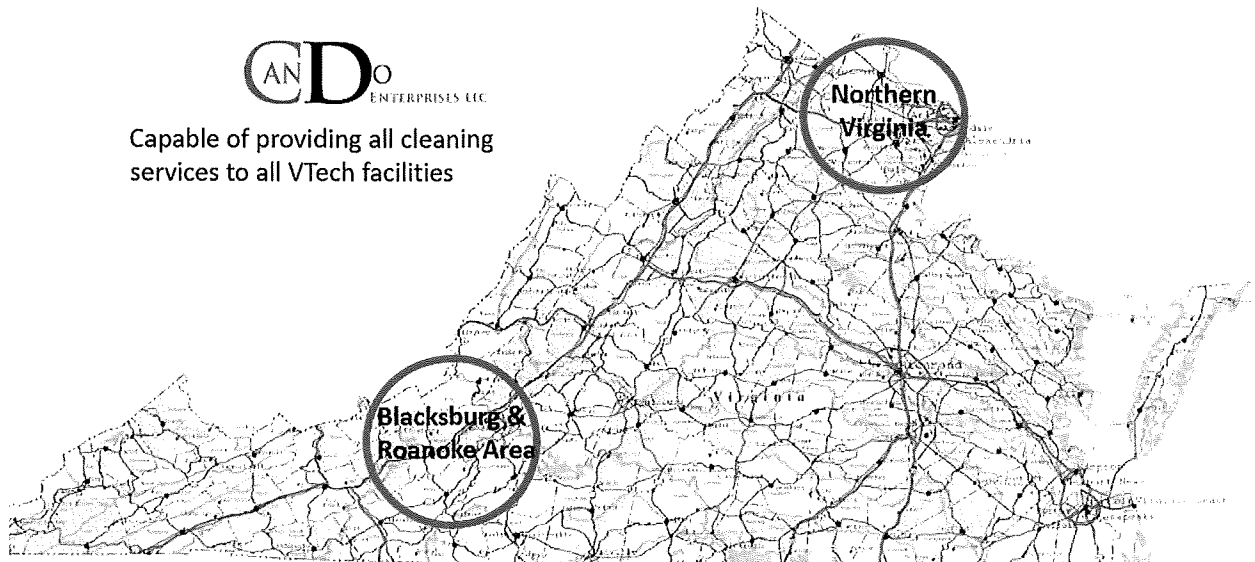
Emergency Services

We recognize that from time-to-time there will be emergencies that require services that we can perform. We will share contact information to all Virginia Tech parties and be available 24/7 to attend to any emergencies with a response time of less than twenty-four (24) hours, if possible. It is our goal to be a valued partner with Virginia Tech.

9: Ability to Provide Services Across the Commonwealth of Virginia

Occasionally, on demand cleaning service may be needed at one of the university's other locations across the Commonwealth of Virginia. Notate your company's ability and availability to provide on demand cleaning services in areas where Virginia Tech facilities are located outside of the Blacksburg, Virginia campus. (see <https://vt.edu/about/locations.html>)

Can Do's proposal is to provide all services to all Virginia Tech facilities across the Commonwealth of Virginia. We possess the management expertise, labor, and equipment to be the sole provider of non-routine/on-demand services for Virginia Tech under this contract. **There are administrative benefits and efficiencies that Virginia Tech can achieve by awarding all work to Can Do.** It is our desire to extend our valuable and quality services from the football and baseball stadiums to the various educational and administrative facilities at all locations – we are a proven service provider to Virginia Tech.



Can Do is already an active contractor within the Virginia Association of State College & University Purchasing Professional program through our existing cleaning contracts at Virginia Tech and the University of Virginia. If awarded this contract, we would allow it to be accessible to all participating VASCUPP organizations. We understand that any services ordered by other organizations are independently administered and that we'll be required to provide Virginia Tech notification and reporting.

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10: Confirmation of Can Do’s Ability to Provide Services

Confirm your company’s ability to provide on demand cleaning services in accordance with the detailed requirements as outlined in this RFP’s Statement of Needs Section.

Can Do confirms that we are capable of providing all services identified in the Statement of Need’s section of the RFP and potentially more if required.

Can Do and American Maintenance have a very broad and expansive set of capabilities and experience that will be very valuable to Virginia Tech under this contract. Between the Statement of Needs and what we have outlined in our pricing table we believe we have covered all possible services. If, however, there are other services required by Virginia Tech that fit (unforeseen) under this contract we will work in the mutual benefits of both parties to delivery those services in a timely fashion.

11: Specialty Services

Outline specialty services that could also be provided. These may include but not be limited to:

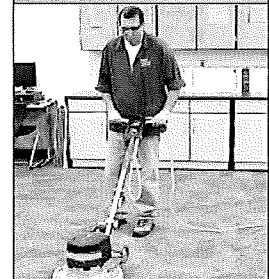
- a. Stripping and Waxing Floors
- b. Buffing/Burnishing
- c. Machine Cleaning of Ceramic Tile floors
- d. Carpet Cleaning
- e. Carpet Spotting
- f. Cleaning appliances (microwave, refrigerator)
- g. Window Washing
- h. Furniture Cleaning

Can Do has the ability to provide all specialty services identified above in the RFP to all facilities within the Blacksburg, Roanoke and Northern Virginia footprint. Can Do and its partner American Maintenance provide these services daily to numerous commercial, government and higher education facilities across the US including (select list):

- Louisiana State University (LSU)**
- State University of New York – Stony Brook**
- St. John’s University**
- State University of New York – Old Westbury**
- Orlando County Convention Center**
- State University of New York – Upstate Medial University**

We have structured our Delivery Plan to include all specialty services by identifying the technical skills/capabilities required to perform each (mainly the floor care items), the proper investment in dedicated equipment and supplies to perform the services and the proper training and oversight from our management team.

In section 13 we identified the billable rates and response time required for each of the specialty services identified above.





In addition to those services identified above, Can Do is capable the full breadth of services shown below:

<ul style="list-style-type: none">• Custodial Services• Landscaping and Grounds Maintenance• Handyman• Dormitory Cleaning – specializing in turnover• Administrative Support• Events Set Up• Pressure Washing• Snow Removal• Carpet Care• Floor Maintenance• Window Cleaning• General Clean Ups• Sustainable Cleaning	<ul style="list-style-type: none">• Window Cleaning• Restroom Sanitation and Supplies• Building Façade Cleaning• Construction Clean Up• Athletic Complex Cleaning• Locker Room Sanitation• Pre, Event and Post Event Clean Up• Medical/Operating Room Terminal Cleaning• Emergency Response Service• Forklift Operation• Infection Control• Mailroom Services• Administrative Support Functions
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12: Insurance Limits

Indicate if your company carries the required insurance limits as outline in the Special Terms and Conditions Section Item 3.

As mentioned previously, Can Do has been providing cleaning services to the football and baseball stadiums since 2007. Not only can we meet the required insurance limits listed below, but we already have a Certificate of Insurance that meets the requirements on file at Virginia Tech. Having this in place today will help the contracting process to be easier and quicker. If a new certificate is required or needs to be modified relative to this contract, that can be quickly accomplished.

INSURANCE COVERAGES AND LIMITS REQUIRED:

- A. Worker's Compensation - Statutory requirements and benefits.
- B. Employers Liability - \$100,000.00
- C. General Liability - \$2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
- D. Automobile Liability - \$500,000.00
- E. Builders Risk – For all renovation and new construction projects under \$100,000 Virginia Tech will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the contract and name Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.
- F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.



13: Billable Labor Rates

Provide your company's standard billable commercial labor rates by employee position. Provide examples of any special circumstances that may alter these expected labor rates.

Based on the Statement of Needs and our experience in providing cleaning services to other university academic, administrative and multi-use facilities we have prepared the below table of billable hourly rates. Our rates are based on the type of service required and the mix of personnel required to perform the work requested by Virginia Tech. Our contract manager and supervisor will work with Virginia Tech representatives to develop to best approach and price for each type of service and all locations.

Can Do Standard Billable Labor Rates

		Blacksburg Campus/Area		Roanoke Area		Northern Virginia Area	
		Minimum Response Time	Billable Rate	Minimum Response Time	Billable Rate	Minimum Response Time	Billable Rate
General Cleaning:							
(offices, restrooms, class rooms, lobbies, hallways, outside policing, locker rooms, kitchens, dormitories, furniture, appliances)		2 Days		2 Days		7 Days	
	Cleaner		\$25.00		\$25.00		\$40.00
	Lead Cleaner		\$26.50		\$26.50		\$41.50
	Supervisor		\$29.40		\$29.40		\$44.40
Restroom Deep Cleaning:							
(Use of Kaivac & other specialized equipment)		2 Days		2 Days		7 Days	
	Cleaner		\$27.90		\$27.90		\$42.90
	Lead Cleaner		\$29.40		\$29.40		\$44.40
	Supervisor		\$32.25		\$32.25		\$47.25

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Can Do Standard Billable Labor Rates (cont'd)

	Blacksburg Campus/Area		Roanoke Area		Northern Virginia Area	
	Minimum Response Time	Billable Rate	Minimum Response Time	Billable Rate	Minimum Response Time	Billable Rate
Specialty Services:						
(Stripping and Waxing Floors, Buffing/Burnishing, Machine Cleaning of Ceramic Tile floors, Carpet Cleaning, Carpet Spotting)	2 Days		2 Days		7 Days	
Floor Technician		\$27.90		\$27.90		\$42.90
Lead Floor Technician		\$29.40		\$29.40		\$44.40
Supervisor		\$32.25		\$32.25		\$47.25
Window Washing:						
(Outside - up to second floor)	2 Days		2 Days		7 Days	
Window Technician		\$35.00		\$35.00		\$50.00
Lead Window Technician		\$38.00		\$38.00		\$53.00
Supervisor		\$40.00		\$40.00		\$55.00
(Inside - up to twelve feet)	2 Days		2 Days		7 Days	
Window Technician		\$27.90		\$27.90		\$42.90
Lead Window Technician		\$29.40		\$29.40		\$44.40
Supervisor		\$32.25		\$32.25		\$47.25

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Other Pricing Considerations:

- Can Do offers a 5% reduction on all rates if Can Do is awarded a sole source contract
- If our services require restroom or other consumables and/or trash liners, they will be provided by Virginia Tech or Can Do will provide at cost plus 15% mark-up.
- All specialized floor products will be provided by Virginia Tech or Can Do will provide at cost plus 15% mark-up.
- Any required specialized equipment such as lifts, large ride-on sweepers or scrubbers, pressure washers, furniture moving equipment, backpack blowers, etc. that require rental fees shall be paid for by Virginia Tech.
- Overtime rates would apply for anyone working more than 8 hours a day. Our overtime rate will be 1.5x the standard rate.
- We require a minimum charge of \$300 per project in the Blacksburg and Roanoke areas and \$750 in Northern Virginia.
- If required to include mileage and/or per diem, we will use Federal published rates.



14: Participation of Small, Woman-owned and Minority-owned (SWAM) Businesses

As with Virginia Tech, Can Do is committed to diversity and supporting small, women-owned, and minority-owned businesses. As a small business, we appreciate and respect the notion of providing opportunities to others since that is exactly how Can Do started in the cleaning and custodial industry.

Can Do is a small business (our certification application is show) and we expect to be certified very soon. Virginia Tech’s award of this contract to Can Do will contribute to the Virginia Tech SWAM goals and participation.

In addition, Can Do will actively seek opportunities to involve additional small, women and minority-owned businesses during our delivery of services to Virginia Tech. We will seek those opportunities with the base contract and with the additional support services portion.

Can Do is pleased to have an opportunity to join Virginia Tech in its commitment and partnership towards SWAM program excellence.

Robin Fox, Can Do’s Office Manager will be responsible for all SWAM program activities.

Generated by William Barrett, CAN DO ENTERPRISES, LLC on 3/19/2019

Certification Application: View Application Help & Tools

[Main](#) | [Documents](#) | [Signature](#) | [Submit](#) | [Q & A](#) | [Links](#) | [Cart List](#)

CAN DO ENTERPRISES, LLC Application status: Submitted, Pending Receipt
 Application Type: **New Application** Application started: **3/19/2019**
 Application Number: **0920956** Submitted: **3/19/2019**

Certification Application Information	
Application Type	New Application
Certifying Agency	State of Tennessee
Business Name	CAN DO ENTERPRISES, LLC
Current Status	Submitted, Pending Receipt
Application Number	0920956
Contact Person	William Barrett

Section A - General Business Information
A.1. Federal Identification Number 113744926
A.2. Edison Vendor Number 600008908
A.3. Legal Business Name CAN DO ENTERPRISES, LLC
A.4. Organization/Physical Address 172 Boring Chapel Road Johnson City, TN 37615
A.5. Mailing Address PO Box 8654 Gray, TN 37615
A.6. Telephone Number 423-213-9064
A.7. Fax Number 423-213-9064
A.8. Email Info@csore@can-doenterprisesonline.com
A.9. Website www.can-doenterprisesonline.com



15: General Information Form and Addenda(s)

The return of the General Information Form and addenda, if any, signed and filled out as required.

RFP 0059917
GENERAL INFORMATION FORM

QUESTIONS: All inquiries for information regarding this solicitation should be directed to: Kim Widrig, Buyer Senior Phone: (540) 231-8543 e-mail: kdcromer@vt.edu

DUE DATE: Proposals will be received until December 2, 2019 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

ADDRESS: Proposals should be mailed or hand delivered to: Virginia Polytechnic Institute and State University (Virginia Tech), Procurement Department (MC 0333) North End Center, Suite 2100, 300 Turner Street NW, Blacksburg, Virginia 24061. Reference the due date and hour, and RFP Number in the lower left corner of the return envelope or package.

Please note that USPS is delivered to a central location and is not delivered directly to Procurement. Allow extra time if sending proposal via USPS. It is the vendor's responsibility to ensure proposals are received in the Procurement office at the appropriate date and time for consideration.

TYPE OF BUSINESS: (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: ____*____. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

Large * Can Do has officially applied for small business certification. We're awaiting approval.

Small business – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

Women-owned business – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

Minority-owned business – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.



COMPANY INFORMATION/SIGNATURE: In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number) Can Do Enterprises LLC.		FEDERAL TAXPAYER NUMBER (ID#) [REDACTED]	
BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name) Can Do		BILLING NAME (Company name as it appears on your invoice) Can Do Enterprises LLC.	
PURCHASE ORDER ADDRESS P.O. Box 8654 Gray, Tennessee 37615		PAYMENT ADDRESS P.O. Box 8654 Gray, Tennessee 37615	
CONTACT NAME/TITLE (PRINT) William Barrett, President			E-MAIL ADDRESS williambarrett@candocenterprisesonline.com
TELEPHONE NUMBER 423-791-3843	TOLL FREE TELEPHONE NUMBER N/A	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	Upon award Can Do will establish a fax number if email is not an option.

I acknowledge that I have received the following addendums posted for this solicitation.

1 2 3 4 5 6 (Please check all that apply)

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES _____ NO

SIGNATURE _____ Date: January 14, 2020

Revised 09/17/2018



ADDENDUM # 1 TO RFP # 0059917

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Procurement Department (MC 0333)
North End Center, Suite 2100
300 Turner Street NW
Blacksburg, Virginia 24061

DATE	DUE DATE AND HOUR
November 25, 2019	January 14, 2020 at 3:00pm

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Buyer Senior
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER (540) 231-8543
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Non-Routine/On-Demand Cleaning Services of University Facilities

1. All questions will be due no later than December 18 at 3:00 pm.
2. All other terms, conditions and descriptions remain the same.

The due date and hour has been changed from December 2, 2019 at 3:00 pm to January 14, 2020 at 3:00 pm.

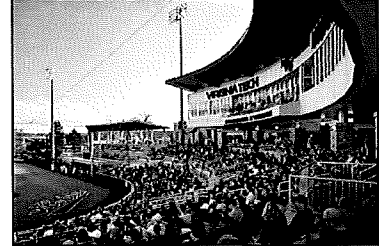
I acknowledge that I have read and understand this addendum in its entirety.

Signature

January 14, 2020
Date

Revised 01/01/2018

References

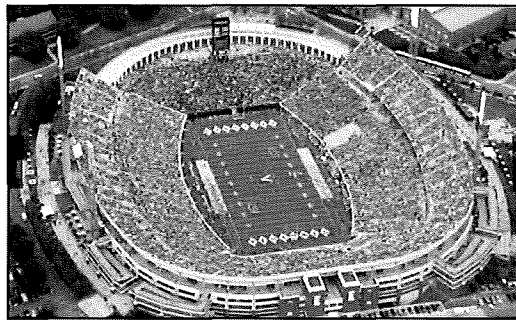
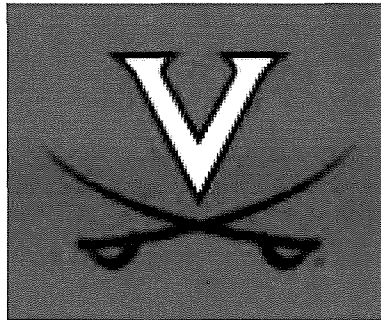


Company name and location:	Virginia Tech (Virginia Polytechnic Institute and State University) 25 Beamer Way, Blacksburg, Virginia 24061
Contract Administrator name & contact info:	Peter Pool 540-231-6067
Capacity of stadium:	Lane Football Stadium: 66,233 English Baseball Field: 4,000
Number of employees used on job:	100+
Description of services:	Cleaning services to the football, baseball and surrounding facilities include cleaning of concourses, bathrooms, club levels, grandstands, recycling services, pressure washing services, and locker room cleaning.



Company name and location:	Louisiana State University (LSU) LSU Athletics Administration Building, Baton Rouge, Louisiana 70803
Contract Administrator name & contact info:	Terrence Bold 225-578-6729
Capacity of stadium:	102,321
Number of employees used on job:	100+
Description of services:	Provide cleaning services to all seating areas, concourses, restrooms, office spaces, club areas, etc.

The Can Do difference is a proven service at Virginia Tech



Company name and location:	University of Virginia Charlottesville, VA 22904-4821
Contract Administrator name & contact info:	Jason Bauman 434-982-4652
Capacity of stadium:	65,000
Number of employees used on job:	100+ (All services)
Description of services:	Cleaning services to the football, baseball and surrounding facilities include cleaning of concourses, bathrooms, club levels, grandstands, recycling services, pressure washing services, and locker room cleaning.

Attachment 1
Can Do Enterprises

1. **Virginia Tech Question:**

How do you deploy service and supervisory personnel in areas remote from your home office such as Blacksburg?

Vendor Answer: Can Do will contact its existing resources in Roanoke, VA and planned resources in Blacksburg, VA via phone when services are required at any Virginia Tech location.

2. **Virginia Tech Question:**

Please describe how would you deploy service and supervisory personnel in areas remote from your home office to Blacksburg, VA?

Vendor Answer: Similar to the above, Can Do will have local resources in Blacksburg, VA to manage and provide services under this contract.

3. **Virginia Tech Question:**

If awarded a contract, does Can Do Enterprises agree to provide invoices with payment due thirty (30) days after receipt of invoice or services, whichever is later?

Vendor Answer: Yes

4. **Virginia Tech Question:**

If awarded a contract, do you agree that the initial contract period shall be five years?

Vendor Answer: Yes

5. **Virginia Tech Question:**

Upon completion of the initial contract period, does Can Do Enterprises agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for one (1) additional five year period, under the terms of the current contract?

Vendor Answer: Yes

6. **Virginia Tech Question:**

If awarded a contract, are you willing to hold prices firm for the initial contract period and the first renewal year?

Vendor Answer: Yes

7. **Virginia Tech Question:**
If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, All Items category for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less?

Vendor Answer: Yes

8. **Virginia Tech Question:**
While other factors such as the methodology, quality of service and prior experience are considered during the selection process, the evaluation of price is a key element of the evaluation. With this in mind, please provide Can Do Enterprises most competitive price structure.

Vendor Answer: Our proposed prices are our most competitive prices we can offer.

9. **Virginia Tech Question:**
Will Can Do Enterprises agree to participate in the Wells One AP Control Payment System? See for details: <https://www.procurement.vt.edu/vendor/wellsone.html>

Vendor Answer: Yes, assuming the processing fees are reasonable.

10. **Virginia Tech Question:**
Please describe your quickest turn-around time if emergency services are needed.

Vendor Answer: Less than 24 hours

11. **Virginia Tech Question:**
If awarded a contract, will you agree to work with each user department before you begin to provide service so that issues such as service times and days and service requirements may be addressed?

Vendor Answer: Yes

12. **Virginia Tech Question:**
Since our purchasing system requires precise and accurate information, please provide the following:

- a. Legal name of your company.
- b. Trade name (DBA) if different from legal name.
- c. Taxpayer identification Number.

- d. Company name and address to which Virginia Tech should mail purchase orders.
- e. Company name and address to which Virginia Tech should mail payments.
- f. IRS W-9 form (Request for Taxpayer Identification Number and Certification).

Vendor Answer:

- a. Legal name of your company. **Can Do Enterprises LLC.**
- b. Trade name (DBA) if different from legal name. **Can Do**
- c. Taxpayer identification Number. **[REDACTED]**
- d. Company name and address to which Virginia Tech should mail purchase orders. **P.O. Box 8654 Gray, Tennessee 37615**
- e. Company name and address to which Virginia Tech should mail payments. **P.O. Box 8654 Gray, Tennessee 37615**
- f. IRS W-9 form (Request for Taxpayer Identification Number and Certification). **See attached Can Do IRS W-9.**

13. **Virginia Tech Question:**

In your proposal, Can Do showed proof of registering for Tennessee's certification application. If awarded a contract, do you agree to get certified with Virginia's eVA system and with the Virginia Small Business & Supplier Diversity (SBSD) Program?

Vendor Answer: Yes

14. **Virginia Tech Question:**

Do you acknowledge, agree and understand that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company?

Vendor Answer: Yes

15. **Virginia Tech Question:**

Do you acknowledge, agree, and understand that the terms and conditions of RFP# 0059917 shall govern the contract if a contract is awarded to your company?

Vendor Answer: Yes

16. **Virginia Tech Question:**

For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.

Vendor Answer: Brian Moore, Vice President, 423-213-9064,
brianmoore@candoclean.com

19. **Virginia Tech Question:**

Does Can Do Enterprises agree to adhere to contract pricing or better when billing and quoting?

Vendor Answer: Yes

20. **Virginia Tech Question:**

Does Can Do Enterprises agree and understand that not adhering to contract prices or better could result in the contract being terminated and being back-billed for any differences?

Vendor Answer: Yes

21. **Virginia Tech Question:**

Does Can Do Enterprises agree to limit travel charges, mileage and per diem reimbursements to the current Federal Government rate?

Vendor Answer: Yes