1 RFP/Administrative Procedures

1.1 Purpose

1.1.1 The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors to provide cleaning services for the Roy Lester Schneider Hospital (RLSH) and Charlotte Kimelman Cancer institute (CKCI). Schneider Regional Medical Center (SRMC) is seeking a single vendor to provide these services.

1.2 RFP Contact

1.2.1 The contact individual identified below is the sole point of contact regarding this RFP from the date of issuance until selection of the successful vendor.

Karen E. Hodge, Vice President Facilities Management

#9048 Sugar Estate/1st Floor – RLS Hospital

Phone: (340) 776-8311 x 1068/69 or 714-6325 (D.L.)

Email: kehodge@srmc.org.

1.3 Restriction on Communication

1.3.1 From the date of issuance of this RFP until announcement of the successful vendor, vendors may contact only the RFP Contact. The RFP Contact will respond only to questions regarding the procurement process. Questions related to the interpretation of this RFP must be submitted in writing to the RFP Contact in accordance with this RFP. In the event that a vendor or someone acting on the vendor’s behalf attest to discuss this RFP verbally or in writing, with any employee of the SRMC, other than the RFP Contact designated above, the vendor may be disqualified.

1.4 Procurement Timetable

1.4.1 The following dates set forth below are for informational planning purposes only. The SRMC reserves the right to change the dates.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issued</td>
<td>October 31, 2011</td>
</tr>
<tr>
<td>Vendor’s Conference</td>
<td>January 18, 2012</td>
</tr>
<tr>
<td>Written Questions Due</td>
<td>January 23, 2012</td>
</tr>
</tbody>
</table>
1.5 Submission of and Responses to Written Questions

1.5.1 All inquiries, including any questions related to the terms and conditions of this RFP, concerning this RFP shall be made in writing and submitted to the RFP Contact at the address noted above. Verbal inquiries will not be accepted. The RFP Contact must receive all inquiries by mail, hand delivery or fax, not later than (date). The SRMC’s written responses to questions and comments will not identify the submitter and will be sent within 10 business days of the date above to all vendors.

1.6 Amendment to the RFP

1.6.1 The SRMC reserves the right to amend the RFP at any time. In the event it becomes necessary to amend, add to, or delete any part of the RFP, an amendment will be provided to all vendors who received the original RFP. A vendor’s response must include acknowledgement of the addenda.

1.7 Submission of Proposal

1.7.1 The RFP Contact must receive proposals no later than (Noon (local time) Wednesday, February 01, 2012). Any proposal received after this deadline will be rejected and returned to the vendor. Vendors mailing proposals must allow ample mail delivery time to ensure timely receipt of their proposal. It is the vendor’s responsibility to ensure that the proposal is received prior to the deadline. Postmarking by the due date will not substitute for actual receipt of the proposal by the SRMC. Electronic mail and faxed proposals will not be accepted.

1.8 Rejection of Proposal

1.8.1 At any time prior to execution of the written contract, SRMC reserves the right to reject any or all proposals, in whole or in part, to advertise for new proposals, to abandon the need for such services, and to cancel this RFP if it is in the best interest of SRMC.

1.9 Costs of Preparing the Proposal

1.9.1 The costs of preparing the proposal are the sole responsibility of the vendor. The SRMC is not responsible for any costs incurred by vendor which are related to the preparation or delivery of the proposal or any other activities carried out by the vendor related to this RFP.
1.10 Opening of Proposals

1.10.1 The proposals will be opened (02/01/12 12:10 PM), at (RLS Hospital, Facilities Management/Conference Room/1st Floor). At that time, the names of the vendors who submitted timely proposals will be announced verbally by the RFP Contact or representative. Announcement of the names of the vendors who submitted proposals is not a guarantee that the proposal otherwise comply with the specifications of this RFP. The proposal will remain confidential until Evaluation and Review of all of the proposals submitted in response to this RFP and a notice of award is announced.

1.11 Public Records and Request for Confidentiality

1.11.1 All information submitted by a vendor will be treated as a public record by the SRMC.

1.11.2 Any request for confidential treatment of information must be included in the transmittal letter with the vendor’s proposal. In any such request, the vendor must explain the specific grounds that support treatment of the materials as confidential and must also explain why disclosure of the information is not in the best interest of the public.

1.11.3 Any documents submitted which is identified as confidential information must be marked on the outside as containing confidential information, and each page upon which confidential information appears must be marked as containing confidential information. The confidential information must be clearly identifiable to the reader where it appears. All copies of the proposal submitted, as well as the original proposal, must be marked in this manner. Identification of the entire proposal as confidential shall deem proposal as non-responsive and disqualify the vendor.

1.11.4 The information marked confidential shall be treated as confidential information to the extent such information is determined to be confidential under VI laws or other provisions of law.

1.11.5 A vendor’s failure to request confidential treatment of materials pursuant to this section and the relevant laws will be deemed by SRMC as a waiver of any right to confidentiality that a vendor may have had.

1.12 Proposals Property of SRMC

1.12.1 All proposals become the property of SRMC and shall not be returned to the vendor. By submitting a proposal, the vendor agrees that SRMS may copy the proposal for purposes of facilitating the evaluation of the proposal or to respond to request for public records.

1.13 Release of Claims

1.13.1 By submitting a proposal, each vendor agrees that it will not bring any claim or have any cause of action against the SRMC on any misunderstanding concerning the information provided in this RFP.
1.14 Content of RFP

1.14.1 This RFP is designed to provide vendors with information necessary for the preparation of competitive proposals. Each vendor is responsible for determining all factors necessary for the submission of a comprehensive and compliant proposal.

1.14.2 Proposal should be based solely on the material contained in the RFP. Vendors are to disregard any draft materials they may have received, and any other previous oral or written representations.

1.15 Sources of Information used by SRMC

1.15.1 The SRMC reserves the right to obtain, from any and all sources, information concerning a vendor or a vendor’s product, services, personnel, or subcontractors. SRMC also reserves the right to obtain and consider information from other sources such as the vendor’s performance of other contracts. The SRMC may use any of this information to evaluate a vendor’s proposal.

1.15.2 The SRMC reserves the right to contact vendors after the submission of proposals for the purpose of clarifying a proposal and to ensure mutual understanding. Such contact for clarification will not allow the vendor to modify or amend its proposal. All contact with vendor for clarification purposes will be made in writing. All vendor responses will be in writing.

1.16 Proposal Validity

1.16.1 All proposals shall be valid for a period of sixty (60) work days following the date on which proposals are due.

1.17 Proposal Evaluation and Award

1.17.1 Proposal that are timely submitted and comply with the mandatory requirements of the RFP will be evaluated in accordance with the terms of the RFP. NOTE: Any contract resulting from this RFP will not necessarily be awarded to the vendor with the lowest price/bid.

1.18 Award Notice

1.18.1 All vendors that submitted a proposal will be notified in writing of the organization decision to not select. Notice of award of successful vendor will be sent by mail.

1.18.2 Negotiation and execution of contract with the successful vendor shall be complete within forty-five (45) days or less of contract award.

1.19 Contract

1.19.1 The contract that will be awarded as a result of this RFP will be based upon the proposal submitted by the successful vendor.
1.19.2 The SRMC reserves the right to either award a contract without further negotiations with the successful vendor or to negotiate contract term with the selected vendor if in the best interest of the SRMC.

2 Format and Content of Proposal

These instructions prescribe the format and content of the proposal and are designed to facilitate the submission of a proposal that is easy to understand and evaluate.

2.1 Instructions

2.1.1 Proposals shall be type written on 8.5” x 11” paper (one side only). Pages of proposal must be numbered, indicate the RFP number and include a table of contents.

2.1.2 An original and three (3) copies of the proposal must accompany the submission.

2.1.3 Proposal must be accompanied by a transmittal letter signed by the vendor or an individual authorized by the vendor. The letter shall include the vendor’s mailing address, telephone number, cell or fax number and email address.

2.1.4 Any request for confidential treatment of information shall be included in the transmittal. Keep in mind that any request for confidential treatment must comply with all requirements for such requests as required in the RFP.

2.2 Corporate Organization and Experience

2.2.1 Identify the legal structure of vendor’s organization.

2.2.1.1 Indicate whether vendor has been disciplined, admonished, warned, had its license, registration certification or any similar authorization to do business suspended or revoked for any reason.

2.2.1.2 Identify any pending administrative, civil, criminal proceedings brought against vendor within the last five years and, if any, provide the following information: (a) a clear and concise statement of all allegations against the vendor, its officers, agents and/or employees (b) the status of the proceedings.

2.2.2 Identify other projects in which the vendor is currently providing or has provided similar to the services described in this RFP.

2.2.3 State whether, if during the preceding three-year period, vendor has defaulted on any contract; provide a description of the facts and circumstances of the default, and provide the name, address, telephone number of a contact person with the entity whom vendor had the contract.

2.2.4 State whether, if during the preceding three-year period, vendor has terminated a contract prior to the expiration of the stated contract term or has had a contract
terminated by the other party prior to its stated term; provide all such contracts, provide a description of the facts and circumstances of each termination, and provide the name, address, telephone number of a contact person with the entity with whom vendor had the contract.

2.3 Business Plan

2.3.1 Each vendor shall demonstrate their understanding of the services requested under this RFP, the expertise of the personnel who will provide the requested services, and the vendor’s ability to logically plan and achieve the stated objectives and goals of the RFP.

2.4 Acceptance of Terms and Conditions

2.4.1 Each vendor shall specifically stipulate that the proposal signifies the acceptance of all terms and conditions stated in the RFP.

2.4.2 If the vendor objects to any term or condition, it shall make specific reference to the section of the RFP being objected to. Objections/responses that alter the RFP shall be deemed non-responsive and disqualify the vendor.

2.5 References

2.6 Each vendor shall provide letters of reference from three (3) previous clients knowledgeable of the vendor’s performance of provided services similar to the services described in this RFP and a contact person’s telephone number of each such reference.

2.7 Certification

2.7.1 Vendor shall sign and submit with the proposal a certification stating that the proposal was developed independently and that no relationship exists or will exist, in the contract period between vendor and the SRMC that interferes with fair competition, or is a conflict of interest.

2.7.2 Certification must be on vendor’s letterhead and signed by vendor or an individual with authority of the vendor in contract.

2.8 Award Process

2.8.1 Proposals will be reviewed by the contract committee and others with interest to the proposed services.

2.8.2 The committee will consider all information provided in the proposal when making its recommendation and may consider relevant information from other sources.

2.8.3 SRMC will award the contract to the responsible vendor submitting the best proposal. The lowest prices proposal is not necessarily the best proposal.

2.9 Verification of Proposal and Contract
2.9.1 It is expected that selected vendor will be prepared to execute contract within **sixty (60) days** or sooner after the date of the notification of the awarded contract.

2.9.2 *Failure of the successful vendor to meet these terms within the state time period may be ground for SRMC to award the contract to the next highest ranked compliant vendor.*

### 3 Service Requirements

#### 3.1 Condition of the Contract

3.1.1 The contract terms contain herewith are not intended to be a complete listing of all contract terms but are provided only to enable the vendor to better evaluate the vendor’s cost associated with the RFP and resulting contract.

3.1.2 Vendors should plan on the following terms being included in any contract awarded.

3.1.3 All costs associated with complying with these requirements should be included in the prices quoted by the vendor.

#### 3.2 Contract Type

3.2.1 This contract is for Environment Services. The specifications therein are a statement of the minimum level of housekeeping services and standards of performance that the contractor must provide. They are not intended maximum performance levels or limitations on the effort the contractor must expend to accomplish the work.

#### 3.3 Service Locations

3.3.1 Contractor will be responsible for providing cleaning services, according to the agreed upon performance standards, for:

- **Roy Lester Schneider Hospital**
- **Charlotte Kimelman Cancer Institute**

#### 3.4 Contacts

*The following will be the contacts relating to the performance of this contract:*

- Environmental Service Director
- Director, Facilities Management
- Vice President Facilities Management

#### 3.5 Business Requirements
- Business Licensure
- Insurance
- Compliance with all Federal/Local laws relative to conducting business in the Virgin Islands (OSHA, Labor, IRB)

3.6 Standards of Performance

3.6.1 Contractor is expected to use its best efforts, skill, judgment and abilities to perform the Housekeeping Services contracted as specified within this document and to meet all standards of contractor’s profession and business requirements.

3.6.2 The task and expectations related to the Cleaning function are not all inclusive. The contractor and/or Environmental Services Director may add or delete from these functions, as justified. All changes to contract terms or functions must be in writing.

3.6.3 The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, by the ES Managers/Director. Schneider Regional Medical Center (SRMC) may employ all reasonable means to ensure that work is progressing and being performed in compliance with the contract. Should the ES Managers/Director determine that corrections or modifications are necessary in order to accomplish its intent the ES Director may direct the contractor to make such changes.

3.6.4 Substantial failure of the contractor to perform the contract may cause SRMC to terminate the contract.

3.6.5 Contractor must provide written work practices, policies or procedures to safeguard employees from expos

3.7 Basic Knowledge of the Contractor

- Techniques and methods for cleaning; as well as general cleaning of building interiors
- Skilled in the operation of industrialized cleaning equipment, such as, vacuums, floor scrubbers, buffers, carpet cleaners, etc
- Use of cleaning agents, disinfectants and solvents
- General sanitation and safe work practices
- Demonstrates a customer service orientation
- Independence in determining necessary actions; use of good judgment in determining those actions
- Ability to communicate effectively and understand customers (including the ability/requirement to speak, understand and read English)
• Adheres to conduct, security, confidentiality and property and protection standards established by SRMC

• Ability to recommend alternative solutions or take actions to solve problems encountered in the workplace

### 3.8 Supplies & Equipment

3.8.1 SRMC will furnish all consumable products inclusive of but not limited to, toilet tissue, towels, trash liners, hand soap, and hand sanitizers. The hospitals approve germicidal disinfectant must be utilized for disinfecting.

3.8.2 Contractor will provide a list of all products and equipment the contractor is planning to utilize in the performance of this contract. SRMC have the right of approval for all products the contractor is planning to utilize in the performance of this contract.

3.8.3 Hazardous Chemicals: The contractor will ensure that all Materials Safety Data Sheets (MSDS) for all chemicals used by contractor are provided to SRMC.

3.8.4 Contractor will furnish and maintain all necessary cleaning equipment inclusive of but not limited to, buffers, floor machines, carpet extractors, vacuums, mop buckets, mops, wringer, brooms, dust mops. SRMC agrees to provide a secure space for storage of this equipment, as necessary.

3.8.5 All Storage areas will be kept free from accumulation of trash, rubbish, dirty rags, and paper at all times. Flammable and combustibles will not be stored within this area.

### 3.9 Security

3.9.1 The contractor is responsible for control of all keys obtained from SRMC and for the security of those areas for which they have been given authorizes access.

3.9.2 SRMC reserve the right to inspect any package being brought into or taken from the premises.

### 3.10 Work Schedule

3.10.1 In general, the contractor must have the ability to plan work schedules, as well as be flexible enough to change schedules to meet SRMC needs.

3.10.2 All services will be provided 7 days a week including holidays

3.10.3 All cleaning activities will be carried out as per floor space availability dependent on work hours of the unit/area.

3.10.4 Manpower for cleaning should be planned in the lean operating hours for deep cleaning cycles.

### 3.11 Emergency or Disaster Obligation
3.11.1 In the event of an emergency or declared disaster, contractor is required to report to SRMC and assist as directed in either preparation or relief efforts. Contractor employees will be required to participate in fire drills and other disaster preparedness exercises, while on property.

3.12 Staff

3.12.1 Contracted Employee Responsibilities
- The workplace atmosphere should be calm, organized, and as quiet as possible. All employees are required to refrain from making loud noise, talking in a loud voice, shouting from one room or section to another.
- Cell phone use is not allowed in patient care or administrative areas.
- Employees should address all complaints to the contractor and/or ES Director.
- Employees are expected to show respect, sensitivity and restraint at all times.
- Monthly meetings with staff is required and must be documented.
- Schedule in-service, related to specific job duties, participation is required by all staff.
- Employees will participate in hospital wide mandatory in-service training/orientation programs.
- UNIFORMS are preferred. Employees will be dressed and groomed in a manner that is appropriate (fully enclosed shoes, no shorts). Uniforms must be properly attired. NO articles of clothing shall display offensive language, symbols or graphics. Large jewelry may present a safety hazard and must not be worn while on duty. Watches and rings are acceptable. Employees will not be permitted to work when they are improperly dressed.

3.12.2 Training
- Employees must be trained respectively in their areas of responsibility, such as proper cleaning techniques, terminal cleaning techniques, safety instructions, infection control, patients’ rights and professional relationships between employees and customers.

3.13 Infection Control
- Contractor must provide written work practices, policies or procedures to safeguard employees from exposure to toxic or pathogenic substances. Policies and procedures must adhere to OSHA standards; Policies and procedures must be approved by Environment of Care Committee/Facilities.
- Employees are required to practice universal precautions as the method of Infection control and comply with all hospital policies for preventing the transmission of infections.
- Employees must report all exposure incidents of blood and body fluids immediately to the contractor and/or the ES Director.
- Employees should follow and adhere to all Handwashing/Hand Hygiene procedures and protective barrier precautions when performing cleaning task.

3.14 Exposures:
- Unpleasant odors, blood borne pathogens, infections/contagious diseases
- Possibility of cuts, bruises and slippery floors
- Hazardous materials and chemicals, and sharps
Physical demanding work with continuous standing and walking
Frequent lifting, stooping, reaching, pushing, pulling, twisting, bending
Repetitive motion of hands and arms
Occasional, inclement weather conditions
May lift objects weighing up to 40lbs

3.15 Employee accidents will be reported to and managed by the contractor.

4 Services Addendum

This contract includes routine cleaning of all spaces (225,000 square feet), terminal cleaning of procedural spaces and floor maintenance to include carpet/chair shampooing within the hospital.

<table>
<thead>
<tr>
<th>Basic Task</th>
<th>Frequency</th>
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<tbody>
<tr>
<td><strong>Hallways:</strong> Dust all surfaces, clean walls on both sides; maintain floors by scrubbing, waxing, buffing, restoring, cleaning base boards, clean stainless steel on doors, etc. Pay close attention to corners and areas where dust can build up</td>
<td>Daily</td>
</tr>
<tr>
<td><strong>Elevators:</strong> Wipe all elevator cabs to remove dust, graffiti, gum, etc; clean all visible soil and stains; vacuum and damp mop (paying special attention to corners, where dust can build up); vacuum tracks to remove debris; polish all metal surfaces, leaving surface visibly clean and free of any residue cleaner; clean handrails; maintain floors, (sweep, wet mop, scrub, wax, restore, buff), clean baseboards</td>
<td>Daily</td>
</tr>
<tr>
<td><strong>Entrances:</strong> Empty all waste bins, wash, as necessary, re-lined, spot clean, remove visible trash from property, vacuum/clean carpeting/door mats, vacuum tracks/grooves on automatic doorways, remove debris from smoke boxes, sweep all external walkways, landings and footpath outside leading to entrances, clean any window sills, dust all surfaces, clean glass/mirrors, replenish any supplies maintain floors (sweep, wet mop, scrub, wax, restore, buff), clean baseboards, polish any door hardware.</td>
<td>Daily</td>
</tr>
<tr>
<td><strong>Waiting Areas:</strong> Empty trash, spot clean, dust all surfaces, vacuum rugs, clean blinds, clean artificial plants, remove debris from chairs or under furniture, arrange reading material in area, clean glass/mirrors, maintain floors, as necessary, (sweep, wet mop, scrub, wax, restore, buff), clean baseboards, polish any door hardware replenish any supplies.</td>
<td>Daily</td>
</tr>
<tr>
<td><strong>Stairwells:</strong> Check landings for and remove debris, clean banister/handrail, clean all fixtures, clean glass panels on doors, spot clean walls and doors, scrub stairs at least once a year <strong>NOTE:</strong> Stairwells</td>
<td>Weekly</td>
</tr>
</tbody>
</table>
are alarmed; to enter security must be notified. If door does not alarm- notify security.

| **Office Areas:** | Desk surfaces to be wiped clean, clean mirrors/glass windows, dust thoroughly; empty trash bins at work stations; clean all corners, edges, and under furniture; flower boxes, if any, to be cleared of rubbish; artificial flowers are to be cleaned; damp dust posted signs or pictures on the wall; wall sills to be cleaned; maintain floors (sweep, dust or wet mop, scrub, wax buff, restore, vacuum, shampoo extraction); clean baseboards, clean stainless steel on doors or door hardware, clean all visible soils and stains | Daily |
| **Restrooms:** | Wipe clean all cubicles, and partitions; clean mirrors/glass wipe clean all wall dryers, fixtures, and fittings; empty trash, clean and disinfect (utilizing hospital approve disinfectant) sinks, dispensers, toilets, urinals; clean moldings, door hardware, any stainless steel; de-scaling for calcium build up on surfaces, as necessary; replenish consumables, maintain floors (sweep, wet mop, scrub, wax, restore, buff) | Daily |
| **Showers:** | Complete de-scaling of the patient room bathrooms to include showers and around toilet base; surface should be cleaned of stains. Cleaning items (eg cloths, etc) should be not be used for cleaning any other area of the hospital. |  |
| **Patient Rooms/Spaces:** | Maintain floors (sweep, dust or wet mop, scrub, restore, wax, buff), dust surfaces, ledges, walls; clean baseboard, Wipe clean all fixtures and fittings; clean blinds; empty trash; clean and disinfect restroom; effect a regular cleaning schedule of all bedside curtains, however remove all curtains that are visibly soil; clean door hardware, any stainless steel; replenish consumables, as necessary; check and refill dispensers, as necessary | Daily |
| **Ancillary Spaces:** | clean all vertical and horizontal surfaces; damp dust counters, desks, cabinets, telephones, empty trash, replace with appropriate liners; spot clean walls, doors and partitions, as appropriate, pay close attention to visibly soil areas; vacuum or dust mop floor; mop space/maintain floors | Daily |
| **Isolated Spaces:** | Must be handled with appropriate personal protection wear/equipment; when spaces are used for C-diff isolation a pre-mix Clorox mixture must be used; disinfectant wipes are also available for surface wiping; | Daily |
| **Carpeting/Material Furniture:** | Shampoo extraction | Qtrly |
• **Power Clean**: Power clean **exterior Windows** of buildings at least 2x/p/yr (RLSH/CKCI) and **outside Landings** at least/monthly and **Loading Dock Area** at least weekly

**Complete work order for any repairs noted.**

**The task and expectations related to the Cleaning functions in this RFP are not all inclusive.**

5 Environmental Services will manage vendor services according to the following:

- Inspections to monitor the performance of the vendor
- Performance monitoring, ensure the vendor completes the daily housekeeping checklist
- Ensure the vendor performs services to the listed specifications
- Ensure all vendor equipment is maintained to the highest possible standard (clean, operates, not in a state of disrepair)
- Imposes non-payment for non-compliance of requirements/Vendor will be notified of these issues/Decision of SRMC will be final.

6 Cleaning Standards

- **Damp Dust** – all external surfaces shall be free of all dust and dirt to leave a clean, dry, uniform appearance
- **Spot Clean** – Surfaces should be free of marks, dirt, spots and residue cleaner leaving a visible clean finish with a uniform appearance
- **Vacuum** – Carpet shall be free of all visible litter, dirt, dust and build-up (especially in corners and edges) ensuring a clean uniform appearance
- **Shampoo Extraction** - Surface should be free of all deep seated dirt, stains and soiling, and be left in a reasonably dry condition giving a clean uniform appearance
- **Swept Floors** – All floor surfaces shall be free of visible dust, loose dirt and litter shall be collected and disposed of
- **Damp Mop** – All floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks
- **Chair Cleaning** – Chairs surface is to be free of dirt and debris, check footing for dirt build-up
- **Glass Cleaning** – windows and doors, removal of all marks and dirt leaving surface visibly clean and unmark
- Damp Dust Surfaces – All surfaces shall be free of visible dust, dirt, residue cleaner and build-up, (include corners and edges) to leave a clean, dry, uniform appearance

- Spot Clean (on painted walls) – surfaces shall be free of marks, dust and residue cleaner and be visibly clean with a uniform appearance

- Tracks/Grooves Vacuum – Tracks and Grooves will be free of dust, sand, dead insects, and debris leaving the surface clean and unobstructed