

Request for Proposal 2022-1: Janitorial/Housekeeping Services for RiverValley Behavioral Health Facilities

DATE: 4/10/2022

ABOUT RIVERVALLEY BEHAVIORAL HEALTH

RiverValley Behavioral Health (“RiverValley”) is the Commonwealth of Kentucky’s designated regional Community Mental Health Center that offers a full range of behavioral health services, substance use treatment, and intellectual and disabilities services to adults, children, adolescents, and their families.

Our services are individualized, trauma-informed, evidence-based, and specifically developed to meet the unique, growing behavioral health needs of the communities we serve.

We provide services in Daviess, Henderson, Ohio, Union, McLean, Hancock, and Webster counties. Our staff provides hope and a nurturing, stabilizing force to the communities we serve through a full continuum of care.

RiverValley has been the honored recipient of the National Mental Health Corporations of America’s “Best Practices Award” for client satisfaction and the 2021 recipient of The Owensboro Messenger-Inquirer’s Reader’s Choice Award for Mental Health and Counseling Provider.

Section 1: RFP SUMMARY

RiverValley intends to select a supplier to perform first in class janitorial services for our current facilities located in Daviess, Henderson, Ohio, Union, Hancock and Webster counties. First in class Janitorial service is critical to our mission of providing excellent service to our clients.

The link to this proposal can be found here: <http://www.rvbh.com/resources>. RVBH reserves the right to modify this RFP.

SCHEDULE OF RFP EVENTS DATES (see Section 9 for greater detail)

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|---|----------------|
| 1. Description Date RFP Issued | 4/13/2022 |
| 2. Written Confirmation of Intent to Bid (See Section 2 below): | 4/22/2022 |
| 3. Site Visits (If needed) please contact Dale Taylor: | 4/27-5/11/2022 |
| 4. Deadline for Supplier Questions: | 5/6/2022 |
| 5. Proposal Due: | 5/23/2022 |
| 6. Supplier Presentations (If requested): | TBD |
| 7. Final Selection Discussions with Intent to Award | 6/27/2022 |
| 8. Proposed date to begin services no later than | 8/1/2022 |

Please email all questions regarding this RFP to: bids@rvbh.com.

SECTION 2. REQUIREMENTS FOR SUBMITTING PROPOSALS

Please submit your proposal based upon expectations conveyed herein, in Word/PDF format.

Written Confirmation of Intent to Bid:

Submission of the 'Notification of Intent to Bid' form shall serve as written confirmation of your present intent to submit a proposal in response to this RFP. Written Confirmation of Intent to Bid must be received by April 22, 2022, in accordance with the schedule provided in Section 1.

The form can be accessed and submitted here: <https://www.surveymonkey.com/r/9KDKD6B>. Alternatively, you may submit your confirmation of intent to bid by mail by no later than 2:00 PM, Friday, April 22, 2022 to:

RiverValley Behavioral Health
ATTN. Dr. Wanda Figueroa-Peralta
1100 Walnut Street
Owensboro, Kentucky 42301-2976

Notifications of Intent to Bid submitted via mail should include the following information:

- Name of RFP
- Contact information for the individual to whom all information regarding the Invitation for Bid (IFB) should be transmitted to, including:
 - Contact Name
 - Company Name
 - Street Address
 - City/Town
 - State
 - Zip/Postal Code
 - Email Address
 - Phone Number

Proposal Elements:

Please review and include the following information and complete the RFP questionnaire at the bottom of page 6 to submit your proposal.

- RFP Cover Page: **Complete the Vendor Information questionnaire in Exhibit A, Page 6.**
- Relevant Experience and References
- Key Personnel
- Service Delivery Plan
- Pricing - Please provide a cost summary for the Scope of Work in Exhibit C. Payment terms will be net 30.
- An overview of how you would approach this service, equipment used, process flow, etc. Please include lead-time to begin this project from the point that you receive the Purchase Order to when your service could commence.
- One sealed envelope containing SIX (6) hard copies of the proposal must be enclosed for review.
- No email proposals will be accepted.
- No late submissions or incomplete proposals will not be considered.
- **LICENSE REQUIREMENTS** Bidder must be licensed to operate in the Commonwealth of Kentucky and must be in compliance with regulatory entities.

Proposals must be delivered and received no later than 2:00 PM, Monday, 5/23/22 to:

**RiverValley Behavioral Health
ATTN. Dr. Wanda Figueroa-Peralta
1100 Walnut Street
Owensboro, Kentucky 42301-2976**

PROPOSAL EVALUATION PROCESS:

Each proposal will be evaluated based on the following criteria:

- (a) Relevant Experience and References (20 points)
- (b) Ability to Deliver and Maintain Services (20 points)
- (c) Key Personnel (20 points)
- (d) Price (30 points)
- (e) Capacity to complete project within two-month after Notice of Award
- (f) Failure to comply with RFP instructions may disqualify the vendor from further consideration.

Section 3: RFP GENERAL CONDITIONS

- The information contained in this RFP is proprietary to RiverValley and must be treated by suppliers as CONFIDENTIAL. The information is to be used by each supplier only for preparing a response to this RFP and may not be used or shared with other parties for any other purpose without RiverValley's prior written permission.
- This RFP is not an offer to contract. Acceptance of a proposal neither commits RiverValley to award a contract to supplier even though all requirements stated in this RFP are met, nor limits RiverValley's right to negotiate in our best interest.
- RiverValley reserves the right to reject all proposals, to award all or any part of this RFP, to waive any technical or formal defects therein, and to award the bid to other than the lowest Bidder, according to its own judgment of its best interest.
- RFP development costs are entirely the responsibility of the supplier and are not chargeable in any manner to RiverValley.
- The pricing, terms and conditions stated in your quote must remain valid for at least 90 days from the submittal date of the proposal.
- The overall spirit of this RFP is for the supplier to provide its "best in class" recommendation for how to execute the services described in this RFP as part of its proposal.
- By responding to this RFP, it is assumed that you (the supplier) can provide the services described herein. If you cannot provide the services outlined herein, it is expected that you note the differences between what is stated in this RFP and what you can accomplish. Additionally, you (the supplier) will be responsible for fees related to any service issues leading to any inconvenience to the RiverValley facilities.

LOCATIONS OF WORK

- RiverValley facilities included:
 - Cigar Factory Complex and Crisis Stabilization Unit
 - River Valley Behavioral Health Childrens Hospital
 - Henderson Clinic
 - New Place In Henderson
 - Ohio County Clinic
 - Union County Clinic
 - Webster County Clinic

See Exhibit B for full address list and required duties

SCOPE OF WORK

- **Detailed Scope of Work is provided in Exhibit C and generally herein.**
- Work includes, but is not limited to providing and delivering all labor, tools, equipment, cleaning chemicals, consumables (toilet paper, paper towels, soap, etc.), permits, licenses and inspection certificates as

necessary for the performance and completion of the services required to provide general housekeeping of our facilities.

PERIOD OF PERFORMANCE

- 8/1/2022 – 8/1/2023 (1-year term possible with 90 day out provision)

APPLICABLE STANDARDS

- Contractor must adhere to all State and City compliance regulations.
- Contractor shall comply with the Universal Precautions, Bloodborne Pathogen Standard (40CFR 1910.1030) while performing these services.
- Contractor must demonstrate proof that employees in their employ, working at said facility, comply with annual Tuberculosis Skin Testing and Bloodborne Pathogen training and updated as needed with new employees are hired by Vendor.
- Contractor employees must comply with all Federal and State Covid-19 mandates.
- Contractor to provide insurance coverage, including bonding coverage.

TYPE OF CONTRACT / PAYMENT SCHEDULE

- Some Key Points:
 - Term: 1 year with potential of a 3-year agreement
 - Termination: With and without cause options, upon written notice.
 - Renewal: 60-day written notice. (No auto-renew)
 - Invoicing:
 - A valid RiverValley Purchase Order number must be printed on all invoices prior to submission to RiverValley for payment.
 - Invoices are to be sent monthly in arrears to RiverValley Accounts Payable.
 - Payments: 30 days from receipt.
 - Assignment/Outsourcing: Allowable only by prior written consent from an authorized RiverValley representative, per occurrence.

SECTION 4 - INVOICING

Vendor shall invoice RVBH at the monthly rates detailed in the Pricing Section of this RFP. Payment Terms shall be net 30 days. RVBH prefers invoicing to be delivered in PDF format via electronic mail (email).

SECTION 5 - SAFETY AND ENVIRONMENTAL RULES

RVBH's goal is to be a leader in safety and environmental stewardship. Vendor is expected to be knowledgeable of and adhere to all federal, state, local rules and regulations pertaining to safety and the environment.

SECTION 6 - INSURANCE REQUIREMENTS

Vendor shall take out and maintain throughout the contract period the following types and minimum amounts of insurance:

Workers' Compensation

Workers' compensation and employers' liability insurance, as required by law, covering all its employees who perform any of the obligations of the Contractor under the contract. If any employer or employee is not subject to the workers' compensation laws of Kentucky, the insurance shall be obtained voluntarily to extend to the employer and employee coverage to the same extent as though the employer or employee were subject to the workers' compensation laws.

Public Liability Insurance

Covering all operations under the contract shall have limits for bodily injury or death of not less than \$1 million each occurrence, limits for property damage of not less than \$1 million each occurrence, and \$2 million aggregate for accidents during the policy period. A single limit of \$1 million on bodily injury and

property damage is acceptable. This required insurance may be in a policy or policies of insurance, primary and excess including the umbrella or catastrophe form.

Automobile Liability Insurance

For all motor vehicles used in connection with the contract, whether owned, non-owned, or hired, shall have limits for bodily injury or death of not less than \$1 million per person and \$1 million each occurrence and property damage limits of \$1 million for each occurrence. A single limit of \$1 million of bodily injury and property damage is acceptable. This required insurance may be in a policy or policies of insurance, primary and excess including the umbrella or catastrophe form.

RVBH shall have the right at any time to require public liability insurance and property damage liability insurance greater than those required in the previous paragraphs. In any such event, the additional premium or premiums payable solely as the result of such additional insurance shall be added to the Contract price.

RVBH shall be named as Additional Insured on all policies of insurance. Contractor shall furnish RVBH a certificate evidencing compliance with the foregoing requirements which shall provide not less than (30) days prior written notice to RVBH of any cancellation or material change in the insurance.

SECTION 7 - PRICING (Please include this form when submitting proposal)

Vendors shall provide a monthly price for each of the facilities for which the vendor is interested in providing service. Vendors should use the following bid form and include this form in their proposal documents. As stated previously, RVBH may select multiple vendors, or a single vendor.

Note: The pricing below is for the services described in the Scope of Work section of this RFP only. Additional services may be requested by RVBH from the vendor. These additional services will be priced separately.

SECTION 8 – PROPOSAL RESPONSE INFORMATION & DETAILS

RVBH is committed to providing an opportunity to each vendor that has a legitimate interest in servicing our facilities. To submit a proposal, all vendors may schedule a site visit to each location for which they intend to bid. A site visit is not mandatory to submit a proposal.

RVBH encourages each vendor to be realistic about your ability to meet our requirements. All expenses, related to developing and submitting this RFP are entirely your responsibility, and the submission of this proposal in no way obligates RVBH to you or any other Vendor.

Anticipated RFP Schedule (per Section 1)

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EXHIBIT A – SUPPLIER INFORMATION

Content of Proposals

Each vendor shall provide the following information using these headings:

- **Company Overview** - Provide background, history and qualifications including the number of years' experience in providing the proposed services. Also, identify other services that you can perform beyond the scope of services requested in this RFP.
- **Organization Structure** – Provide a summary the organization structure of your company and including the title (and name if available) and location (city, state) of the person(s) who will be responsible for the performance of the work under this proposal.
- **Quality Control Measures** – Briefly describe your organization's quality control methods and processes. In other words, how do you ensure that work is completed at a consistently high level.
- **Hiring and Training Processes** – Briefly describe your organization's hiring and training processes.
- **References** – Provide three (3) company/organization names along with their contact name, contact phone and email for which you are currently serving and are of similar size and scope to the work in this RFP.
- **Complete the RFP Bid Information** – Below
- **Additional Information** - Provide additional information important or relevant to the services being proposed. Additionally, identify any exceptions, alternatives, or additional services offered to items contained in this RFP

DETAILED INFORMATION AND QUESTIONS

Please answer the following questions regarding your company and your ability to provide the services requested.

1. Legal Entity Name
2. Legal Address
3. Type of Corporation (Non-profit, LLC, S Corp, etc.)
4. Type of business (corporate, small business, woman owned, minority owned, etc.)
5. Location of Corporate Headquarters
6. Total number of employees in Daviess, Henderson, Ohio, Union, McLean, Hancock, and Webster counties
7. Years in business
8. Owner Contract or Point of Contact for future RFP, including email and phone number.
9. List of other accounts the Supplier representative currently services within this market.
10. Provide Supplier's General Liability Insurance coverage and be prepared to provide a copy of your insurance certificate.
11. Does Supplier's corporate headquarters or other facilities providing this service have any routine closures other than state and federal holidays?
12. Will Supplier outsource or utilize any third parties for any aspect of this project? If yes, what portions and to whom?
 - a. How long has Supplier had a relationship with this entity?
13. List three (3) references for which Supplier provides a similar service. Include contact names, phone numbers and email addresses.
 - a. Reference 1 –
 - b. Reference 2 –

- c. Reference 3 –
14. Attach:
- W9
 - Any additional materials necessary to support your response(s)

EXHIBIT B – LOCATIONS

Specific locations, addresses and square footages currently receiving Housekeeping services.

Facilities/Square Footages/Days and Hours per week required	Total Square Footage Under Roof
Cigar Factory Complex and Crisis Stabilization Unit 1100 Walnut Street, Owensboro, KY <i>5 days per week. Daily/Weekly utilization: 70,000 sq ft</i>	130,000
River Valley Behavioral Health Hospital 1000 Industrial Drive, Owensboro, KY <i>7 Days per week/Current utilization less than 60,000 sq ft</i>	72,800
Henderson Clinic 618 North Green Street, Henderson, KY <i>5 days per wk – Typically 4 hrs per day</i>	6,089
New Place 205 US HWY 41, Henderson, KY <i>5 days per wk – Typically 3 hrs per day</i>	5,519
Ohio County Clinic 1269 Duvall Road, Beaver Dam, KY <i>5 days per wk – Typically 3 hrs per day</i>	5,800
Union County Clinic 233 North Townsend, Morganfield, KY <i>4 days per wk – Typically 3 hrs per day</i>	3,200
Webster County Clinic 110 Barrett Street, Providence, KY <i>1 day per week approx. Typically 3 hrs per day</i>	1,200
Currently in use & serviced 1-7 days per wk depending on location: 151,808 sq ft	224,608

Cigar Factory Complex and Crisis Stabilization Unit

- RVBH headquarters and home to numerous patient services including the 24/7 Crisis Stabilization Unit.
- Single building, multi-level, approximately 130,000 sq ft under roof with approximately, 70,000 sq ft receiving housekeeping services.
- Cleanable spaces include treatment rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, client waiting rooms, staff break areas, and staff offices.
- All services for this location, described in this RFP will be provided Monday-Friday, during the hours of 6:00 am – 11:00 pm.
- **Note:** There are currently no sections of this facility occupied by other businesses/organizations. Should that change, those spaces will be identified by RVBH, and will NOT be serviced by the vendor.

River Valley Behavioral Health Children's Hospital

- 80-bed, private, psychiatric hospital providing specialized inpatient services exclusively for children and adolescents ages 5-17. The client census in 2021 averaged 30 children per month. Housekeeping needs and duties will vary with the census.
- Single building, multi-story, approximately 72,800 sq. feet under roof with approximately 60,000 sq ft receiving housekeeping service du to ongoing renovation.
- Cleanable spaces include patient rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, cafeteria, student classrooms, gymnasium, activity areas, group treatment rooms, staff break areas, and staff offices. Vendor will not be responsible for cleaning kitchen areas where meals are prepared.
- All services described in this RFP will be provided during the hours of 7:00 am – 4:00 pm, Monday-Friday and 6:00am – 3:00pm Saturday & Sunday.

Henderson Clinic

- Satellite location providing various patient services including a medical clinic.
- Single building, one-story, approximately 6,090 sq. feet
- Cleanable spaces include treatment rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, staff break areas, and staff offices.
- All services described in this RFP will be provided five (5) days per week requiring approximately 4 hours per day, during the hours of 6:00 am – 4:00 pm. RVBH and vendor will review the actual five day schedule as is warranted.

New Place

- Satellite location providing various patient services including a medical clinic.
- Single building, one-story, approximately 5,520 sq. feet
- Cleanable spaces include treatment rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, staff break areas, and staff offices.
- All services described in this RFP will be provided (5) days per week requiring approximately 3 hours per day, during the hours of 6:00 am – 4:00 pm. RVBH and vendor will review the actual five day schedule as is warranted.

Ohio County Clinic/Outpatient

- Satellite location providing various patient services including a medical clinic.
- Single building, one-story, approximately 5,800 sq. feet
- Cleanable spaces include treatment rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, staff break areas, and staff offices.
- All services described in this RFP will be provided five (5) days per week, requiring approximately 3 hours per day, during the hours of 6:00 am – 4:00 pm. RVBH and vendor will review the actual five day schedule as is warranted.

Union County Clinic/Outpatient

- Satellite location providing various patient services including a medical clinic.
- Single building, one-story, approximately 3,200 sq. feet
- Cleanable spaces include treatment rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, staff break areas, and staff offices.
- All services described in this RFP will be provided four (4) days per week, requiring approximately 3 hours per day, during the hours of 6:00 am – 4:00 pm. RVBH and vendor will review the actual five day schedule as is warranted. .

Webster County Clinic/Outpatient

- Satellite location providing various patient services including a medical clinic.
- Single building, one-story, approximately 2,800 sq. feet

- Cleanable spaces include treatment rooms, medical clinic with exam rooms, restrooms, conference rooms, common areas and hallways, staff break areas, and staff offices.
- All services described in this RFP will be provided one (1) days per week, requiring approximately 3 hours per day, during the hours of 6:00 am – 4:00 pm. Cleaning days may vary – RVBH and vendor will establish a schedule for the cleaning days. For example, these units might be cleaned each Monday and Wednesday.

EXHIBIT C – SCOPE OF WORK

BUSINESS OFFICES (Administrative, Administrative Support, and Provider offices)	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean interior glass	1x/day
SURFACES - Dust return air vents	1x/month
SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
SURFACES - Disinfect high touch surfaces	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/week
FLOORS - Spot vacuum carpeted floors	1x/day
FLOORS - Detail vacuum carpeted floors	1x/week
BREAK AREAS (staff) / KITCHENS (where applicable) / LOUNGE AREAS	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean interior glass	1x/day
SURFACES - Dust return air vents	1x/month
SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
SURFACES - Disinfect high touch surfaces	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/day
FLOORS - Spot vacuum carpeted floors	1x/day
FLOORS - Detail vacuum carpeted floors	1x/week
OTHER - Arrange chairs around tables	1x/day
SURFACES - Clean and disinfect tables and chairs	1x/day
SURFACES - Clean and disinfect counters, fixtures, and external surfaces of appliances	1x/day
SURFACES - Clean and disinfect inside/outside of microwaves	1x/day
REPLENISH - Check levels and restock all consumables as needed	1x/day
RESTROOMS (Public and Staff)	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean walls and doors to remove smudges, stains, and fingerprints	1x/day
SURFACES - Spot clean partitions/stall doors	1x/day
SURFACES - Dust all return air vents	1x/month

SURFACES - Clean, disinfect, and polish fittings (faucets, handles, etc.)	1x/day
SURFACES - Clean mirrors	1x/day
SURFACES - Clean and disinfect partitions (walls, top, and bottom)	1x/week
SURFACES - Clean and disinfect dispensers and trash receptacles	1x/day
SURFACES - Clean and disinfect counters and fixtures (sinks, toilets, urinals)	1x/day
REPLINISH - Check levels and restock all consumables as needed	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/day
HALLWAYS	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean interior glass	1x/day
SURFACES - Dust return air vents	1x/month
SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
SURFACES - Disinfect high touch surfaces	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/week
FLOORS - Spot vacuum carpeted floors	1x/day
FLOORS - Detail vacuum carpeted floors	1x/week
PATIENT TREATMENT ROOMS (clinicians, nurses, exams)	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean walls and doors to remove smudges, stains, and fingerprints	1x/day
SURFACES - Clean and disinfect counters, fixtures, and sinks	1x/day
SURFACES - Clean and disinfect dispensers and trash receptacles	1x/day
SURFACES - Clean and exam tables, side chairs, and side tables	1x/day
SURFACES - Spot clean interior glass	1x/day
SURFACES - Dust return air vents	1x/month
SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/day
REPLINISH - Check levels and restock all consumables as needed	1x/day
PATIENT WAITING AREAS, LOBBIES AND COMMON SPACES	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean interior glass	1x/day
SURFACES - Wipe backs, seats, and arm rests of chairs in waiting areas	1x/day
SURFACES - Spot clean entry doors and entry glass	1x/day
SURFACES - Clean and disinfect drinking fountains	1x/day
SURFACES - Disinfect high touch surfaces	1x/day
SURFACES - Dust return air vents	1x/month

SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
FLOORS - Vacuum mats	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/day
OTHER - Stack and arrange magazines and other reading material	1x/day
NURSE/MEDICAL SUPPORT STAFF/PROVIDER WORK STATIONS	
TRASH - Empty trash receptacles; replace liners, if necessary, remove collected trash to designated area	1x/day
SURFACES - Spot clean interior glass	1x/day
SURFACES - Spot clean entry doors and entry glass	1x/day
SURFACES - Disinfect high touch surfaces	1x/day
SURFACES - Dust return air vents	1x/month
SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
SURFACES - Detail dust high and low reach areas – picture frames, tops of door frames, windowsills, etc.	1x/month
SURFACES - Spot dust high visibility surfaces	1x/week
SURFACES - Spot clean horizontal/vertical surfaces to remove smudges, stains, and fingerprints	1x/day
FLOORS - Dust mop hard surface floors	1x/day
FLOORS - Damp mop hard surface floors	1x/week
FLOORS - Spot vacuum carpeted floors	1x/day
FLOORS - Detail vacuum carpeted floors	1x/week

SPECIAL REQUIREMENTS

- The information shown above provides a summary scope of work for RVBH's facilities. While we have attempted to identify all tasks and frequencies, there may be other tasks, and/or adjusted frequencies that will need to be considered once the vendor is selected. If the changes are material, RVBH and the vendor will discuss changes, if any, to the proposed price.
- Contractor shall conduct a monthly walk-through at each facility, including all occupied suites. Quarterly walk-through will be scheduled at a mutually convenient time for RiverValley and the Contractor and will identify carpet spot cleaning needs, cleaning schedules as outlined in the Carpet and Floor maintenance scope, identify suites moving in to or out of vacancy, and general review of services as identified in the Scope of Work.
- Pricing should be provided on a cost per month basis for each facility. Please provide cost per square foot pricing for hard surface floor restoration (VCT and ceramic tile) and carpet cleaning. Please provide cost per window pane for cleaning the inside and outside of exterior windows.