



State of Arkansas
OFFICE OF STATE PROCUREMENT
1509 West Seventh Street, Room 300
Little Rock, Arkansas 72201-4222

INVITATION FOR BID

IFB Number: SP-16-0214	Buyer: Janet Quattlebaum janet.quattlebaum@dfa.arkansas.gov
Commodity: Skilled Nursing Facility Housekeeping Services	Bid Opening Date: August 4, 2016
Agency: Arkansas Department of Veteran Affairs	
Date Issued: July 19, 2016	Bid Opening Time: 2:30 PM, CST

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE BID ENVELOPE, INCLUDING THE OUTSIDE OF OVERNIGHT PACKAGES, MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND VENDOR'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

Vendors are responsible for delivery of their bid documents to the Office of State Procurement prior to the scheduled time for opening of the particular bid. When appropriate, vendors should consult with delivery providers to determine whether the bid documents will be delivered to the OSP office street address prior to the scheduled time for bid opening. Delivery providers, USPS, UPS, and FedEx deliver mail to our street address on a schedule determined by each individual provider. These providers will deliver to our offices based solely on our street address.

MAILING ADDRESS: Office of State Procurement 1509 West Seventh Street, Room 300 Little Rock, AR 72201-4222 TELEPHONE NUMBER: 501-324-9316	BID OPENING LOCATION: Office of State Procurement 1509 West Seventh Street, Room 300 Little Rock, AR 72201-4222
---	---

Company Name: _____

Name (type or print): _____ Title: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Telephone Number: _____ Fax Number: _____

E-Mail Address: _____

Signature: _____

USE INK ONLY. UNSIGNED BIDS WILL NOT BE CONSIDERED

Business Designation (check one):	Individual []	Sole Proprietorship []	Public Service Corp []
	Partnership []	Corporation []	Government/ Nonprofit []

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 2 of 30

TYPE OF CONTRACT:	TERM
AGENCY P.R. NUMBER	1000740140

1. **MINORITY BUSINESS POLICY:** Minority participation is encouraged in this and in all other procurements by State agencies. Minority is defined by Arkansas Code Annotated § 15-4-303 as a lawful permanent resident of this state who is: African American, Hispanic American, American Indian, Asian American, Pacific Islander American or a Service Disabled Veteran as designated by the United States Department of Veterans Affairs. The Arkansas Economic Development Commission conducts a certification process for minority business. Bidders unable to include minority-owned business as subcontractors *"may explain the circumstances preventing minority inclusion"*.

Check minority type:

African American____ Hispanic American____ American Indian____ Asian American____
Pacific Islander American____ Service Disabled Veteran____

Arkansas Minority Certification Number_____

2. **EQUAL EMPLOYMENT OPPORTUNITY POLICY:** In compliance with Arkansas Code Annotated § 19-11-104, the Office of State Procurement is required to have a copy of the vendor's Equal Opportunity Policy prior to issuing a contract award. EO Policies may be submitted in electronic format to the following email address: eeopolicy.osp@dfa.arkansas.gov, or as a hard copy accompanying the solicitation response. The Office of State Procurement **will** maintain a file of all vendor EO policies submitted in response to solicitations issued by this office. The submission is a one-time requirement, but vendors are responsible for providing updates or changes to their respective policies, and for supplying EO policies upon request to other state agencies that **must** also comply with this statute. Vendors that do not have an established EO policy **will** not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.

3. **PROHIBITION OF EMPLOYMENT OF ILLEGAL IMMIGRANTS:** Pursuant to Arkansas Code Annotated § 19-11-105, prior to the award of a contract, selected vendor(s) **must** have a current certification on file with OSP stating that they do not employ or contract with illegal immigrants.

OSP **will** notify the selected vendor(s) prior to award if their certification has expired or is not on file. Instructions for completing the certification process **will** be provided to the vendor(s) at that time.

4. **ALTERATION OF ORIGINAL IFB DOCUMENTS:** The original written or electronic language of the IFB documents **shall not** be changed or altered except by approved written addendum issued by the Office of State Procurement. This does not eliminate a Bidder from taking exception(s) to non-mandatory terms and conditions, but does clarify that the Bidder cannot change the original document's written or electronic language. If the Bidder wishes to make exception(s) to any of the original language, it **must** be submitted by the Bidder in separate written or electronic language in a manner that clearly explains the exception(s). If Bidder's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Bidder's response may be declared as *"non-responsible"* and the response **shall not** be considered.

5. **REQUIREMENT OF AMENDMENT:** THIS IFB MAY BE MODIFIED ONLY BY AMENDMENTS WRITTEN AND AUTHORIZED BY THE OFFICE OF STATE PROCUREMENT. Bidders are cautioned to ensure that they have received or obtained, and responded to, any and all amendments to the bid prior to submission. There **will** be no addendums to a bid 72 hours prior to the bid opening. It is the responsibility of the vendor to check the OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php> for any and all addendums up to that time.

6. **DELIVERY OF RESPONSE DOCUMENTS:** In accordance with the Arkansas Procurement Law and Rules, it is the responsibility of vendors to submit bids at the place, and on or before the date and time, set in the bid solicitation documents. Bid documents received at the Office of State Procurement after the date and time designated for bid opening are considered late bids and **shall not** be considered. Bid documents arriving late, which are to be returned and are not clearly marked, may be opened to determine for which bid the submission is intended.

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 3 of 30

7. **ADDITIONAL TERMS AND CONDITIONS:** The Office of State Procurement objects to, and **shall not** consider, any additional terms or conditions submitted by a bidder, including any appearing in documents attached as part of a bidder's response. In signing and submitting his bid, a bidder agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, **shall** have no force or effect. Failure to comply with terms and conditions, including those specifying information that **must** be submitted with a bid, **shall** be grounds for rejecting a bid.
8. **ANTICIPATION TO AWARD:** After complete evaluation of the solicitation, the anticipated award **will** be posted on the Office of State Procurement website. The purpose of the posting is to establish a specific time in which vendors and agencies are aware of the anticipated award. The bid results **will** be posted for a period of fourteen (14) days prior to the issuance of any award. Vendors and agencies are cautioned that these are preliminary results only, and no official award **will** be issued prior to the end of the fourteen-day posting period. Accordingly, any reliance on these preliminary results is at the agencies/vendor's own risk.

The Office of State Procurement reserves the right to waive the Anticipation to Award when it is determined to be in the best interest of the State.
9. **PAST PERFORMANCE:** In accordance with provisions of The State Procurement Law, R7: 19-11-22 Competitive Sealed Bidding - Bid Evaluation paragraph (E) (i) & (ii): a vendor's past performance with the state may be used in the evaluation of any bid made in response to this solicitation. The past performance should not be greater than three years old and **must** be supported by written documentation on file in the Office of State Procurement at the time of the bid opening. Documentation may be in the form of a written or an electronic report, VPR (Vendor Performance Report), memo, file or any other appropriate authenticated notation of performance to the vendor files.
10. **VISA ACCEPTANCE:** Awarded contractors should have the capability of accepting the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) may not be assessed when accepting the p-card as a form of payment. The successful bidder may receive payment from the State by the p-card in the same manner as other VISA purchases. VISA acceptance is preferred but is not the exclusive method of payment.
11. **EO-98-04 GOVERNOR'S EXECUTIVE ORDER:** Bidders should complete the Disclosure Forms issued with this bid.
12. **CURRENCY:** All bid pricing **must** be United States dollars and cents.
13. **LANGUAGE:** Bids **will** only be accepted in the English language.

SECTION 1 - GENERAL INFORMATION

1.1 INTRODUCTION

This Invitation for Bid (IFB) is issued by the Office of State Procurement (OSP) to establish a **TERM** contract for Arkansas Department of Veterans Affairs (ADVA) to provide Housekeeping Services for their Arkansas State Veterans Home at Fayetteville (ASVH-F) located 1125 N. College Avenue, Fayetteville, Arkansas 72703.

1.2 ISSUING AGENCY

The issuing office is the sole point of contact in the State for the selection process. Vendor questions regarding IFB related matters should be made through the State's buyer, Janet Quattlebaum at 501-324-9319 or email janet.quattlebaum@dfa.arkansas.gov. Vendor's questions **will** be answered as a courtesy and at vendor's own risk.

1.3 CAUTION TO BIDDERS

1. **During the time between the bid opening and contract award, any contact concerning this IFB should be initiated by the issuing office or requesting entity and not the vendor.** Specifically, the person named herein **will** initiate all contact.
2. **Vendors must submit one (1) signed original IFB response on or before the date specified on page one.**
3. The State Procurement Official reserves the right to award a contract or reject a bid for any or all line items of a bid received as a result of this IFB, if it is in the best interest of the State to do so. Bids **will** be rejected for one or more reasons not limited to the following:
 - a. Failure of the vendor to submit his bid(s) on or before the deadline established by the issuing office.
 - b. Failure to sign an Official Bid Document.
 - c. Failure to complete the Official Bid Price Sheet(s).
 - d. Any wording by the vendor in their response to this IFB, or in subsequent correspondence, which conflict with or takes exception to a requirement in the IFB.
 - e. Failure of any proposed goods or service to meet or exceed the specifications.

1.4 BID FORMAT

Any statement in this document that contains the word "**will**", "**must**" or "**shall**" means that compliance with the intent of the statement is mandatory, and failure by the bidder to satisfy that intent **will** cause the bid to be rejected. Reference to handbooks or other technical materials as part of a response **must** not constitute the entire response and vendor **must** identify the specific page and paragraph being referenced.

1.5 TYPE OF CONTRACT

The contract **will** be a one (1) year term contract from the date of award. Upon mutual agreement by OSP, ADVA, and the vendor, the contract may be renewed on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof. In no event **shall** the total contract term be more than seven (7) years.

1.6 PAYMENT AND INVOICE PROVISIONS

Payment **will** be made in accordance with applicable State of Arkansas accounting procedures upon acceptance by the Agency. The State may not be invoiced in advance of delivery and acceptance of any commodity. Payment **will** be made only after the vendor has successfully satisfied the ADVA as to the goods purchased. Vendors should invoice ADVA by an itemized list of charges for the goods purchased. Purchase Order Number and/or Contract Number should be referenced on each invoice.

Vendor **shall** remit a hardcopy of **ALL** invoices to the address listed below:
Arkansas Department of Veterans Affairs (ADVA)
Attention: Procurement Department
501 Woodlane Dr. #230C
Little Rock, AR 72201

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 5 of 30

Selected vendor **must** be registered to receive payment and future bid notifications. If you are not a registered vendor you may register on-line at <https://www.ark.org/vendor/index.html>.

1.7 RECORD RETENTION

The Contractor **shall** be required to maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Arkansas. Access **will** be granted upon request, to State or Federal Government entities or any of their duly authorized representatives.

Financial and accounting records **shall** be made available, upon request, to the State of Arkansas' designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

1.8 PROPRIETARY INFORMATION

Proprietary information submitted in response to this (IFB) will be processed in accordance with applicable State of Arkansas procurement procedures. Bids and documents pertaining to the (IFB) become the property of the State and **shall** be open to public inspection subsequent to bid opening. It is the responsibility of the Vendor to identify all proprietary information. **The vendor should submit one complete copy of the response from which any proprietary information has been removed, i.e., a redacted copy.** The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted on a CD or flash drive. Except for the redacted information, the redacted copy **must** be identical to the original hard copy. The vendor is responsible for ensuring the redacted copy on CD/flash drive is protected against restoration of redacted data. The redacted copy **will** be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor. If a redacted copy is not included, the entire bid **will** be open to public inspection with the exception of financial data (other than pricing). If the State of Arkansas deems redacted information to be subject to the FOIA the vendor **will** be contacted prior to sending out the information.

1.9 RESERVATION

This IFB does not commit the State Procurement Official to award a contract(s), to pay costs incurred in the preparation of a bid in response to this request, or to procure or contract for commodities or services.

1.10 PRIME CONTRACTOR RESPONSIBILITY

The selected vendor **will** be required to assume prime contractor responsibility for the contract and **will** be the sole point of contact with regard to all commodities, services, and support.

The contractor **shall** give OSP immediate notice, in writing, by certified mail of any action which, in the opinion of the contractor, may result in litigation related in any way to the contract or the State.

1.11 CONTRACT INFORMATION

1. The State of Arkansas may not contract with another party:
 - a. Upon default, to pay all sums to become due under a contract.
 - b. To pay damages, legal expenses or other costs and expenses of any party.
 - c. To conduct litigation in a place other than Pulaski County, Arkansas
 - d. To agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
 - e. To continue a contract once the equipment has been repossessed.
2. A party wishing to contract with the State of Arkansas should:
 - a. Remove any language from its contract which grants to it any remedies other than:
 - i. The right to possession.
 - ii. The right to accrued payments.
 - iii. The right to expenses of de-installation.
 - iv. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - b. Include in its contract that the laws of the State of Arkansas govern the contract.
 - c. Acknowledge that contracts become effective when awarded by the State Procurement Official.

1.12 CONDITIONS OF CONTRACT

The successful bidder **shall** at all times observe and comply with federal and State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The successful bidder **shall** indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful bidder.

1.13 STATEMENT OF LIABILITY

The State **will** demonstrate reasonable care but **shall not** be liable in the event of loss, destruction, or theft of contractor-owned items to be delivered or to be used in the installation of deliverables. The vendor is required to retain total liability until the deliverables have been accepted by the "authorized agency official." At no time **will** the State be responsible for or accept liability for any vendor-owned items.

1.14 AWARD RESPONSIBILITY

The State Procurement Official **will** be responsible for award and administration of any resulting contract.

1.15 AWARD CRITERIA

Award **shall** be made on an **ALL or NONE** basis to the lowest responsible, responsive bidder who bids the lowest **Total Monthly Cost**.

Bids **must** meet or exceed all defined specifications. Bids **must** meet all terms and conditions of this Invitation for Bid and the laws of the State of Arkansas.

1.16 DELEGATION AND/OR ASSIGNMENT

The vendor **shall not** assign the contract in whole or in part or any payment arising there from without the prior written consent of the State Procurement Official. The vendor **shall not** delegate any duties under this contract to a subcontractor unless the State Procurement Official has given written consent to the delegation.

1.17 COST

All charges **must** be included on the Official Bid Price Sheet and **must** include all associated cost for the goods being bid. Bid pricing **must** be valid for ninety (90) days following IFB opening to allow sufficient time to tabulate and evaluate bid responses.

NOTE:

1. The State **will not** be obligated to pay any costs not identified on the Official Bid Price Sheet
2. Any cost not identified by the bidder but subsequently incurred in order to achieve housekeeping services **shall** be borne by the bidder.

1.18 PRICE CHANGE CLAUSE

All prices bid **will** remain firm for the first (1st) term of the contract. In the event of an industry wide price increase, the Vendor may request a price adjustment at the time of the contract extension request, provided the Vendor submits documentation from the manufacturer certifying/justifying the increased cost.

In the event of an increase in the Federal or State Minimum Wage, this contract may be renegotiated based on the number of man-hours being expended on the contract. The Vendor **will** be required to supply such documentation as may be considered necessary by OSP and ADVH to support a claim for higher compensation due to higher minimum wage requirements.

After receipt of required documentation and in the event a price change is authorized thereafter, said prices **will** remain firm for any period agreed upon for extension. In the event of a general price decrease, the State **shall** be guaranteed full benefit of the price reduction for all undelivered purchase orders on the effective date of the decrease and thereafter.

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 7 of 30

1.19 SERVICE ADDRESS

Arkansas State Veterans Home at Fayetteville (ASVH-F)
1125 N. College Avenue
Fayetteville, AR 72703

The agency request housekeeping service to begin on October 1, 2016 (barring any unforeseen circumstances). If this date cannot be met, the bidder must state the number of working days required to place the service in the ordering agency's designated location. Failure to state the service time obligates the bidder to begin janitorial service by the agency's requested date. Extended dates may be considered when in the best interest of the state.

Number of working days required to place the service in the ordering agency's designation location: _____

"Working days" shall be defined as Monday through Friday of each week exclusive of all official State holidays, unless the legislature is in session on the holiday and the service address is open for business.

Failure to meet specified service requirements may result in Contract termination, or the State may pursue any other remedies that may be available to it, at its discretion.

1.20 CANCELLATION

In the event ADHV no longer needs the goods or services specified in the contract or purchase order due to program changes, changes in the laws, rules, or regulations, relocation of offices, or lack of appropriated funding, ADVA may cancel the contract or purchase order by giving the Vendor written notice of such cancellation thirty (30) days prior to the date of cancellation.

1.21 STATE HOLIDAYS

New Year's Day		January 1
MLK Birthday/Lee	January	Third Monday
Presidents Day/Bates	February	Third Monday
Memorial Day	May	Last Monday
Independence Day		July 4
Labor Day	September	First Monday
Veterans Day	November 11	
Thanksgiving Day	November	Fourth Thursday
Day after Thanksgiving	November	Fourth Friday
Christmas Eve		December 24
Christmas Day		December 25

Additional days can be proclaimed as holidays by the Governor, by Executive Proclamation.

SECTION 2 - SPECIFIC REQUIREMENTS

2.1 SCOPE

The intent of this Invitation for Bid (IFB) is to establish a Term contract for the Arkansas Department of Veterans Affairs (ADVA) to provide Housekeeping Services for the Arkansas State Veterans Home-Fayetteville (ASVH-F) located at 1125 N College Ave Fayetteville, AR 72703.

The one hundred eight (108) bed Arkansas State Veterans Home at Fayetteville (ASVH-F) is a skilled long-term care nursing facility for Veterans and their eligible dependents.

The cleanable square footage is estimated at 62,842.

The vendor **shall** provide housekeeping services in a home-like environment that provides a sanitary, orderly, and comfortable interior for residents. This **shall** include personnel offices, hallways, elevators, recreation areas, and any other facility rooms specified by ASVH-F.

The Vendor **must** provide all necessary equipment, cleaning supplies, and chemicals to clean the home and eliminate any infectious virus, microorganism, and/or odor in specified areas as determined by ASVH Infection Control Committee.

NOTE: ASVH **will** provide paper towels and toilet tissue.

2.2 SITE VISITATION: MANDATORY

The ADVA-F **will** have one (1) mandatory walk-through for all Vendors interested in bidding. No more than two (2) representatives from each Vendor **shall** be allowed to attend the walk-through.

Site visit **will** be held at:

**Arkansas State Veterans Home
1179 N. College Ave.
Fayetteville, AR 72703**

Date: July 28, 2016

Time: 10:00 a.m.

(Main entrance)

A sign in sheet **must** be signed upon arrival.

Late arrivals will not be permitted to join the tour.

Attached is a Site Visit Form which **must** be signed by the building contact personnel after the completion of the site visit. The site inspection form should be submitted, with the Vendor's bid response, to be considered for the job.

NOTE: Failure to attend the walk-through, on the scheduled date and time, **will** result in a rejection of the Vendor's bid response.

Prior to the walk through each bidder should carefully read the bid and have any questions prepared to ensure a good understanding of the job.

If you have any questions about the site inspection, please call Kathie Gately @ 479-695-0153. See the last page for the site inspection form.

2.3 HEALTHCARE REGULATIONS

The vendor must follow all Medicare, Centers for Medicare Services (CMS), and State of Arkansas Healthcare regulations.

NOTE: A copy of the Healthcare regulations **will** be provided at the Mandatory Site Visit.

2.4 CLEANING PRODUCTS AND EQUIPMENT

- The Vendor **shall** furnish all labor, supplies, materials, equipment, and incidentals, (which include, but not limited to: buffers, vacuum cleaners with HEPA filters, trash liners, waxes, micro fiber mops, lint-free towels necessary to clean and maintain the facility.
- The Vendor **shall** supply soap for break rooms and recyclable receptacle liners.
- The Vendor **shall** supply supplies for the restroom which include, but not limited to: sanitary napkins, liquid soap, recyclable receptacle liners, and sanitizing and cleaning products.
- The Vendor **shall** supply cleaning equipment that meets the National Electronic Code (NEC) and Occupational Safety and Health Administration (OSHA) requirements.

NOTE: Toilet tissue and paper towels will be provided by ASVH-F.

CLEANING PRODUCT CHEMICAL INFORMATION

The Vendor **must** provide, prior to anticipation to award, a list of cleaning agents to be used in the facility. The list **must** include information from the product Material Safety Data Sheet (MSDS). These products **must** be approved by ASVH designated personnel. If the approved list of chemicals/cleaning agents is to be changed for any reason then the same approval process is required prior to the implementation of any change.

The following cleaning products are currently being used at the ASVH facility:

- Betco System
- PH7 Ultra Floor cleaner
- Quat – Stat SC Disinfectant
- Deep Blue Concentrate Glass cleaner
- Af79 concentrate Bathroom cleaner
- Spray Buff Floors
- Lysol

NOTE: No generic brands **shall** be allowed.

All supplies, chemicals, and carts **shall** be stored per standards set forth by ASHV Administrator/Designee.

When requested, by ASVH, the Vendor **shall** produce the materials used, at the time of request. The MSDS **must** be provided with each product.

2.5 PERFORMANCE STANDARDS

- State law requires that all contracts for services include Performance Standards for measuring the overall quality of services provided. The table below identifies expected performance measures or outcomes, and defines the acceptable standards a Vendor **must** meet in order to avoid assessment of damages.
- The State may be open to negotiations of Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration.
- The State **shall** have the right to modify, add, or delete Performance Standards throughout the term of the contract, should the State determine it is in its best interest to do so. Any changes or additions to performance standards **will** be made in good faith following industry standards, and may include the input of the Vendor so as to establish standards that are reasonably achievable.
- All changes made to the Performance Standards **shall** become an official part of the contract.
- Performance Standards **shall** continue throughout the term of the contract.

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 10 of 30

- Failure to meet the minimum Performance Standards as specified **shall** result in the assessment of damages.
- In the event a Performance Standard is not met, the Vendor **will** have the opportunity to defend or respond to the insufficiency. The State **shall** have the right to waive damages if it determines there were extenuating factors beyond the control of the Vendor that hindered the performance of services. In these instances, the State **shall** have final determination of the performance acceptability.
- Should any compensation be owed to the agency due to the assessment of damages, the Vendor **shall** follow the directives of the agency as to the required compensation process.

<i>Service Criteria</i>	<i>Acceptable Performance</i>	<i>Damages for Insufficient Performance</i>
Daily and Weekly Cleaning	Agency complaints must be corrected within eight (8) business hours of complaint	If correction is not complete within eight (8) business hours: <ul style="list-style-type: none"> • \$8.00 per hour will be deducted from the next monthly invoice. The charge per hour will begin the 9th business hour from the complaint until ADVA and the Vendor have documented that the issue has been resolved, and may result in a below standard VPR.
Monthly, Quarterly, Semi-Annual, and Annual Cleaning	Agency complaints must be corrected within twenty four (24) business hours of complaint	If correction is not complete within twenty four (24) business hours: <ul style="list-style-type: none"> • \$8.00 per hour will be deducted from the next monthly invoice. The charge per hour will begin the 25th business hour from complaint until ADVA and the Vendor have documented that the issue has been resolved, and may result in a below standard VPR.
If due to the absence of Vendor's employee a shift is inadequately staffed during a regular shift and an ADVA employee has to take on added duties or work overtime	Staffing shortfall must be corrected within two (2) hours	If shortfall is not corrected within two (2) hours: <ul style="list-style-type: none"> • Vendor must compensate ADVA staff at a rate doubling their regular salary for the hours worked beyond their duties and their regular shift, and may result in a below standard VPR

2.6 REFERENCES

Bidders are required to submit the following with their bid:

- Vendors **must** submit, with the IFB, at least three (3) reference accounts, all of which **must** be located in Arkansas (AR) and Border States, in the United States (U.S.) who have been providing client services of a same or similar nature in the last one (1) year.
- Each reference should include, contact person, telephone number and email address. Sites may be visited by ASVH.
- Successful bidder **must** be cleaning at least two (2) separate hospital or nursing facilities, with a patient census range of 50 – 100 residents in-house, for a consecutive twelve (12) month period within the last one (1) year.
- The reference accounts should rate the quality of cleaning by rating the bidder's performance as to poor, fair, good, or excellent in quality of cleaning.

2.7 **CRIMINAL BACKGROUND CHECKS**

Prior to anticipation to award, the successful Vendor **must** provide, at no cost to the State of Arkansas, the following Criminal Background Checks on:

- The Vendor and company official(s)
- The Supervisors and Employees

Background reports **must** be current. Current is defined as background reports which are dated and received by the Office of State Procurement (OSP) within seventy two (72) business hours of being sent by background check provider. Background checks that are not current **will not** be considered.

When employees are added during the contract period the same procedure **will** be followed and the required Criminal Background Check **must** be completed prior to employee placement in the building. All employees working in the building **must** pass a criminal background check prior to the commencement of their work.

ADVA reserves the right to determine if a company individual passes or fails the criminal background check based on the results of the check. If the individual fails they **will not** be allowed to work or visit the building in performance of any contractual duties and/or responsibilities.

Records of employees **will** be available to ASVH Administration at any time and **must** include the following.

1. Passed Criminal Background check.
2. Passed Adult/Child Abuse registry.
3. Approved PPD (TB) test.
4. Negative Drug Screen results.

NOTE: Items 1-4 above will be at the vendor's expense. All must comply with State of Arkansas requirements.

2.8 **PROTECTION OF PROPERTY**

- The Vendor **shall** take all precautions necessary to prevent the theft or pilferage of materials, tools, equipment, fixtures, furnishings, and any other items from the building.
- The Vendor **shall** also be responsible for any loss or damage to the State's property and to the property of others due to the Vendor's personnel, and **shall** make good, at his own expense, such loss or damage at the request of ASVH.
- All employees **must** leave personal belongings, i.e.: purses, coats, etc. in their vehicles, a designated secured area, or at the Security Desk of the ASVH.
- Emergency conditions brought about by defective plumbing, unlocked doors, fire hazards or other failures **shall** be reported immediately to ASVH staff.
- Vendor's employees **shall** be diverted from their regular assignments to clean up in the event of emergencies.
- No additional charge **shall** be made for such diversions unless extra labor is required to meet normal assignments.

2.9 **EMPLOYEE IDENTIFICATION AND DRESS**

- The vendor **shall** furnish all employees with identification containing the name(s) of the Vendor and the employee.
- All employees **shall** wear a clean, neat, and presentable uniform or smock with a nametag that identifies her/him as an employee of the Vendor.
- ASVH reserves the right to provide nametags for identification purposes.

NOTE: Employees of Arkansas State Veterans Home (ASVH) are **not** eligible for employment by the Vendor.

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 12 of 30

2.10 INSURANCE

Prior to anticipation to award, the Vendor **must** furnish an approved "*Certificate of Insurance*" and **must** keep the insurance in force throughout the contract period. The insurance may not be modified without OSP and ASVH-F approval. The following is a list of liability limits:

Workers Compensation and Employee Fidelity Coverage.
Standard limits as outlined by Vendor's insurance carrier.

Worker's Compensation and Employee Liability Policy Worker's Compensation Statutory Limits	
Employer's Liability	\$100,000.00 each accident

Comprehensive General Liability Policy Premises and Operation	
Contractual Insurance	
Personal Injury	

Each item listed in Section B must have:	
Bodily Injury	\$250,000.00 each person \$500,000.00 each occurrence

Property Damage	\$100,000.00 each person \$100,000.00 aggregate
-----------------	--

THE VENDOR WILL ASSUME ALL LIABILITY FOR ANY ACCIDENTAL OR CRIMINAL OCCURRENCE.

SECTION 3 – SPECIFICATION FOR SERVICES AND FREQUENCY

3.1 SERVICE HOURS

Regular housekeeping services **shall** be performed between 6:30 a.m. and 19:30 p.m. Central Time, Sunday through Saturday, including holidays observed by the State. (See **Section 1.22** for list of Holidays)

Recommended Housekeeping Staffing, per ADVA-F:

- 4 day shift employees 06:30 – 15:30
- 1 evening shift employee 11:00 – 19:30
- 1 floor staff 11:00 – 19:30

NOTE: ASVH **must** approve any variation from this schedule. Vendor **must** be flexible to accommodate minimal additions and deletions of rooms.

3.2 FLOOR COMPOSITION

The ADVA-F consists of the following:

- Three 3 story administrative tower consist of:
 - Basement: approximately 6,210 square feet
 - Ground Floor: approximately 2,742 square feet
 - 1st Floor: approximately 5,150 square feet
- UAMS Facility consist of:
 - Basement: approximately 5,500 square feet
 - 5th Floor: Resident Living, approximately 21,620 square feet
 - 6th Floor: Resident Living, approximately 21,620 square feet

NOTE: See Floor Plans attached to this IFB.

3.3 VENDOR RESPONSIBILITIES

- Vendor **must** collaborate with ADVA personnel to develop personnel policies and procedures and maintain standards of resident privacy and confidentiality.
- Vendor's employees **must** be fluent in English in order to facilitate effective communication with residents and staff.
- Vendor **must** interact positively with residents and staff in order to effectuate a positive environment for residents.
- Employees are not to open desks, cabinet drawers, or bookcases.
- Vendor's employees **shall not** bring food or drink into the office areas.
- Telephones and all other equipment installed in the offices are the property of the State of Arkansas and **shall not** be utilized by the Vendor or their employees.
- Arkansas Department of Veterans Affairs (ADVA) reserves the rights to have Vendor's employees take polygraph examinations under the provisions of Public Law #100-347, 29 USC 2001 ET. Seq.

NOTE: AT NO TIME MAY CHILDREN ACCOMPANY THE WORKERS WHILE THEY ARE PERFORMING THE DUTIES REQUIRED. VENDOR'S EMPLOYEES BRINGING CHILDREN IN THE BUILDING AT ANY TIME SHALL CONSTITUTE SUFFICIENT REASON FOR CANCELLATION.

3.4 DAILY

TRASH COLLECTION

- Trash **shall** be collected in a truck or tilt cart and brought to one (1) central point inside the building. From that point the trash should be removed from the building to the loading dock where the dumpster is located, with the supervisor present.
- Dumpster is located at the South end of UAMS adjacent to North Street.

Trash pickup schedule will be at the following times:

- The Administration offices daily.
- All patient living areas after each meal as needed. (breakfast, lunch, and dinner)
- Trash **will** be removed from all living units each day (two (2) times per day) to include weekends and holidays.
- All trash containers and waste baskets **will** be cleaned, deodorized, and new liners placed in each.
- ASVH **will** require Vendor to conduct joint inspections weekly of each patient living unit with the unit's Registered Nurse Manager or ADVA designee. Additionally ASVH **will** require a quarterly inspection with Vendor and the ADVA home Administrator/designee. Only Housekeeping/Environmental Service issues **will** be addressed during the inspections. A corrective action plan **will** be developed for deficiencies noted and implemented within five (5) duty days. Additional inspections **will** be made in response to valid complaints and as determined to be necessary by ASHV management.

PATIENT ROOMS

- Thoroughly clean all patients' areas (including areas under patients' beds), seclusion rooms, staff areas, medication rooms, treatment rooms, soiled linen rooms, housekeeping utility rooms, nurse's stations, classrooms and galleys. (Patients **will not** be disturbed if sleeping during first (1st) and second (2nd) shift unless directed by nurse manager on duty).
- Clean and sanitize bedpans, urinals and emesis basins after each use.
- Housekeepers are not responsible for changing/cleaning bed linens.
- Vacuum and spot clean all carpets.
- Dust all hard surfaced furniture.
- Sweep and mop (using an approved germicidal agent) all hard surface floors. This includes the following but is not limited to these areas: Staff areas, medication rooms, treatment rooms, soiled linen rooms, housekeeping utility rooms, nurse's stations, classrooms and galleys.
- Dust mops all traffic areas.
- Spot clean and sanitize walls, doorsills, doorknobs and furniture in patient area.
- Empty trash containers, clean, sanitize, remove odors and replace can liners.
- Clean and sanitize all restrooms, including curtain, curtain rods, fixtures, shelves, ledges, bathtub/shower and toilet daily within time frames determined by ADVA Administrator/Designee.

NOTE: Commodes, showers, and bath tubs used by patients with infectious viruses (AIDS, hepatitis, etc.) may require cleaning after each use.

- Remove all cobwebs.
- Remove all hazardous waste according to established safety procedures.
- Clean restraint beds as needed.
- Eliminate all offensive odors.
- Wipe clean base boards and spot remove scuff marks/spills as required.
- Remove spots, stains and marks from walls as necessary.
- Clean counter tops.
- Other items as designated by Nurse/Department Managers and Program Directors.

NOTE: Certified Nursing Aids (CNAs) are responsible for resident cleaning and hygiene.

- All equipment in use **will** be maintained in a clean, sanitary and safe condition.
 - Paper towels and toilet tissue **will** be placed in bathrooms. Paper towel dispensers in other areas **will** be checked and re-stocked as necessary.

NOTE: Toilet tissue and paper towels will be provided by ASVH-F.

As Needed Cleaning Requirements:

- Bonnet clean carpets as needed, at least once a month (1 time per month)
- Housekeeping staff responsible for clean-up after patient "*accidents*" (fecal or urinary incontinence) or spills.
- Sanitizing beds, tables and chairs may require the moving of furniture and equipment.

NOTE: ALL WORK MUST BE COMPLETED WITHOUT INTERFERING WITH DAILY HOME OPERATIONS.

OFFICE CLEANING

Occupied office space, file rooms, conference rooms, computer rooms **shall** receive the following daily cleaning:

Dusting:

- Desks, filing cabinets, bookcases, chairs, tables and other office furniture: dusted with dust control treated cloth.
- Office machines, windowsills, bookcases, high and low ledges, moldings, and picture frames **shall** be dusted with dust control treated cloth.

Thorough Dusting:

- There **shall** be no dust streaks.
- Corners, crevices, moldings and ledges **shall** be free of all dust.
- There **shall** be no oils, spots, or smudges on dusted surfaces caused by dusting tools.
- All conference room tables **shall** be dusted with treated dust cloths unless it is a glass or Formica top and they **shall** be cleaned with an untreated cloth and damp wiped to keep free of soil and smudges.
- All smudges or fingerprints **shall** be removed.

Glass:

- Entrance door and interior glass: cleaned.
- Glass desk tops: cleaned and dry polished.
- Partition glass: within seventy inches (70") of the floor.
- All smudges removed.

Glass cleaning:

- All glass **shall** be clean and free of dirt, grime, dust, streaks, watermarks, spots and **shall not** be cloudy.

Tile, Vinyl, Epoxy, and other hard surfaced Floors:

- Swept and/or dust mopped with dust control treated mops or other effective tools, and left clean and free of dust and spots from spillage.

Dust mopping:

- Floor surfaces **shall** be free of obvious dirt, dust and debris.

Wet or damp mopping:

- Area **shall** contain a visible sign denoting wet floors.
- Area **shall** be clean and free of dirt, string, gum, grease, tar, oil spots and present an overall appearance of cleanliness.
- All surfaces **shall** be dry and the corners clean.

Carpets:

- Vacuum
- Spot clean as spots and stains occur

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 16 of 30

- Carpet in office areas, public areas and all traffic areas to be vacuumed daily. (Hard to reach-areas, under desk and chairs **shall** be vacuumed weekly.)
- Excessive buildup, spillage or crusted material **shall** have been removed along with spots, smears, spills and stains.
- There **shall** be no evidence of fuzzing caused by harsh rubbing or brushing. Cleaned areas **shall** blend with adjacent areas of carpeting.
- Carpet surfaces **shall** be free of obvious dirt, dust and other debris.

Wastebaskets:

- Emptied with trash being removed to designated areas.
- Fresh liners installed twice weekly (two times per week) or sooner if needed.

Servicing:

- Waste receptacles **shall** be emptied and disinfected.
- New bags inserted twice weekly (two times per week).

Wall Surfaces, Doors, Door Facings, Partitions, Switch and Receptacle Plates:

- Spot Cleaned.

Spot cleaning:

- Smudges, marks, tape, tape residue or spots **shall** be removed without causing unsightly discoloration. Manufacturer recommends the use of product 409 or an equal alternative product with a cloth for spot cleaning.
- Use minimum of light while work is in progress and turn off lights when cleaning is completed.

BREAK ROOMS-DINING ROOMS

Housekeeping staff is responsible for cleaning dining room after every meal.

Floors:

- Damp mopped with neutral cleaner.
- Mop and rinse.
- Floors **shall** be cleaned and free of all dirt, mop strings, gum, grease, tar, oil spots and present an overall appearance of cleanliness.
- All surfaces **shall** be dry and the corners clean.
- The finished area **shall** have a uniform luster without marks.

Doors and Glass:

- Spot cleaned.

Spot Cleaning:

- Smudges, marks, tape, tape residue or spots **shall** be removed without causing unsightly discoloration. Manufacturer recommends the use of product 409 or an equal alternative product with a cloth for spot cleaning.

Paper Towel Receptacles:

- Refill from ASVH stock.

Waste Receptacles:

- Emptied and resulting debris placed in designated area.
- Fresh liners installed.

Solid Waste Collection:

All solid waste generated in the building **shall** be collected and removed to areas designated for trash.

Chairs:

- Wiped clean

RESTROOMS

Floors:

- **Shall** be swept and damp mopped to ensure grout lines are free of dirt.
- Special attention **shall** be given to maintaining the cleanliness of the floors around toilet fixtures and tile.

Fixtures:

- Toilet seats and urinals **shall** be washed and sanitized.
- Seats **shall** be left in a raised position.
- The interior and exterior of the toilets **shall** be thoroughly washed, including, but not limited to, the rounded inside rim.
- No rust, incrustations or water rings **shall** be permitted to exist.
- The Vendor shall furnish active deodorant bars for each and every urinal at all times during this contract.
- Drain traps **shall** be maintained free from odors at all times.
- All washbasins **shall** be thoroughly cleaned on the interior as well as the exterior.
- Refill soap dispensers in rest rooms.
- All mirrors, shelving, dispensers, chromium fixtures and piping **shall** be damp wiped and polished dry.
- Vents, HVAC grilles, and stall partitions **shall** be dusted.

Towel and Tissue Receptacles:

- Refilled from ASVH-F stock.

Waste Receptacles:

- Emptied and resulting debris placed in designated area.
- Fresh liners installed.

Wall Surfaces, Stall Partition, Doors, Door Frames, Switch and Receptacle Plates:

- Spot Cleaned

Spot Cleaning:

- Smudges, marks or spots **shall** have been removed without causing unsightly discoloration.

Sanitary Napkin Receptacles:

- Cleaned and sanitized.

ENTRANCES, LOBBIES, AND CORRIDORS

Floors:

- **Shall** be swept and/or damp mopped with dust control treated mops or other effective tools, and left clean and free of dust and spots for spillage.
- All surfaces **shall** be dusted, walls cleaned and the top of baseboards dusted.

Inside Entrance:

- Stairs swept, wet mopped and walls dusted.

Handrails and Surfaces:

Dusted:

- There **shall** be no dust streaks.
- Corners, crevices, molding and ledges **shall** be free of all dust.

Painted Walls, Columns, and Surfaces:

Spot Cleaned:

- Use product 409 or equal alternative product with a cloth for spot cleaning.
- Smudges, marks, tape residue or spots **shall** be removed without causing unsightly discoloration.

Drinking Fountains:

Cleaned and Sanitized:

- The stainless surfaces **shall** be bright and clean and they **shall** be free of dust, stains, spots and streaks.
- Drinking fountains **shall** be kept free of trash, ink, coffee grounds and nozzles free from crustations.

Glass Areas:

Cleaned on both sides:

- All glass areas **shall** be cleaned and free of dirt, grime, dust, streaks, water marks and spots and **shall not** be cloudy.

Stainless:

Polished:

- Metal polishing: Metal surfaces **shall** be free of smears, stains, and finger marks.
- They **shall** be clean, bright, and polished to a uniform luster.

Special Areas:

Elevators:

- Elevator tracks vacuumed daily.
- The floors **shall** be damp mopped or vacuumed daily in the elevators.
- The wall **shall** be dusted or damp wiped and the metal cleaned daily.

Other Cleaning Requirements

- Mop heads **shall** be of the removable type and **shall** be laundered or replaced at frequent intervals to ensure standards of cleanliness.
- Straw brooms **shall not** be used for cleaning facility floors.
- All poisons, bleaches, detergents and disinfectants **shall** be kept in a safe place accessible only to employees. They **shall not** be kept in storage areas or containers previously containing food or medicine. Containers **must** have a label that states name, ingredients and antidote.

3.5 WEEKLY

RESTROOMS

Stall Partitions and Doors:

Damp wiped:

- All dirt, dust, water stains, spots, streaks and smudges **shall** be removed from the surfaces. Refer to manufacturer instructions for cleaning stainless steel included at the end of the specifications.

CARPETS

Vacuum Hard To Reach Areas:

- Under desks, chairs, and corners.
- Care should be taken to keep wall corners free of dust.
- Vacuum and dust HVAC vents and louvers.

Vacuuuming:

- Surfaces **shall** be free of obvious dirt, dust and other debris.

3.6 MONTHLY

HARD SURFACE FLOORS (include all ceramic, and/or vinyl tile, and granite floors)

Machine Scrub:

- Floors are to be machine scrubbed and grout cleaned to return the grout to its original color.
- Scrubbing is to be done by hand where necessary to obtain a uniform clean appearance
- Areas not accessible with machine are to be hand scrubbed.
- Dining room floors.

PARTITION GLASS

Interior Glass Areas:

- Wash all glass within building from top to bottom on both sides.
- All glass **shall** be cleaned and free of dirt, grime, dust, streaks, water marks, spots and **shall not** be cloudy.

RESTROOMS

Floors:

- Machine scrubbed, but floor finish is not to be applied.
- Areas not accessible with a machine are to be hand scrubbed.

Machine and hand scrubbing:

- Floors **shall** be cleaned, free of dirt, streaks; mop strands marks and skipped areas.
- Walls, baseboards and other surfaces **shall** be free of splashing and marking from equipment.
- Grout joints **shall** be clean.

CORRIDOR, LOBBY, FOYER WALLS AND STAIRWELLS

Walls, High Ledges:

- Dust

High Inside Glass:

- Dust

Overhead Pipes:

- Dust

High Cleaning:

- Seventy five inches (75") from floor to ceiling
- Surfaces **shall** be clean and free of dust. Interior glass, where present, **shall** be cleaned and free of streaks on both sides.

DIRECTORY PANEL

Wall Plaques:

- At entrances, back lighted sign panels and other signs, cleaned.
- Surface **shall** be clean and free of dust.

3.7 QUARTERLY

VENETIAN BLINDS

- Clean both sides of venetian blind slats; **shall** be clean and free of dust and water spots.
- Clean cords and tapes; **shall** be clean.
- The Vendor **shall** submit, to ASVH Maintenance, a five (5) day notice to ensure all items are removed from window seals.

CONCRETE STAIRS, LANDINGS, HALLWAYS (ALL INTERIOR CONCRETE SURFACES)

- Sweep and wet mop.

COLUMNS, HIGH LEDGES, CEILING TRIM, AND LIGHT FIXTURES

Dusting:

- All dust, cobwebs, and any other debris **shall** be removed.
- **Shall** be maintained in perfect condition at all times.

ALL VINYL/COMPOSITION TILE FLOORING

Stripping, refinishing, waxing, and buffing must be completed during the week. ASVH-F will extend alarm hours for completion of the work.

Stripped and refinished first (1st) quarter. Waxed and buffed next three (3) quarters.

- Strip and wax resident room floors when vacated in preparation for a new resident.
- Apply no less than two (2) coats of sealer and no less than three (3) coats of finish.
- Stripping: All old finish or wax **shall** have been removed.
- There **shall** be no evidence of gum, rust, burns or scuffmarks.

Finishing:

- Surfaces **shall** be free of finish residue and marks from the equipment.
- Floors **shall** be free of streaks, mop strand marks, and skipped areas.
- The finished areas **shall** have a uniform luster without marks.
- Damage to any floor tiles during janitorial operations **must** be repaired at Vendor's expense.

Note: Floor machine, owned by ASVH-F, available for housekeeping employees' use.

WAXING:

- All waxed surfaces **must** be maintained so as to provide safe anti-slip walking conditions.
- In areas with rugs, the operation is to be performed underneath the rugs at least one foot (1') from the edge.
- Chairs, wastepaper baskets, and other similar items **shall not** be stacked on desks, tables or under window sills.
- Upon completion of work, all furniture **must** be returned to its original position. Signs **shall** be posted during waxing or scrubbing operation.

3.8 SEMI-ANNUALLY:

PATIENT ROOMS

- Take down dirty drapes and exchange for clean as needed, at least once (1 time) every six (6) months.
- Shampoo carpet twice per year (2 times per year) in patient areas and once per year (1 time per year) in office areas.

INTERIOR WINDOWS:

- Interior windows are to be cleaned during the months of April and October.
- Glass **shall** be cleaned and free of dirt, grime, streaks, water marks, and spots.
- Glass **shall not** be cloudy.

NOTE: Interior window cleaning is subject to change at the request of ASVH.

3.9 **ANNUAL**

CARPETS

Carpets are to be shampoo cleaned once (one (1) time per year) a year.

- Shampoo all carpets in the entire building.
- Services **must** be completed on a weekend or weekends coordinated with ASVH Maintenance, for each floor.
- The Vendor **shall** submit, to ASVH Maintenance, a five (5) day notice prior to the work. Vendor should provide a step-by-step outline of the procedure to be used.
- Carpets are to be shampooed with steam or hot water extraction and scotch guard protected.
- The Vendor **will** be responsible for removing all chairs to the corridors and ADHV employees **will** move chairs back Monday morning.
- The Vendor is not responsible for moving file cabinets, bookcases, and desks.

Section 4: Specifications Overview

NOTE: Reference Section 3 for complete description of duties and details:

DAILY DUTIES:

Office Cleaning:

- Dusting
- Glass Cleaning
- Floors (Swept and/or Damp Mopped)
- Carpets
- Wastebaskets (Emptied)
- Wall Surfaces, Partitions, Doors, Doorframes, Switch and Receptacle Plates (Spot Cleaned)

Break Rooms:

- Floors (Damp Mopped)
- Doors and Glass (Spot Cleaned)
- Paper Towel Receptacles (Refilled)
- Waste Receptacles
- Chairs (Wiped Clean)

Restrooms:

- Floors (Swept and Damp Mopped twice (2 times) daily)
- Fixtures
- Towel and Tissue Receptacles (Refilled)
- Waste Receptacles
- Sanitary Napkin Receptacles
- Wall Surfaces, Stall Partitions, Doors, Door Frames, Switch and Receptacle Plates (Spot Cleaned)
- Servicing Machines

Entrances, Lobbies, and Corridors:

- Floors (Swept and/or Damp Mopped)
- Sidewalks
- Sweeping Entry Way
- Inside Entrance
- Outside Trash Receptacles
- Handrails and Surfaces
- Painted Walls, Columns, and Surfaces
- Drinking Fountains
- Glass Areas
 - Stainless
 - Special Areas (Elevators)

WEEKLY:

- Restrooms (Stall Partitions and Doors)
- Sidewalks, Parking Lots, and Dumpster Area (Sweep and Remove Debris).
- Carpets (Vacuum hard to reach areas)

MONTHLY:

- Hard Surface Floors (Includes all Ceramic and/or Vinyl Tile, and Granite Floors)
- Restrooms
- Corridor, Lobby, and Foyer Walls (Walls, and High Ledges)

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 23 of 30

QUARTERLY:

- Venetian Blinds
- Concrete Stairs, Landings, and Hallways, (All Interior Concrete Surfaces)
- Columns, High Ledges, and Ceiling
- All Vinyl/Composition Tile Flooring (excluding Restrooms) first (1st) quarter Stripped and Waxed; next three (3) quarters Buffed and Waxed.
- All Vinyl/Composition Flooring (Restrooms)

SEMI-ANNUAL:

- Interior Windows

ANNUAL:

- Carpets (Shampooed)

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 24 of 30

OFFICIAL BID PRICE SHEET

- Vendor is required to submit a printed copy of the completed official pricing sheet.

NOTE:

1. The State **will not** be obligated to pay any cost not identified on the Official Bid Price Sheet.
2. Any cost not identified by the bidder but subsequently incurred in order to achieve housekeeping services **shall** be borne by the bidder.

DESCRIPTION OF SERVICE	ESTIMATED SQUARE FOOTAGE CLEANED	UNIT OF MEASURE	MONTHLY CLEANING RATE AS SUBMITTED BY THE VENDOR
HOUSEKEEPING SERVICES	62,842 Sq. Ft.	SQUARE FOOT	\$

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 25 of 30

SITE-VISIT VERIFICATION FORM

THIS IS TO VERIFY THAT

Representative Name OF _____
Company

Representative Name OF _____
Company

Representative Name OF _____
Company

Representative Name OF _____
Company

Representative Name OF _____
Company

Representative Name OF _____
Company

HAS COMPLETED A SITE VISIT AT:
Arkansas State Veterans Home at Fayetteville (ASVH-F)
1125 N. College Avenue
Fayetteville, AR 72703

Arkansas Department of Veterans Affairs

Representative: _____ Date: _____

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 26 of 30

STANDARD TERMS AND CONDITIONS

1. **GENERAL:** Any special terms and conditions included in the invitation for bid override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
2. **ACCEPTANCE AND REJECTION:** The state reserves the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the state.
3. **BID SUBMISSION:** Bids must be submitted to the Office of State Procurement on this form, with attachments when appropriate, on or before the date and time specified for bid opening. If this form is not used, the bid may be rejected. The bid must be typed or printed in ink. The signature must be in ink. Unsigned bids will be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Each bid should be placed in a separate envelope completely and properly identified. Late bids will not be considered under any circumstances.
4. **PRICES:** Bid unit price F.O.B. destination. In case of errors in extension, unit prices shall govern. Prices are firm and not subject to escalation unless otherwise specified in the bid invitation. Unless otherwise specified, the bid must be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the bid invitation.
5. **QUANTITIES:** Quantities stated in **term contracts** are estimates only, and are not guaranteed. Bid unit price on the estimated quantity and unit of measure specified. The state may order more or less than the estimated quantity on term contracts. Quantities stated on **firm contracts** are actual requirements of the ordering agency.
6. **BRAND NAME REFERENCES:** Any catalog brand name or manufacturer's reference used in the bid invitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid must show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The state reserves the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the state may require the bidder to supply additional descriptive material. The bidder guarantees that the product offered will meet or exceed specifications identified in this bid invitation. If the bidder takes no exception to specifications or reference data in this bid he will be required to furnish the product according to brand names, numbers, etc., as specified in the invitation.
7. **GUARANTY:** All items bid shall be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the bid invitation. The bidder hereby guarantees that everything furnished hereunder will be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it will conform thereto and will serve the function for which it was furnished. The bidder further guarantees that if the items furnished hereunder are to be installed by the bidder, such items will function properly when installed. The bidder also guarantees that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The bidder's obligations under this paragraph shall survive for a period of one year from the date of delivery, unless otherwise specified herein.
8. **SAMPLES:** Samples or demonstrators, when requested, must be furnished free of expense to the state. Each sample should be marked with the bidder's name and address, bid number and item number. If samples are not destroyed during reasonable examination they will be returned at bidder's expense, if requested, within ten days following the opening of bids. All demonstrators will be returned after reasonable examination.
9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and requirements of the specifications, the cost of the sample used and the reasonable cost of the testing shall be borne by the bidder.
10. **AMENDMENTS:** The bid cannot be altered or amended after the bid opening except as permitted by regulation.
11. **TAXES AND TRADE DISCOUNTS:** Do not include state or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
12. **AWARD: Term Contract:** A contract award will be issued to the successful bidder. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 27 of 30

of a purchase order from the ordering agency. **Firm Contract:** A written state purchase order authorizing shipment will be furnished to the successful bidder.

13. **LENGTH OF CONTRACT:** The invitation for bid will show the period of time the term contract will be in effect.
14. **DELIVERY ON FIRM CONTRACTS:** The invitation for bid will show the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the bidder cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Office of State Procurement has the right to extend delivery if reasons appear valid. If the date is not acceptable, the agency may buy elsewhere and any additional cost will be borne by the vendor.
15. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of the Office of State Procurement. Delivery shall be made during agency work hours only 8:00 a.m. to 4:30 p.m., unless prior approval for other delivery has been obtained from the agency. Packing memoranda shall be enclosed with each shipment.
16. **STORAGE:** The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.
17. **DEFAULT:** All commodities furnished will be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications authorize the Office of State Procurement to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor must give written notice to the Office of State Procurement and ordering agency of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the bidders list or suspension of eligibility for award.
18. **VARIATION IN QUANTITY:** The state assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.
19. **INVOICING:** The contractor shall be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the invitation for bid, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary state agencies. Invoices must be sent to the "Invoice To" point shown on the purchase order.
20. **STATE PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder shall remain property of the state, be kept confidential, be used only as expressly authorized and returned at the contractor's expense to the F.O.B. point properly identifying what is being returned.
21. **PATENTS OR COPYRIGHTS:** The contractor agrees to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.
22. **ASSIGNMENT:** Any contract entered into pursuant to this invitation for bid is not assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
23. **CLAIMS:** Any claims the Contractor may assert under this Agreement shall be brought before the Arkansas State Claims Commission. ("Commission"), which shall have exclusive jurisdiction over any and all claims that the Contractor may have arising from or in connection with the Agreement. Unless the Contractor's obligations to perform are terminated by the STATE, the Contractor shall continue to provide the services under this Agreement even in the event that the Contractor has a claim pending before the Commission.
24. **LACK OF FUNDS:** The state may cancel this contract to the extent funds are no longer legally available for expenditures under this contract. Any delivered but unpaid for goods will be returned in normal condition to the contractor by the state. If the state is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission. If the contractor has provided services and there are no longer funds legally available to pay for the services, the contractor may file a claim.
25. **DISCRIMINATION:** In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the bidder agrees that: (a) the bidder will not discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the bidder will state that all qualified applicants will receive consideration without regard to race, color, sex, age,

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 28 of 30

religion, handicap, or national origin; (c) the bidder will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the bidder to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause shall be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the bidder will include the provisions of items (a) through (d) in every subcontract so that such provisions will be binding upon such subcontractor or vendor.

26. **CONTINGENT FEE:** The bidder guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the bidder for the purpose of securing business.
27. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this invitation for bid, the bidder named on the front of this invitation for bid, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this state for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this State pursuant to this contract.
28. **DISCLOSURE:** Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

STATE OF ARKANSAS
INVITATION FOR BID

BID NO: SP-16-0214

Page 29 of 30

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR NAME:

☐ Yes ☐ No

IS THIS FOR:

TAXPAYER ID NAME: ☐ Goods? ☐ Services? ☐ Both?

YOUR LAST NAME: FIRST NAME:

M.I.:

ADDRESS:

CITY:

STATE:

ZIP CODE:

COUNTRY:

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (v)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Relation
	Current	Former		From MM/YY	To MM/YY		
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

☐ None of the above applies

FOR A VENDOR (BUSINESS) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (v)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%) Position of Control
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

☐ None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature _____

Title _____

Date _____

Vendor Contact Person _____

Title _____

Phone No. _____

Agency use only

Agency Number _____ Agency Name _____

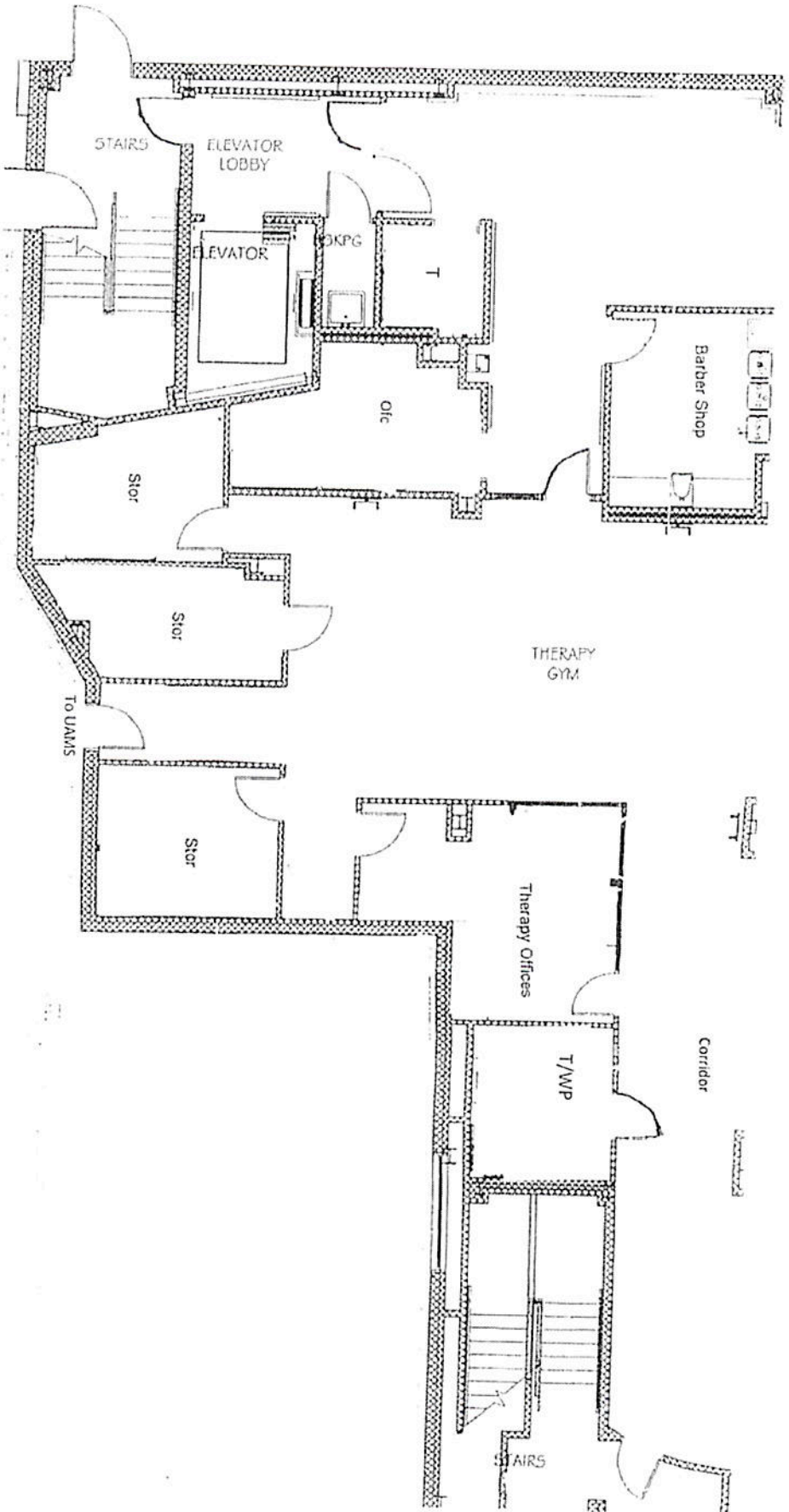
Agency Contact Person _____

Contact Phone No. _____

Contract or Grant No. _____

Arkansas Veterans Home at Fayetteville
1179 N. College Ave
Fayetteville, AR 72703
479-444-7001

To Courtyard

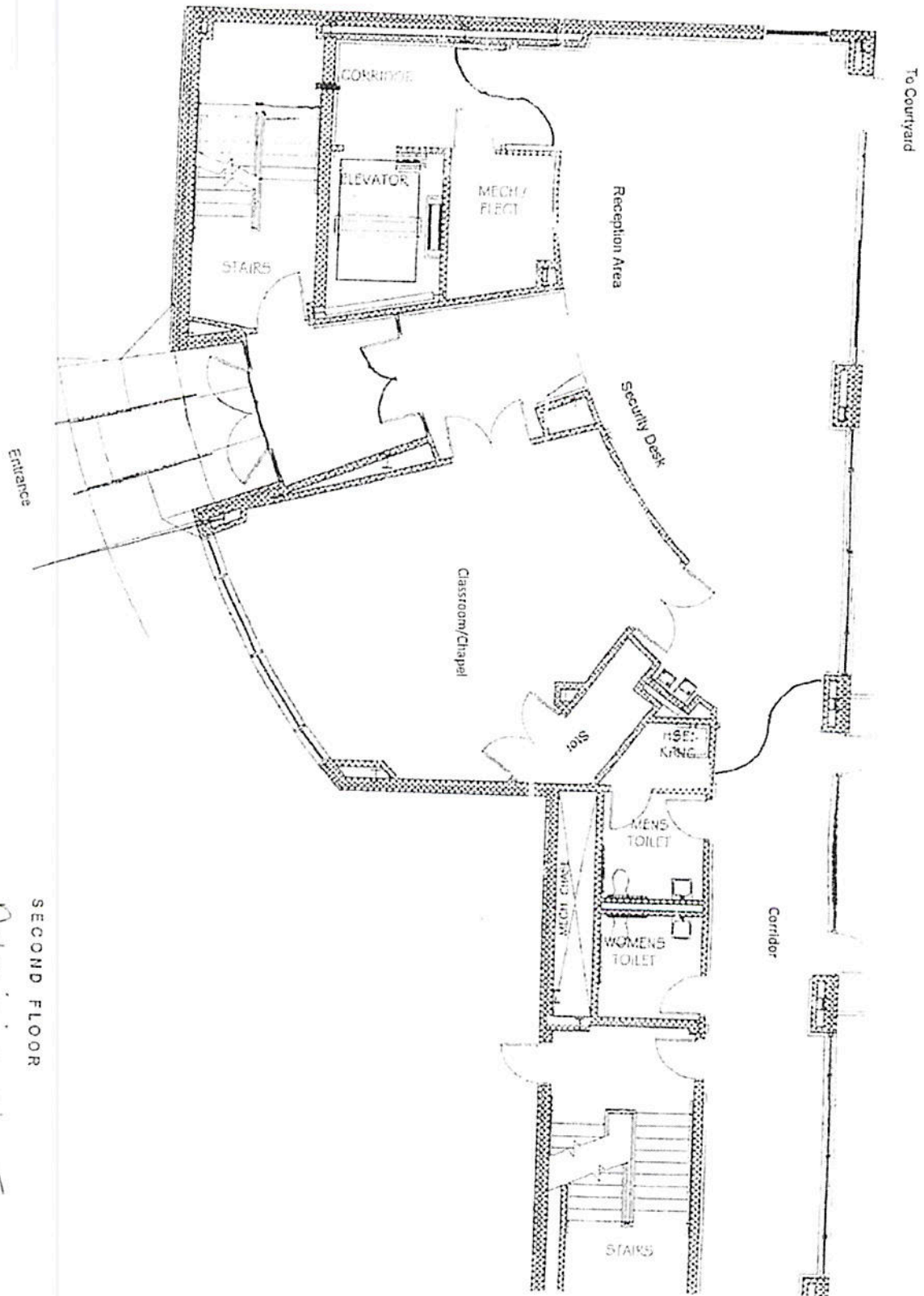


FIRST FLOOR

Administrative Tower

Stor-Storage
T-Toilet
Ofc-Office
WP-Whirlpool Room

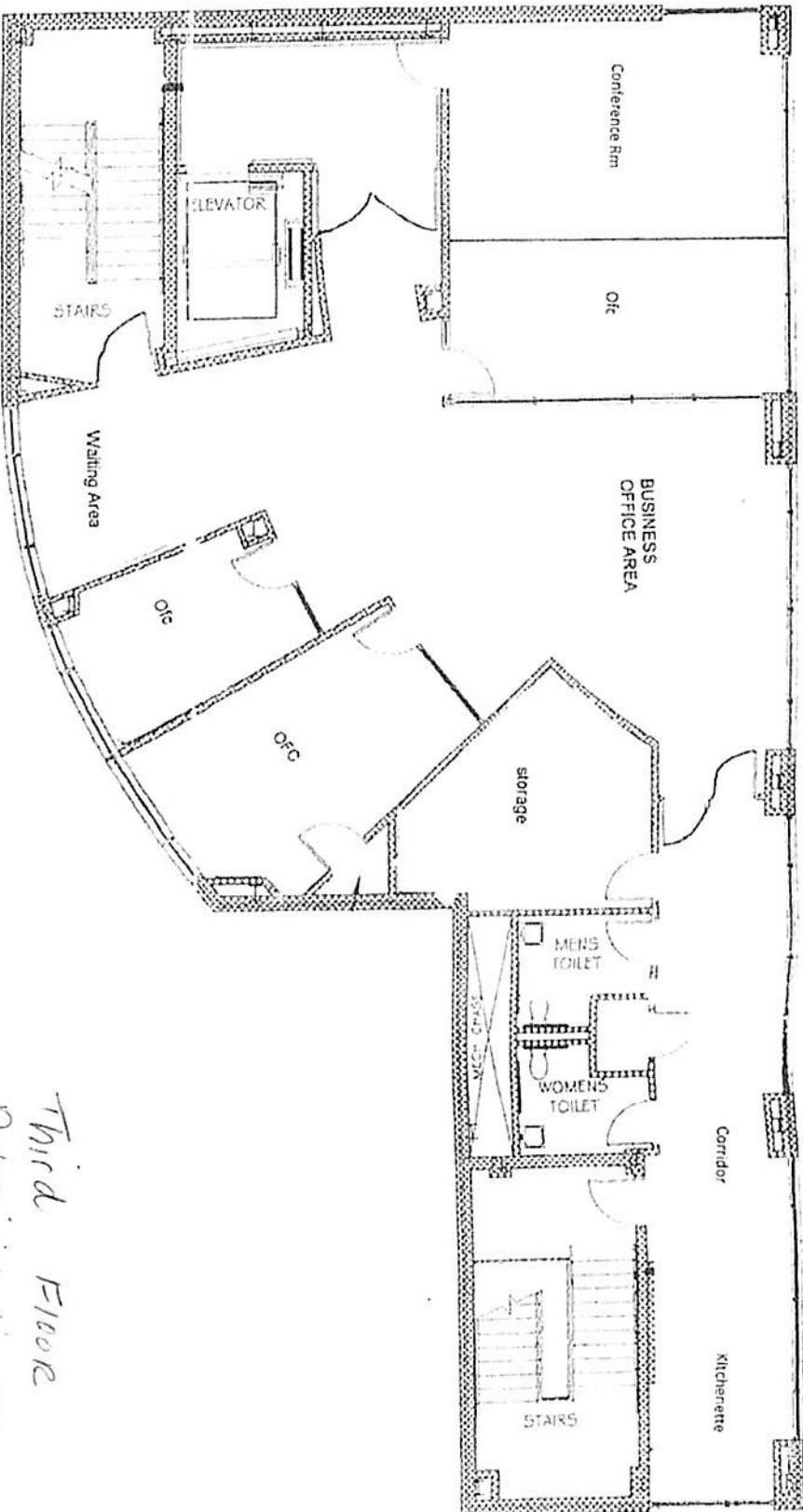
Arkansas Veterans Home at Fayetteville
1179 N. College Ave
Fayetteville, AR 72703
479-444-7001



SECOND FLOOR

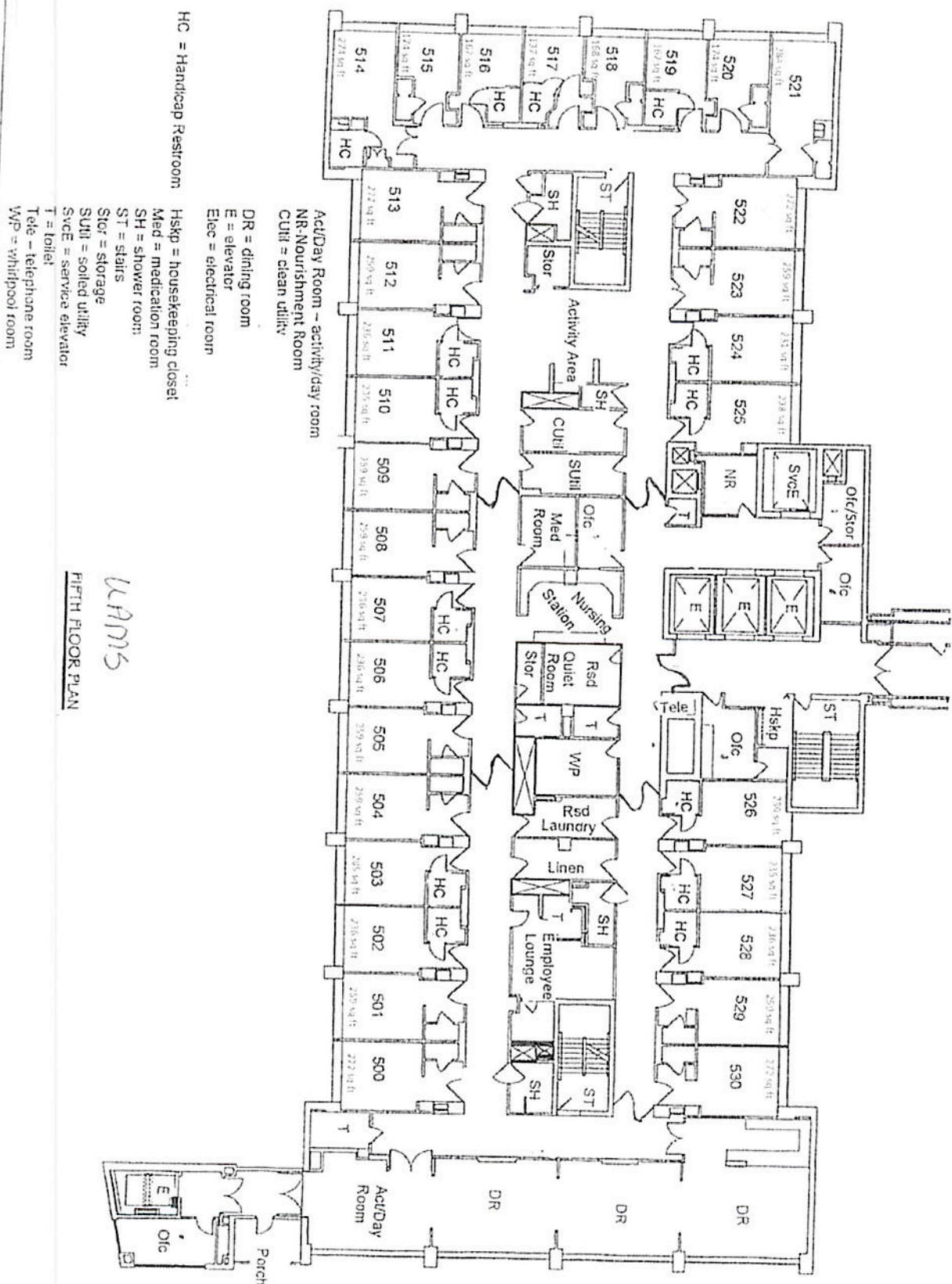
Administrative Tower

Arkansas Veterans Home at Fayetteville
1179 N. College Ave
Fayetteville, AR 72703
479-444-7001



Third Floor
Administrative Tower

TO UAIMS



Arkansas Veterans Home at Fayetteville
 1179 N. College Ave
 Fayetteville, AR 72703
 479-444-7001

