

REQUEST FOR PROPOSAL TO PROVIDE FACILITY CLEANING
AND RELATED SERVICES AT SEARS CENTRE ARENA



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REQUEST FOR QUOTATION - CLEANING SERVICES

**Janitorial Service and Cleaning
SEARS CENTER ARENA
HOFFMAN ESTATES, IL**

Date: October 9, 2010

RFP Issued:	October 9, 2010
Facility Walkthrough	October 15, 2010 3pm
Proposals Due:	October 22, 2010 3pm
Selection of Bidders (target)	October 27, 2010
Agreement Execution (target)	November 1, 2010
Contract Start date	November 2, 2010

REQUEST FOR QUOTATION - CLEANING SERVICES

Section A: Instructions to Participants

Part I: General

- 1) SEARS CENTRE, (the "Facility"), Village of Hoffman Estates (the "Owner"), and GLOBAL SPECTRUM (the agent hired by the Village of Hoffman Estates) is requesting qualifications and bids from interested firms seeking to supply cleaning services and janitorial services as described herein for the Facility.
- 2) Following a review of the quotations, The Village of Hoffman Estates intends to open negotiations with one or more of the participants to reach a final decision in the selection of the successful participant as the official cleaning company by contract.
- 3) Participants should view this Request for Quotations and the Maintenance Requirements (collectively the "Agreement") as a comprehensive document and be prepared to comply with all applicable provisions of both documents in the performance of their work.
- 4) One (1) original and three (3) copies of the RFP and all required submittals should be sent to Village of Hoffman Estates Attention: Village Clerk, 1900 Hassell Road, Hoffman Estates, IL 60192. All submittals must be received no later than 3:00 PM on October 22, 2010.
- 5) Quotation Documents for this work include Instructions to Participants, Quotation Form, and Participant's Experience Form. SEARS CENTRE assumes no responsibility for any errors or misrepresentations that result from the use of an incomplete set of Quotation Documents. These Documents are contained herein, and additional copies are available upon request to the SEARS CENTRE, whose address is listed above. SEARS CENTRE will require the successful participant to sign the form of Maintenance Agreement with SEARS CENTRE without change (except to complete the blanks).
- 6) Existing Conditions
 - A. By submitting a Quotation, participant acknowledges that the participant is thoroughly familiar with the Facility, existing conditions and Quotation Documents under which the Cleaning Services are to be provided.
- 7) Interpretations or Addenda
 - A. Each participant shall examine the Quotation Documents carefully and not later than five (5) days prior to the date for receipt of Quotations, shall make written request to SEARS CENTRE for the interpretation or correction of any ambiguity, inconsistency or error therein which it may discover. No interpretations of the Quotation Documents will be made orally. A pre-bid meeting and tour will be held on October 15th, 2010 at 3pm.

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- B. Please email any requests for an interpretation of the Quotation Documents to Mr. Michael Carosielli, Director of Operations at Michael.carosielli@searscentre.com
 - C. Any request for interpretation received via email two (2) days prior to the date fixed for the receipt of Quotations will be answered in the form of an Addendum to the Quotation Documents. All Addenda, if any, will be either emailed or faxed to all prospective participants. All such Addenda shall become part of the Quotation Documents and all participants shall be bound by such Addenda, whether or not received by them.
 - D. Bid selection will be mailed or delivered only to the participant who has been selected to provide the Cleaning Services.
- 8) SEARS CENTRE IS NOT RESPONSIBLE FOR ANY COSTS OR EXPENSES (DIRECT OR INDIRECT) THAT A PARTICIPANT INCURS IN THE PREPARATION, SUBMISSION AND PRESENTATION OF THEIR QUOTATION OR ARISING OUT OF OR RELATED TO ANY SUBSEQUENT NEGOTIATIONS BETWEEN SEARS CENTRE AND THE PARTICIPANT CONCERNING MATTERS RELATED TO THE QUOTATION OR THE CLEANING SERVICES AGREEMENT. ALL SUCH COSTS AND EXPENSES SHALL BE INCURRED AND BORNE AT PARTICIPANT'S SOLE AND EXCLUSIVE COST AND RISK.
- 9) Intent
- A. It is SEARS CENTRE's intent to accept Quotations for Cleaning Services produced by a reputable and financially sound firm, with experience in the Cleaning Services industry.
- 10) Quotation Conditions and Procedures
- A. SEARS CENTRE reserves the right to:
 - (i) Reject any and all Proposals and waive technicalities and informalities;
 - (ii) Re-solicit for Quotations;
 - (iii) Waive any information otherwise required to be included in the Quotation;
 - (iv) Execute a Cleaning Services Agreement with a participant other than the provider of the least expensive rates;

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- (v) Make on-site inspections of facilities where participant provides services similar to the services requested hereunder.
- B. When submitting a Proposal, each participant should be fully prepared to discuss the Quotation in detail.
- C. Participant will be expected to review all of the Proposal Documents in detail, and all quotations must include specific listings of any and all substitutions, clarifications, exceptions, etc. Failure to examine all Quotation Documents shall be at the participant's sole risk.
- D. Any Proposals received after the date and time listed above in Section A may be rejected and returned to the participant.
- E. All Proposals must be sealed and labeled on the outside of the envelope "Sealed Quotation For: Cleaning Services, SEARS CENTRE Arena."
- F. SEARS CENTRE may consider as irregular any Proposal in which there is an alteration or departure from the form of Quotation Documents and SEARS CENTRE may, at SEARS CENTRE's sole option, reject the same. Erasures or other changes in the Quotation must be explained or noted over the signature of the participant.

11) Insurance and Indemnity

SEE ATTACHED INSURANCE REQUIREMENTS.

12) The Base Bid**A. Scope of Services**

- i) Provide specialty cleaning and janitorial services as needed daily, weekly, monthly, semi-annually, and annually.
- ii) SEE ATTACHED EXHIBIT C: SCOPE OF WORK.
- iii) Definition of Areas
 - a. The areas to be maintained include all interior areas of the facility, and the exterior grounds from the building to the curb, excluding the following:
 - 1. Inside of concession areas and kitchen areas
 - 2. All food service areas and storage
 - 3. Parking lots – Unless requested prior to an event
 - b. Excluded areas will be cleaned at the request of SEARS CENTRE at the hourly rate for additional services. SEARS CENTRE reserves the right to amend the excluded areas as they become available or if previously included areas become excluded.

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- iv) Supplies
 - a. Contractor will provide all labor, materials, and cleaning supplies necessary to perform the cleaning tasks. However, SEARS CENTRE shall have the right, if it so chooses to, pay for restroom supplies (paper towels, hand soap, toilet tissue) **directly**. SEARS CENTRE will review all supplier invoices and will have the right to approve any and all suppliers.
 - b. Contractor will provide costs with contractor supplied equipment and without contractor supplied equipment.
- v) Communication
 - a. Arena will supply ample radios (not less than five) to its staff to ensure prompt response to SEARS CENTRE. These radios must operate on the frequencies provided by SEARS CENTRE.
- vi) Standards and Specifications
 - a. The following cleaning methods (although not meant to be all inclusive) describe techniques and requirements that are established as performance measurements in determining acceptable levels of work performance and quality.
 - 1. Trash removal
 - a. All trash receptacles will be emptied daily and liners replaced as needed. Containers will be checked for soiling and odor and cleaned as needed.
 - 2. Floor Cleaning
 - a. All carpeted areas will be vacuumed as directed above but in no case less than weekly.
 - b. Vacuuming and shampooing will be done according to manufacturer's specifications.
 - c. Hard surfaced floors will be cleaned/mopped after each event in accordance with manufacturer's specifications. Where applicable, surfaces will be stripped and refinished as stated above and in accordance with manufacturer's specifications.
 - 3. Office Dusting
 - a. Office dusting will be done as described above. All surfaces below 6 feet in height require dusting, including file cabinets, credenzas, desks, tables, chairs, lamps, bookcases, phones, shelves, etc. Contractor is not to move any papers or other articles in an employee workspace.
 - 4. High Dusting
 - a. Dusting requiring the use of ladders, etc., will be done on a request basis as a project
 - 5. Vertical Surfaces

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- a. All vertical surfaces will be dusted/cleaned at least once a week, and includes walls, partition glass doors, dividers, etc.
- 6. Restrooms
 - a. Office restrooms will be cleaned daily, designated public restrooms for the use of employees will be cleaned daily and all restrooms will be cleaned after each event.
 - b. Cleaning to include all fixtures, basins and floors. All metal hardware will be kept clean and polished, free from stains, watermarks and tarnish. Counter tops will be policed and kept free of trash during events. Paper goods and hand soap will be kept stocked at all times. Trash will be removed after each cleaning.
- 7. Elevator Cabs
 - a. All elevator cabs will be cleaned after each event and checked daily, ensuring that all surfaces are clean and free of dirt and smudges.
- 8. Trash Removal
 - a. Contractor will be required to remove and dispose of trash and other materials (boxes, packaging materials, etc.) from time to time as requested by SEARS CENTRE.
- ix) Projects
 - a. Seat Cleaning
 - 1. When requested by SEARS CENTRE, seats will be cleaned using a steam method approved by SEARS CENTRE and will include all surfaces of the seat including backs, seat, standard, and arms.
 - 2. Seat cleaning requests will be made by request in advance.
 - b. Summer Work
 - 1. Summer is the traditionally slow season for the Facility, and this time will be used to schedule projects deemed necessary by SEARS CENTRE.

REQUEST FOR QUOTATION - CLEANING SERVICES**Additional Information****b. Special projects**

1. Any work outside the scope of this specification shall be defined as a special project and billed outside the scope of the basic contract at the agreed upon hourly rate.

c. Short Turnaround

1. If due to a short turnaround because of multiple events the contractor is unable to meet the normal between event cleaning requirements and both the contractor and SEARS CENTRE agree upon a lesser scope of work, the contractor shall be deemed to have performed the requirements of the contract.

d. Uniform Requirements

1. SEARS CENTRE and contractor (at contractor cost) will dress event employees in uniform agreed upon by both entities. Uniform will consist of a golf type shirt, short and long sleeve, depending upon the time of year, solid color pants and dark shoes. Contractor staff clothing, appearance, and personal hygiene must be professional at all times.
2. Post event and permanent day crew must be in a uniform agreed upon by SEARS CENTRE and contractor. The same standards as above will apply.
3. All contractor staff will wear an identification badge clearly displayed identifying them as contractor employees.

e. Contractor storage and office

1. SEARS CENTRE will supply ample space for storage of supplies and equipment.
2. SEARS CENTRE will supply sufficient power outlets to charge battery-operated equipment.
3. For a nominal setup fee, SEARS CENTRE will make available internet and e-mail access through the Local Area Network.

f. Standard of Performance

1. The contractor shall perform the work under this contract in accordance with standards specified and communicated by SEARS CENTRE and consistent with the highest standards of cleaning among other first class arenas.

- B. The prices stated in the Quotation Form shall be firm prices and, in submitting the Quotation, participant agrees that the Quotation shall not be withdrawn for a period of sixty (60) days from the date of submittal.

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Section B: Submittals

1) Experience and Qualifications

- A. Successful provision of Cleaning Services at similar facilities located in the United States. Include five (5) similar facilities as references.
- B. Similar facilities shall be an arena with fixed seats hosting a prime tenant such as professional hockey, professional basketball or NCAA Division I basketball tenant.

C. 2) Submittals

- A. Each quotation must include all documents required in the Quotation Documents. Failure to provide required documents may, at SEARS CENTRE's sole discretion; result in a disqualification of the Quotation.
- B. All quotations must be regular in every respect and no interlineations or special conditions shall be made to or included in, the quotation by the participant.
- C. One (1) original and three (3) copies of the following information must be submitted with each Proposal:
 - 1. Description of participant's company history, including longevity, officer background/resumes, organizational chart, and narrative description of the participant's experience with regard to providing Cleaning Services at specified facilities.
 - 2. List of five (5) client references, with contact names and telephone numbers, who have utilized or currently utilize participant's Cleaning Services.
 - 3. Brief description of participant's hiring and training methods for staff and certified affidavit from its principal/president that all staff will undergo background checks and drug tests as a contingency of hiring.
 - 4. Brief description of post event cleanup methodology.
 - 5. Brief description of quality control program.
 - 6. Provide photographs of uniforms for SEARS CENTRE's consideration.
 - 7. Provide evidence of participant's ability to secure insurance coverage maintained by participant as required in Section A, Number 12.
 - 8. Completed and signed Quotation Form and Participant's Experience Form.

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9. Identification of any deviation, addition, or deletion, from the requirements of the Quotation Documents or Master Purchase Agreement.
 10. Identification of any other information that would be to SEARS CENTRE's benefit in evaluating participant's submittal.
 11. List and describe any criminal or civil proceedings and actions (including bankruptcies) to which the participant, its principals, officers, directors and employees have been involved in within the last four (4) years; provided, however, the foregoing matters do not need to be listed: minor traffic offenses, divorces and related matters such as child custody matters, and probate and estate matters.
 12. Complete background checks of all employees working at the facility is required.
- D. SEARS CENTRE, at its request, may require participant to make a presentation of its services at no cost to SEARS CENTRE.
- 3) SEARS CENTRE Obligations
- A. SEARS CENTRE's obligations and liability under the Agreement shall be limited in all respects by the terms and conditions of the Facility Management Agreement by and between SEARS CENTRE and Owner. The successful participant shall have no recourse against SEARS CENTRE except as provided in the Master Purchase Agreement.
 - B. SEARS CENTRE will not guarantee any quantity of facility events for this contract.

RFP Submittal Requirements

All proposals shall be submitted in a sealed envelope carrying the following information on the face:

Vendor's name, address, subject matter of the proposal, designated date and hour of RFP close.

All proposals will be rated on substantial compliance with the following:

1. Furnish information about and history of the firm's, size, duration company operations, and mission statement. List the name of the owners and/or company officers. List any awards, certifications, and professional affiliations.

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2. List a minimum of 5 references, including municipal experience, and type of services provided starting from the most recent date. List any "green cleaning" experience and why your firm is committed to using environmentally friendly products and cleaning methods. Provide an overview statement of how your firm monitors work in progress and the reporting system used. Include examples of actual progress reports and controls utilized on other projects.
3. List average experience level of each person with company for the last 5 years that would be assigned to work in the facilities. List the length of time they will be scheduled at each facility during each cleaning period. Our expectation is that staff has 3-6 months experience. List any and all services that will be contracted out to another firm.
4. Provide resumes of the site supervisor with attention to their qualifications and past references. List the frequency and amount of time he/she will be on each site or otherwise engaged in monitoring service levels and staff performance.
5. List all materials and equipment types which shall be used to deliver services for each building receiving services. The equipment list shall earmark power equipment which contractor intends to store at the jobsite, as opposed to equipment that shall be removed from the jobsite between periods of use. NOTE: Only industrial type materials and equipment is to be used. All materials, power tools, machines and equipment necessary to perform the specified work are to be approved by the Village prior to use.
6. Provide a recommendation for green certified and eco-friendly cleaning products and methods that should be utilized in the listed facilities and describe how their use will be monitored for compliance.
7. Provide written copy of your Quality Assurance Plan.
8. State if your firm has, in the past 5 years, been involved in any litigation or arbitration with any past client.
9. Provide a statement demonstrating that your janitorial firm is qualified, sufficiently staffed and capable to perform the required services.

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10. Outline the frequency and type of training provided by your company to your staff inclusive of cleaning technology, regulatory compliance, blood borne pathogens, and work safety.
11. Outline any deviations or recommended enhancements to the requested scope of services listed and provide a clearly explanation of the benefits of doing so.
12. Furnish a monthly cost/fee per facility for cleaning services rendered including labor and materials (excluding paper goods – see specifications) for years 2010-2013. Provide a separate list of extra services provided including cost. These extras should include light fixture cleaning, carpet cleaning, window cleaning, special floor cleaning, or any other services deemed appropriate by the janitorial cleaning firm. See Extras to Contract.

Proposal Prerequisite

The vendor shall provide satisfactory evidence of their ability to provide the services specified. Evidence must be offered in writing and shall include but not be limited to the following information:

- A statement shall be made as to the number of years the firm has conducted business within the State of Illinois.
- Experience at other similar size arenas/venues is required.
- The Vendor will indicate the total number of workers that their firm employs within the State of Illinois, and shall differentiate between the number of support staff personnel and the number of janitorial staff employed.
- The Vendor must state the total number of janitors who shall perform daily services specified under the terms of this RFP. The Vendor must also indicate the approximate total number of man-hours which shall be expended delivering the called for services each day for each facility.

REQUEST FOR QUOTATION - CLEANING SERVICES**Proposal Acceptance**

The Village of Hoffman Estates reserves the right to reject any and all proposals and to accept that proposal which it deems most favorable to the Village of Hoffman Estates.

Required Insurance

In submission of this proposal, the company/firm is certifying that he has all insurance coverage's required by law or would normally be expected for company/firm's type of business. In addition, the company/firm is certifying that he has at least the following insurance coverage's:

<u>Liability Limits</u>		
Each		
<u>Type of Insurance</u>	<u>Occurrence</u>	<u>Aggregate</u>
GENERAL LIABILITY		
Bodily Injury	\$1,000,000	\$3,000,000
Property Damage	1,000,000	3,000,000
Contractual Insurance-		
Broad Form	1,000,000	3,000,000

<u>Liability Limits</u>		
Each		
<u>Type of Insurance</u>	<u>Occurrence</u>	<u>Aggregate</u>
AUTOMOBILE LIABILITY		
Bodily Injury	\$1,000,000	\$1,000,000
Property Damage	1,000,000	1,000,000

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This insurance must include non-owned, hired, or rented vehicles, as well as owned vehicles.

WORKMEN'S COMPENSATION &**OCCUPATIONAL DISEASES:**

Statutory for Illinois

Employers Liability Coverage:

\$1,000,000 per accident

The company/firm further agrees to indemnify the VOHE and COE and hold them "harmless" against and from all loss, damage, expense, liability or claim of liability arising out of the performance of the contractor, any subcontractors or his employees in connection with the contract. Contractors and subcontractors are to grant the VOHE and COE an "additionally insured" status on all applicable insurance policies and provide the VOHE and COE with original endorsements affecting coverage required by this clause. Said policies will not be canceled unless the VOHE and COE are provided a thirty (30) day written notice. Any deductibles or self-insured retentions must be declared to and approved by the VOHE and COE. At the option of the VOHE and COE, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the VOHE and COE or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses. Nothing contained in the insurance requirement shall be construed as limiting the extent of the contractor's responsibilities for payment of damages resulting from his operations under this.

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Prevailing Wage

"Bidder shall comply with the requirements of 820 ILCS130/5, Certified payroll"

Certified payroll

(a) While participating on public works, the contractor and each subcontractor shall:

(1) make and keep, for a period of not less than 3 years, records of all laborers, mechanics, and other workers employed by them on the project, the records shall include each worker's name, address, telephone number when available, social security number, classification or classifications, the hourly wages paid in each pay period, the number of hours worked each day, and the starting and ending times of work each day; and

(2) submit monthly, in person, by mail, or electronically a certified payroll to the public body in charge of the project. The certified payroll shall consist of a complete copy of the records identified in paragraph (1) of this subsection (a). The certified payroll shall be accompanied by a statement signed by the contractor or subcontractor which avers that: (i) such records are true and accurate; (ii) the hourly rate paid to each worker is not less than the general prevailing rate of hourly wages required by this Act; and (iii) the contractor or subcontractor is aware that filing a certified payroll that he or she knows to be false is an Class B misdemeanor. A general contractor is not prohibited from relying on the certification of a lower tier subcontractor, provided the general contractor does not knowingly rely upon a subcontractor's false certification. Any contractor or subcontractor subject to this Act who fails to submit a certified payroll or knowingly files a false certified payroll is in violation of this Act and guilty of a Class B misdemeanor. The public body in charge of the project shall keep the records submitted in accordance with this paragraph (2) of subsection (a) for a period of not less than 3 years. The records submitted in accordance with this paragraph (2) of subsection (a) shall be considered public records, except an employee's address, telephone number, and social security number, and made available in accordance with the Freedom of Information Act. The public body shall accept any reasonable submissions by the contractor that meet the requirements of this Section.

(b) Upon 2 business days' notice, the contractor and each subcontractor shall make available for inspection the records identified in paragraph (1) of subsection (a) of this Section to the public body in charge of the project, its officers and agents, and to the Director of Labor and his deputies and agents. Upon 2 business days' notice, the contractor and each subcontractor shall make such records available at all reasonable hours at a location within this State.

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Performance Bond

To insure quality performance, the successful vendor must furnish, within ten (10) days after being awarded the contract, a performance bond equal to the total annual cost of the cleaning maintenance contract, exclusive of contract extras.

Taxes

The Village is tax exempt. All sales taxes should be excluded from this proposal.

Security and Safety/Background Check

The Vendor will supply the Village with the necessary information for the Hoffman Estates Police Department to run a security check upon all personnel assigned to work as a result of contract(s). Any changes in personnel will be immediately forwarded to the Village. The Village shall hold the option to require that contractor's employees submit to having a check of their fingerprints made. All employees must be covered by a blanket fidelity bond, a copy of which must be given to the Village. Employees must be at least 18 years of age. Any employee, who poses a risk to the Village, as indicated by security check or other means, shall be replaced upon request of the Village.

All Vendor employees are responsible for consistently following of safety practices. They shall not place mops, brooms or equipment in traffic aisles or other locations in such a manner as to create a hazard. Warning signs will be placed on wet or freshly waxed floors as needed.

All Vendor supplies, equipment and machinery will be kept out of traffic aisles or other areas where they might be hazardous, and will be secured, at the end of each work period, in storage areas provided for this purpose. Cloths, mops or brushes containing residues of wax or other combustible material and subject to spontaneous ignition will be discarded nightly. All dirt and debris resulting from work under this contract will be disposed of daily, and other debris will be deposited into designated refuse collection containers.

Equipment and storage areas will be kept orderly and clean. Storage areas will be kept free of hazardous materials of a combustible nature. Removal of empty containers will be performed on a nightly basis.

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Successful vendor shall be presented with and sign for two (2) key sets and/or access cards for the building. key/card sets shall remain Village property. One key set shall be retained at vendor's headquarters within a secure enclosure. That key set would be used for emergency purposes only.

The second key set will be kept in the possession of the crew leader (working supervisor) in charge of the vendor's maintenance personnel who regularly perform the duties associated with this proposal. Under no circumstances will the vendor or its agents duplicate any key that the Village presents to them. Vendor shall also immediately report the loss of any Village key or access card to (Michael Carosielli, Director of Operations by calling (847) 649-2238. Both key/card sets shall be returned to the Village when the contract terminates.

The vendor shall be provided with a security alarm code which will allow ingress/egress to the building. However, the code is changing, the vendor shall be advised the code shall be kept on file within a secure enclosure at the vendor's place of business. The code is not to be shared with vendor staff, other than crew leader (working supervisor) in charge of personnel who regularly perform services. **Jeopardizing building security is grounds for immediate termination of the contract.**

Vendor's maintenance personnel shall be required to wear identification badges while upon Village owned property. Badges shall contain the name of the janitorial vendor in addition to the name of the employee wearing the badge.

Employees of the Sears Centre Arena, may inspect the building at any time. Occasionally, Village employees may engage in work within sections of the building while vendor's crew is performing specified work. Village employees will not interfere with the vendor's work completion.

The vendor will ensure that lights are on only in areas where cleaning is in progress. All windows and doors shall be secured at all times. (No Exceptions)

Right of the Sears Centre Arena to Terminate the Contract

The Village and Global Spectrum reserve the right to terminate the Contract at any period, with cause, within thirty (30) days written notice to the Vendor, by registered mail.

Selection of Labor

The Vendor shall comply with all Illinois statutes pertaining to the selection of labor.

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Wage Rate Requirements/Prevailing Wage

The Village of Hoffman Estates Board of Trustees has passed a formal Resolution, No. 1396-2009, requiring that the general prevailing hourly wage rate be paid to those engaged in work awarded under specific public contracts. The complete resolution is located after the prevailing wage listing.

Special Provision and Instructions

The Bid should be submitted to:

All submittals are to be received no later than October 22, 2010 at 3:00 p.m. The Sears Centre Arena reserves the right to reject any and all proposals as well as the right to waive any technical or procedural deficiencies or omissions; and to accept that proposal which it deems most favorable to the Village of Hoffman Estates after all proposals have been examined and canvassed. All proposals become the property of the Sears Centre Arena.

All inquiries regarding this Bid are to be directed to:

Michael Carosielli, Director of Operations (847)-649-2238

Proposal Security Deposit Requirements

Proposal Bond or Cashier's/Certified Check for Five (5) Percent of proposal amount is required.

Performance Bond Requirements

Prior to execution of the Contract, the successful vendor shall furnish surety bonds covering the faithful performance of the Contract and the payment of all obligations arising there under in the amount of One Hundred (100) Percent of the Total Bid Award. Cost of furnishing such bonds shall be included in the proposal.

Proposals will be reviewed according to, but not limited to, the following criteria: conformance with the Bid requirements, previous experience, approach to project and references.

REQUEST FOR QUOTATION**CLEANING SERVICES****QUOTATION FORM
(Page 1 of 2)****1. Hourly Rate Pricing pre and during event staff**

\$ _____

EVENTS POST CLEAN COSTS**2. Attendance based pricing****Attendance less than/= 4000**

\$ _____

Attendance more than 4000

\$ _____ per attendee

3. Facility PARKING LOT (east and west lots) Pricing**East (main) Lot per event**

\$ _____

West Lot

\$ _____

Permanent Day crew costs

\$ _____

***Acceptance to be within sixty (60) days or proposal may be withdrawn.**

***Qualifications must be clearly identified on proposal.**

REQUEST FOR QUOTATION

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**QUOTATION FORM
(Page 2 of 2)**

Signature_____

Company_____

Date_____

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Exhibit A

Master Purchase Agreement

THIS AGREEMENT is made between _____
(Contractor) and **THE VILLAGE OF HOFFMAN ESTATES and GLOBAL SPECTRUM as agent for the Village of Hoffman Estates**, 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192 (hereinafter "**CLIENT**"). **CLIENT** is desirous of the maintenance and janitorial services of _____
(Contractor). In consideration of the services hereinafter specified, and the compensation to be paid, it is hereby contracted and agreed:

1. **Named Areas:** The premises making up the working area of this contract will be known further in the contract as the **Named Areas**, which are defined as:

See Cleaning Schedule

The services will be performed starting on _____ ("Effective Date") at the following location: 5333 Prairie Stone Parkway, Hoffman Estates, IL, 60192. **CONTRACTOR** agrees to service the **Named Areas as stated on Cleaning Schedule**.

2. **Equipment:** _____ (Contractor) agrees to furnish all equipment, tools and supplies necessary for the performance of the duties, such duties being to maintain the **Named Areas** in a clean condition as outlined in the **Cleaning Schedule** attached hereto and by specific reference made a part hereof. If it is necessary to store on **CLIENTS** premises property owned by _____ (Contractor) or its franchisees, **CLIENT** agrees to act as bailee of such equipment. **CLIENT** warrants that the premises are free of asbestos, hazardous materials, and hazardous waste materials and holds _____ (Contractor) harmless from any and all liability for its personnel's exposure to such hazardous or harmful conditions.
3. **Payment:** In consideration of the faithful performance by _____ (Contractor) of the duties hereunder, **CLIENT** agrees to pay to _____ (Contractor) the amount on the signature page per month on the first day of each month for the rendition of the immediately preceding month's service. Credits for nationally recognized holidays were predetermined and given as part of the monthly charge herein. No adjustments will be made for said holidays. Notwithstanding any contrary provisions under this article, cancellation due to non-payment shall not be subject to the notice of termination provisions required by the remainder of this Agreement.
4. **Independent Contractors:** It is expressly agreed that _____ (Contractor) is not and shall not be during the term hereof, an employee of **CLIENT** but are independent contractors, and in this regard _____ (Contractor) will not be within the protection of coverage of **CLIENTS** Workman's Compensation Insurance and no withholding of Social Security, Federal, or State Income Tax or other deductions shall be made from the sums agreed to be paid to _____ (Contractor) herein, the same being contract payments and not wages.

REQUEST FOR QUOTATION**CLEANING SERVICES**

5. **Amendments:** As the parties may agree, the amount to be paid by **CLIENT** may be increased or decreased to reflect an increase or decrease in the area of space serviced and the kind, amount or frequency of service. Such modifications shall be binding only if in writing and signed by both parties. In the event mutual agreement to amend the contract cannot be reached, the Agreement shall remain the same. It is expressly agreed that the amount stated in the Pricing Schedule may be increased annually by _____ (Contractor) by a percentage amount not to exceed the annual increase of the Consumer Price Index as most recently published in the Wall Street Journal.
6. **Covenant:** It is agreed that _____ (Contractor) will select all representatives to perform its obligations hereunder. **CLIENT** warrants, covenants and agrees that during the term of this agreement and within one hundred and twenty (120) days after termination, that **CLIENT** will not employ directly or indirectly retain the services of any employees, agents, representatives, franchisees or employees of franchisees of _____ (Contractor). _____ (Contractor) warrants, covenants and agrees that within one hundred and twenty (120) days after termination, it will not employ directly or indirectly retain the services of any employees, agents, representatives or franchisees of **CLIENT**.
7. The term of this agreement shall be for two (2) years plus the option of one and one.
8. _____ (Contractor) will comply with all local, state, and federal laws.
9. Insurance will be provided as contained in Exhibit A attached hereto.
10. **Termination: This contract can be terminated in writing within 30 days.**

CLIENT:

Village of Hoffman Estates and
Global Spectrum for Sears Centre Arena

CONTRACTOR:

Name: _____

Title: _____

Date: _____

Name: _____

Title: _____

Date: _____

**REQUEST FOR QUOTATION
CLEANING SERVICES**

Exhibit B

Drawings

(See Attached)

EXHIBIT B

REQUEST FOR QUOTATION**CLEANING SERVICES****PARTICIPANT'S EXPERIENCE FORM**

Facility Name/Address	Contact Name & Phone #	Description of Service Prov
1.		
2.		
3.		
4.		
5.		

REQUEST FOR QUOTATION**CLEANING SERVICES****EXHIBIT C****PERMANENT DAY CREW (PDC)****2 People, 5 Hours Per Day, 3 Days Per Week (M,W,F)**

1. Clean administrative offices of **SEARS CENTRE**, Operations Office, and Security Office, Box Office, and Pre-Function Area (public areas to be cleaned by 8:00a.m.). This includes cleaning telephone receivers and dusting surfaces weekly; removing all trash, vacuum open areas and offices daily; spot clean walls as needed.
2. Police exterior grounds to curb line daily (before 8:30 a.m.).
3. Vacuum all carpet daily.
4. Maintain entrances in a clean and sanitary condition at all times during the day.
5. Wash/clean all door glass on concourses and entrances daily.
6. Locker rooms and coaches offices to be cleaned when in use. This must be coordinated with the team equipment manager.
7. In restrooms, wash all partitions on both sides removing all marks during the daily clean.
8. In restrooms, wash and sanitize all walls.
9. Maintain restrooms designated for use by employees and offices visitors during the daily clean.
10. Police concourses; keep free of trash/debris at all times during the daily clean.
11. Police stairwells.
12. Maintain elevators daily (shampoo carpet and mats as needed).
13. Spot cleaning of seats in bowl.
14. Remove graffiti or marks from walls and stairs.
15. Loading dock will be policed and maintained, including pressure washing of compactor area during the daily clean.
16. Dusting that can be reached without the use of ladders.
17. Strip and refinish vinyl tile floors as needed (to be coordinated with **SEARS CENTRE** as project work during weeks with minimal activity).
18. Extract carpeting in the Amcore Club lounge, loge boxes, and suite level as needed.

****NOTE****

PDC to respond to Sears Centre requests as needed. PDC shall only be responsible for the carpet extractions on the suite level as it pertains to their daily assignments. Daily detailing of the suite level shall be the responsibility of Sears Centre staff.

REQUEST FOR QUOTATION**CLEANING SERVICES****EXHIBIT C****PRE-EVENT CREW****Pre-Event Crew to Check**

1. Maintain all public restrooms in a clean and sanitary condition, completely stocked with supplies at all times.
2. Keep the floor surfaces of the concourse free of debris at all times.
3. Empty all full trash containers and remove to designated area.
4. Spot mop all spills and use wet floor signs to protect the area being mopped. Wipe trash receptacles as needed.

****NOTE****

- Event workers are not to be away from their assigned areas at any time during the event.
- Event supervisor is to be on the concourses at all times during the event.
- Event workers must be in approved uniforms for all events.
- Sears Centre to furnish three (3) radios for event crew communication and crew to respond promptly to spill and clean up request.

SAME DAY MULTIPLE EVENTS

1. Contractor will provide ample staff between events to ensure the removal of all trash from the bowl, restrooms, concourse, and seating.
2. All restrooms will be cleaned and stocked.

REQUEST FOR QUOTATION**CLEANING SERVICES****EXHIBIT C****POST EVENT CLEANING****ARENA****A. Seating Area/Steps/Aisles**

1. Collect all trash and transport to designated areas (where ventilation holes exist in seating area, trash is NOT to be swept off the steps to the area below the next row of seats.)
2. Remove standing liquids.
3. Sweep all open areas.
4. Wet mop entire seating area, paying attention to stairs and risers, and remove all visible soil.
5. Remove gum/sticky substances from all surfaces.
6. Wash stairs from portals.

B. Concourses/Suites/Portals/Stairs/Lounges

1. Remove standing liquids. Empty all trash receptacles, wipe clean and replace liners using a quality liner to avoid breakage and leakage (**liners to be furnished by Sears Centre**).
2. Collect all trash and transport to designated areas.
3. Machine scrub and wet mop to remove all dirt marks, etc. from floor.
4. Remove gum/sticky substances from all surfaces.
5. Clean drinking fountains.
6. Clean all high areas, signs, fire boxes, etc. that can be reached without the use of ladders.
7. Vacuum all carpeted floors.
8. Clean all railings, glass surfaces, ledges, etc.

C. Restrooms

1. Empty all trash receptacles and replace liners using a quality liner to avoid breakage and leakage (**liners to be furnished by Sears Centre**).
2. Collect all trash and transport to a designated area.
3. Clean and sanitize all restroom toilets, urinals, basins, and fixtures.
4. Remove gum/sticky substances from all surfaces.
5. Clean vents as needed and clean floor mats.
6. Clean and sanitize and flush all floor drains.
7. Wash all counters, refill dispensers, empty trash, scrub, mop and sanitize all floors.
8. Polish all chrome and/or brass.
9. Clean all mirrors.
10. Replenish all supplies (toilet paper, hand soap, paper towels, etc.)

****NOTE****

REQUEST FOR QUOTATION**CLEANING SERVICES****EXHIBIT C****POST EVENT CLEANING****D. Elevators**

1. Clean interior of elevators and all surfaces daily.
2. Vacuum carpet and spot clean daily.
3. Mop hard surface floor daily.
4. Polish all chrome and/or brass.
5. Clean and polish outside of all cabs and call buttons.

E. Stairwells and Stair Towers

1. Collect all trash
2. Sweep all open areas.
3. Remove standing liquids.
4. Remove gum/sticky substances from all surfaces.
5. Mop stairs as needed.

F. Hard Surface Floors

1. Remove all gum.
2. Sweep floors.
3. Machine scrub/buff all floors that require same.
4. Flush floor drains.
5. Clean all edges, corners, and baseboards.

G. Corridors and Event Level

1. Remove all trash.
2. Remove standing liquids.
3. Remove gum/sticky substances from all surfaces.
4. Machine scrub floors.
5. Clean and flush all floor drains.
6. Wash trash receptacles as needed.
7. Maintain trash compactor area daily.

H. Entrance and Lobbies

1. Remove all trash daily and maintain an on-going basis during hours.
2. Clean mats.
3. Spot clean all walls, light switches, etc. Dust all surfaces that can be reached without the use of ladders.
4. Polish all chrome and/or brass work.
5. Remove all gum/sticky substances from all surfaces.

REQUEST FOR QUOTATION**CLEANING SERVICES***EXHIBIT C***POST EVENT CLEANING****I. Locker Rooms (and all areas used by teams and shows)**

1. Remove all trash
2. Clean and sanitize rest rooms and showers.
3. Dust mop all hard surface floors.
4. Damp mop all floor areas.
5. Vacuum all carpeted areas.
6. Clean mats.
7. Spot clean all walls, light switches, and fixtures.
8. Buff floors.
9. Polish all chrome and/or brass.
10. Remove gum/sticky substances from all surfaces.

J. Food Courts, Smoking Balconies, and Exterior Plazas

1. Empty trash receptacles and replace liners and clean as needed.
2. Remove all trash.
3. Remove gum/sticky substances from all surfaces.
4. Sweep all open areas.
5. Clean and tables, chairs, etc.
6. Scrub floors.

K. Exterior

1. Empty trash receptacles and replace liners and clean as needed.

Report any and all damages to SEARS CENTRE in writing.

REQUEST FOR QUOTATION**CLEANING SERVICES****EXHIBIT D - Recommended Guidelines For Insurance Requirements**

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

A. Minimum Scope of Insurance

Coverage shall be at least as broad as:

1. Insurance Service Office Commercial General Liability occurrence form CG 0001 (ED. 11/85) and, if requested, Owners and Contractors Protective Liability policy with the Village named as additional insured; and
2. Insurance Service Office Business Auto Liability coverage form number CA 0001 (ED. 10/90), Symbol 01 "Any Auto" or Business Auto Liability coverage form number CA 0001 (ED. 1/87) and endorsement CA 0029 (Ed. 2/88) changes in Business Auto and Truckers coverage forms: Insured Contract.
3. Worker's Compensation as required by the Labor Code of the State of Illinois and Employers' Liability insurance.

B. Minimum Limits of Insurance

Contractor shall maintain limits no less than:

1. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. The aggregate shall be twice the required occurrence limit. Minimum General Aggregate shall be no less than \$2,000,000 or a project/contract specific aggregate of \$1,000,000.
2. Business Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
3. Workers' Compensation and Employers' Liability: Workers' compensation coverage with statutory limits and Employers' Liability limits of \$1,000,000 per accident.

C. Deductibles and Self-Insured Retention's

Any deductibles or self-insured retention's must be declared to and approved by the Village. At the option of the Village, either: the insurer shall reduce or eliminate such deductibles or self-insured retention's as respects the Village, its officials, agents, employees and volunteers: or the Contractor shall procure a bond guaranteeing payment of losses and related investigation, claim administration and defense expenses.

REQUEST FOR QUOTATION**CLEANING SERVICES****D. Other Insurance Provisions**

The policies of insurance are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Coverage's

- a. The Village, its officials, agents, employees and volunteers are to be covered as insureds as respects: liability arising out of the activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, leased or used by the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, agents, employees and volunteers.
- b. The Contractor's insurance coverage shall be primary as respects the Village, its officials, agents, employees and volunteers. Any insurance or self insurance maintained by the Village, its officials, agents, employees and volunteers shall be excess of Contractor's insurance and shall not contribute with it.
- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, agents, employees and volunteers.
- d. The Contractor's insurance shall contain a Severability of Interests/Cross Liability clause or language stating that Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

2. Workers' Compensation and Employers' Liability Coverage

The insurer shall agree to waive all rights of subrogation against the member, its officials, agents, employees and volunteers for losses arising from work performed by the Contractor for the Village.

E. Verification of Coverage

Contractor shall furnish the Village with certificates of insurance naming the Village, its officials, agents, employees and volunteers as additional insureds, and with original endorsements affecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the Village before work commences. The Village reserves the right to request full certified copies of the insurance policies and endorsements.









