**Administrative Office**

*Area Community Services*

*Employment & Training Council*

215 Straight Ave NW

Grand Rapids, MI 49504

(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave

Allegan, MI 49010

(269) 686-5079

**Barry County**

130 E State St

Hastings, MI 49058

(616) 649-9850

**Ionia County**

603 W. Adams

Ionia, MI 48846

(616) 389-8525

**Kent County**

121 MLK Jr St SE

Grand Rapids, MI 49507

(616) 336-4040

215 Straight Ave NW

Grand Rapids, MI 49504

(616) 336-4460

10075 Northland Dr NE

Rockford, MI 49341

(616) 228-6724

**Montcalm County**

114 S Greenville W Dr

Greenville, MI 48838

(616) 754-3611

**Muskegon County**

316 Morris Ave

Muskegon, MI 49440

(231) 724-6381

**Ottawa County**

12331 James St, Suite 130

Holland, MI 49424

(616) 396-2154

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at westmiworks.org/about/. TTY 711.*

**Area Community Services**

**Employment & Training Council (ACSET)**

**RFP 24-003**

**REQUEST FOR PROPOSALS (RFP)**

**FOR**

**JANITORIAL SERVICES**

**Proposals are due:**

**Tuesday May 14, 2024**

I. Statement of Need

II. Deliverables

III. General Proposal Stipulations

IV. Proposal Submission

V. Proposal Schedule

VI. Appeal Process

 VII. Attachments

Attachment A Proposal Cover Sheet

Attachment B ACSET Vendor Certification Information Sheet

Attachment C Iran Economic Sanctions Act Certification

Attachment D Rating Sheet

Attachment E Pricing Page

VIII. Exhibits

Exhibit 1 Janitorial Services Statement of Work

**I. Statement of Need**

 West Michigan Works! is seeking a vendor to achieve high quality levels of service and improved cost efficiencies, ACSET is seeking a vendor(s) to provide janitorial services to six of its West Michigan Works! service centers in the West Michigan geographic region, as listed in Attachment E. More than one contract may be awarded as a result of this RFP.

**II. Deliverables**

At a minimum, the following deliverables must be met: The Contractor will furnish all labor, equipment, cleaning supplies and paper products in providing janitorial services per Exhibit I, Statement of Work. Contractor shall use environmentally friendly products, whenever possible. Paper products include toilet paper, paper towels, garbage can liners, toilet seat covers, and compostable liners.

**III. General Proposal Stipulations**

A. **Sub-contractors:** ACSET must approve, in writing, a Proposer’s use of any subcontractors prior to the commencement of work by such subcontractor(s).

B. **Contract Award:** ACSET reserves the right to award contract(s) in a manner deemed to be in the best interest of ACSET. This RFP does not commit ACSET to award a contract or to contract for services. ACSET reserves the right to accept or reject any or all proposals received as a result of this solicitation or to negotiate with all qualified sources if it is in the best interest of ACSET to do so. ACSET may require the proposing agency to participate in negotiations and to submit any price, technical, or other revisions of their proposals as may result from negotiations.

C. **Term:** The term of any contract(s) resulting from this proposal will be 7/1/2024 through 6/30/2027. If funding remains, performance is satisfactory and both parties agree, there will be an option to extend any contract(s) for two years, one subsequent year at a time.

D. **Amendment or Cancellation of the RFP:** ACSET reserves the right to cancel, amend, modify, or otherwise change this RFP at any time, if deemed in the best interest of ACSET to do so. Further, ACSET, at its option, may seek the retraction and/or clarification of any discrepancy or contradiction that may be discovered during the proposal review process.

E. **Erroneous Awards:** ACSET reserves the right to correct inaccurate awards.

This may include, in extreme circumstances, revoking the awarding of a contract, and subsequently awarding said contract to another Proposer. Such action on the part of ACSET shall not constitute a breach of contract.

F. **Indemnification:** Organizations or agencies submitting a proposal must be willing to sign a contract which will provide a full indemnification and hold ACSET or its governing bodies harmless of any liability arising from or out of the provision of goods or services by the contracting agency. The contract will include a full statement of responsibility for reimbursing ACSET for any costs or expenditures which are disallowed in an audit, or for any other claims which might be made against ACSET arising from the acts or omissions of the Contractor.

G. **Termination for Convenience (TFC):** ACSET may terminate any contract(s) awarded pursuant to this RFP for convenience (TFC), which is an express termination right, in whole or in part, if ACSET determines that cancellation is in ACSET’s best interest. ACSET will not be liable for any anticipator y profit in the event of a TFC. Reasons for termination will be left to the sole discretion of ACSET.

H. **Proposal Expenses:** Proposers are responsible for all costs and expenses incurred in the preparation and/or presentation of proposals.

 I. **Ownership of Proposals:** All proposals shall become the sole property of ACSET and will not be returned. All of the information contained in a proposal submitted in response to this RFP is subject to the provisions of the Freedom of Information Act (FOIA), Section 15.231 et seq. of the Michigan Compiled Laws. In accordance with FOIA, proposals maintained or kept on file by ACSET are public records and, after the deadline for submission of proposals, every person has a right to inspect such records and receive a copy of such records, except as exempted under other applicable federal or state laws.

J. **Final Decision:** Any decision made by ACSET, including the selection of a proposal, shall be final.

K. **Insurance:** The Proposer must have in effect, or agree to purchase, prior to the commencement of services, and maintain for the duration of any agreement that ACSET and the Proposer may enter into:

1. Commercial General Liability Insurance: On an “Occurrence Basis” with limits of liability not less than $1,000,000 each occurrence, $2,000,000 aggregate, combined single limit, Personal Injury, Bodily Injury and Property Damage. Coverage shall include the following extensions: A) Contractual Liability, B) Products and Completed Operations.

2. Workers’ Compensation including Employer’s Liability Coverage: $100,000 each accident, $500,000 annual aggregate, in accordance with applicable Michigan law.

3. Errors and Omissions/Professional Liability: With limits no less than One Million Dollars ($1,000,000) per claim and One Million Dollars ($1,000,000) in the annual aggregate.

4. Cyber Liability: With limits no less than One Million Dollars ($1,000,000) per occurrence.

In addition, Proposer shall include the following as Additional Insured: The Area Community Services Employment and Training Council, including its elected and appointed officials, employees, and volunteers.

L. **Supplemental Agency Information and Certifications:** Prior to contracting with any organization, ACSET requires pre-certification of the Proposer’s ability to comply with State and Federal regulations in the following areas:

1. ACSET Vendor Certification Information Sheet: All Proposers must complete and sign the information sheet contained in Attachment B regarding Equal Opportunity.

2. Iran Economic Sanctions Act Certification: All Proposers must complete the certification found in Attachment C.

3. ADA Compliance: All Proposers must submit documentation showing the proposed site is ADA-compliant, as applicable.

4. Legal Status: All Proposers must include the following information in their proposal:

(a) Corporations (Profit or Non-Profit)

1) Articles of incorporation, together with an y amendments

2) Current bylaws

3) Evidence of authority to execute contracts

4) Other documents of legal status such as license for training institutions and Internal Revenue Service forms for tax status

(b) Limited Liability Company (LLC)

1) Articles of Organization

2) Evidence of authority to execute contracts

(c) Co-partnership

1) Partnership Agreement

2) Evidence of authority to execute contracts

(d) Limited Partnership

1) Certificate of limited partnership

2) Evidence of authority to execute contracts

M. **Conflict of Interest:**  The Proposer may not be awarded this RFP if a real or apparent conflict of interest would be created. Such a *potential* conflict would be created when Proposer is an “immediate family” member of an ACSET employee or board member OR has an agency relationship with which an ACSET employee or board member is associated. “An agency relationship with which an ACSET employee or board member is associated” means “any agency of which the employee/board member or a member of the employee’s/board member’s household is a director, officer, board member, employee, or which is a client of the ACSET employee/board member. “Agency” means any corporation, partnership, proprietorship, firm, enterprise, franchise, association, organization, self-employed individual, or any other legal entity. “Immediate Family" includes one party with any of the following relationships to another party:

1. Spouse, and parents thereof;
2. Children, and spouses thereof;
3. Parents, and spouses thereof;
4. Siblings, and spouses thereof;
5. Grandparents and grandchildren, and spouses thereof;
6. Domestic partner and parents thereof, including domestic partners of any individual in 2 through 5 of this definition; and
7. Any individual related by blood or affinity whose close association with the officer or agent is the equivalent of a family relationship.

 In your proposal, please describe the extent to which a *potential* real or apparent conflict of interest would be created by the Proposer’s RFP.

**IV. Proposal Submission**

A. Project Approach

Describe your organization and the processes, techniques, approaches, and methods to deliver the services and/or goods requested in the Statement of Work (Exhibit 1). Also include the following:

1. A brief summary of your organization, including size and structure and a written proposed timeline for all preparations to commence service delivery on proposed start date.

2. Urgent Service Requests: Specifically describe your organization’s ticketing system or other process for responding to urgent requests for services or supplies to resolve janitorial issues during non-scheduled service hours.

 B. Experience

Describe your organization’s prior experience with providing the type of goods and/or services requested.

C. Pricing

Please provide a detailed budget for the project with a breakdown of costs by separate line items.

D. Be sure to include all Attachments and any documentation asked for in Section III (L), (M, if applicable) and Section IV (C).

E. Evaluation

All proposals will be reviewed, evaluated, and rated based on the criteria listed on the rating sheet found in Attachment D.

**V. Proposal Schedule**

1. **Facility Site Visits**: Vendors are invited to visit facilities prior to preparing and submitting a proposal. To request a visit, contact the Regional Facilities Assistant Manager at 616-558-3095, or email: bmacdhubhain@westmiworks.org.
2. To be considered for this project, proposals must be received by ACSET no later than 4:00 p.m. on Tuesday, May 14, 2024. Proposals may be e-mailed to Richard Lovell, Procurement Manager at rlovell@westmiworks.org or sent by U.S. mail, FedEx, UPS, or hand delivered to:

West Michigan Works!

Attn: Richard Lovell, Procurement Manager

316 Morris Ave., Ste. 300

Muskegon, MI 49440

Proposals will not be accepted by ACSET after the time specified above.

Any questions regarding this proposal may be directed to Richard Lovell, Procurement Manager, via e-mail at rlovell@westmiworks.org .

All addenda and answers to any questions to this proposal will be posted on our website, [www.westmiworks.org](http://www.westmiworks.org/). Be sure to check the website before sending your proposal for any additional information that may have been posted.

**VI. Appeal Process**

A. Notification of award will be communicated in writing to all organizations and businesses submitting proposals. The notification of the award shall be presumed to have been received three (3) days after mailing upon which mail is regularly delivered. A Proposer has two (2) business days from notification of award to make an appeal (ACSET may waive the 2-business day timeline where it is advantageous to ACSET to do so.) The appeal must be received by ACSET by the 2-business da y deadline. All appeals are to be addressed to:

West Michigan Works/ACSET

Attn: Jacob Maas

Chief Executive Officer

215 Straight Ave. NW

Grand Rapids, MI 49504

B. An appeal must state a factual and/or legal basis for the appeal and not merely subjective opinions. An appeal that includes information not contained in the appealing part y’s original proposal will not be considered; provided that, an appeal may allege that a successful Proposer has made a false certification regarding debarment, suspension, ineligibility, voluntary exclusion, or has had a grant or contract terminated by, or been sanctioned by, a public funding agency .

 C. ACSET may summarily dismiss an appeal which does not comply with section A

or B and shall send the appealing part y written notice thereof within 5 business days of its receipt of the appeal. Such a summary dismissal is final.

 D. ACSET shall notify the successful Proposer in writing that an appeal has been filed within 5 business days of its receipt of the appeal, unless it is dismissed pursuant to section C. If an appeal contains allegations concerning the successful Proposer as described in section B, ACSET shall also send a copy thereof to the successful Proposer with notice that it may send ACSET a written response to such allegations within three (3) business days. The ACSET Chief Executive Officer will review and decide any appeal and notify the appealing part y in writing no later than fifteen (15) business days of when the appeal was received. The decision of the Chief Executive Officer shall be final. ACSET will not enter into any contract or make any award pursuant to this RFP prior to the resolution of all appeals.

**VII. Attachments**

Attachment A Proposal Cover Sheet

 Attachment B ACSET Vendor Certification Information Sheet

 Attachment C Iran Economic Sanctions Act Certification

 Attachment D Rating Sheet

 Attachment E Pricing Page

**VIII. Exhibits**

Exhibit 1 Janitorial Services Statement of Work

Attachment A

PROPOSAL COVER SHEET

PROPOSAL TO PROVIDE SERVICES

TO WEST MICHIGAN WORKS! COVER SHEET

Agency Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agency Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Web Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LEGAL STATUS OF ORGANIZATION:

\_\_\_\_Government \_\_\_\_\_Private, Non-Profit

\_\_\_\_Educational \_\_\_\_\_Private, For Profit

ATTACHMENT B

ACSET VENDOR CERTIFICAT ION INFORMATION SHEET

The vendor affirms that it will assure equitable treatment of all persons in its employment and business practices without discrimination based on race, color, religion, national origin, age, sex, height, weight, arrest without conviction, or disability, as required by law. The vendor also affirms that it will take steps to utilize minority firms, women’s business enterprises and labor surplus area firms, when possible.

1. Name of Vendor:

Address:

2. Chief Executive:

Title: Phone no.:

3. Equal Opportunity Official:

Address:

 Phone no.:

4. Have any discrimination complaints been filed against this organization or its officers in a

court or with an administrative agency within the last two years?

If so, please indicate on a separate sheet:

a. The names of the parties to each action or lawsuit;

b. The forum in which each case was filed;

c. The relevant case numbers; and

d. The outcome of each action or lawsuit.\_\_\_\_\_\_\_\_

5. Is this organization currently subject to any sanctions imposed by any court or government agency on the basis of its personnel or EEO policies or practices? If so, please indicate on a separate sheet:

a. The nature of the sanction;

b. The date it was imposed and its duration; and

c. The court or agency which imposed the sanction.

d. If the sanction was included in a court order, consent decree or other settlement agreement, please attach a copy.

Date: Signature and Title:

ATTACHMENT C

CERTIFICATION OF COMP LIANCE – IRAN ECONOMIC SANCTIONS ACT

Michigan Public Act No. 517 of 2012; MCL 129.311 et. seq.

The undersigned, the owner or authorized officer of the below-named Bidder, hereby certifies, represents, and warrants that the Bidder (including its officers, directors and employees) is not an “Iran linked business” within the meaning of the Iran Economic Sanctions Act, Michigan Public Act No. 517 of 2012 (the “Act”), and that in the event the Bidder is awarded a contract, the Bidder will not become an “Iran linked business” at any time during the course of performing any services under the contract.

The Act defines an “Iran linked business” as either of the following:

(i) A person engaging in investment activities in the energy sector of Iran, including a person that provides oil or liquefied natural gas tanker or products used to construct or maintain pipelines used to transport oil or liquefied natural gas for the energy sector of Iran,

(ii) A financial institution that extends credit to another person if that person will use the credit to engage in investment activities in the energy sector of Iran.

BIDDER: Printed Name of Bidder

By: Its: Date:

**ATTACHMENT D**

**RFP 24-003 Janitorial Services**

 **RATING SHEET**

**Proposal Work Statement**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **0=Unacceptable 10=Excellent** | **Wt.** | **Total** |
| **1. Ability to meet the deliverables of the RFP** | **0 1 2 3 4 5 6 7 8 9 10****Score:** | 10 |  |
| **2. Proposed Timeline for Project** | **0 1 2 3 4 5 6 7 8 9 10****Score** | 10 |  |
| **Total Weighted Score: Sub-total** |  |  |

**Organizational Structure and Conflict of Interest**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **0=Unacceptable 10=Excellent** | **Wt.** | **Total** |
| **1 Experienced and Adequate Staffing** | **0 1 2 3 4 5 6 7 8 9 10****Score:** | 3 |  |
| **2. Conflict of Interest (10= no conflict of interest)** | **0 1 2 3 4 5 6 7 8 9 10****Score:** | 2 |  |
| **Total Weighted Score: Sub-total** |  |  |

**Organizational Experience**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **0=Unacceptable 10=Excellent** | **Wt.** | **Total** |
| **1 Experience with Similar Projects** | **0 1 2 3 4 5 6 7 8 9 10****Score:** | 5 |  |
| **Total Weighted Score: Sub-total** |  |  |

**Budget**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **0=Unacceptable 10=Excellent** | **Wt.** | **Total** |
| **1. Pricing** | **0 1 2 3 4 5 6 7 8 9 10****Score:** | 10 |  |
| **Total Weighted Score: Sub-total** |  |  |
|  | **Grand Total Score****(400 possible**)**400 points (possible)** |  |

**ATTACHMENT E**

**RFP 24-003**

**PRICING PAGE**

I/We hereby offer to provide janitorial and cleaning services in complete accordance with the specifications, terms, and conditions of ACSET Requests for Proposals No. RFP 24-003

Factors other than price may be taken into consideration when making a recommendation for award of contract.

Bidder hereby agrees to perform all work described in this RFP for the sum as described below:

Building Monthly Cleaning Cost Annual Cleaning Cost

Grand Rapids NW Service Center $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Barry Service Center $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ionia Service Center $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Montcalm Service Center $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Muskegon Service Center $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ottawa Service Center $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Annual Cost for All Locations Bid $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EXHIBIT I**

**STATEMENT OF WORK**

# STANDARDS OF PERFORMANCE

These standards are an outline of general expectations of cleanliness but are not meant to replace or supersede the latest industry standards or materials and equipment manufacturers’ recommendations. Each of the Contractor’s employees shall be equipped with the necessary equipment to carry out the proper performance of the cleaning as specified. This equipment shall be available and in possession of the Contractor’s employees at all times while carrying out their duties.

**Service Level (Acceptable Quality):** The level of services as outlined in these specifications shall consistently be maintained. During the contract period, the Contract Administrator will conduct monthly inspections of the facilities under this Contract. The inspections are based on standards for commercial facilities within the maintenance industry.

**Blinds:** Blinds shall be cleaned using tools designed for cleaning blinds.

**Standard:** Blinds shall be free of dust and give an overall clean appearance.

**Chrome and Stainless-Steel Surfaces and Appliances:** Cleaning chrome and stainless steel requires the removal of surface spots, fingerprints, smudges, etc., with the appropriate polish.

**Standard:** Surfaces will present a clean uniform shining appearance free of all soil, marks, smudges, streaks.

**Damp Mopping:** Damp mopping requires the use of cotton or similar yarn type string mops (24 oz.) that have been mechanically wrung/squeezed to remove excess solution for purposes of removing light soil, dirt, liquid or other foreign material from a floor that does not require the complete mopping of the area or when the area is not soiled sufficiently to require wet mopping.

**Standard:** A damp mopped floor shall be free of all dirt, debris, soil, liquids, or other foreign material. All splash marks/spots on walls and furniture/fixtures shall be removed before completion of the damp mopping task. All items moved to accomplish this task shall be returned to their original positions.

**Disinfecting:** Disinfecting is the application of a germicidal solution to surfaces to kill or neutralize 99.9% of the material containing or supporting the growth of bacterial/viral organisms. Surfaces should remain “wet” for a minimum of 10 minutes or per manufacturer’s recommendation.

**Standard:** Surfaces shall be free of material containing living bacteria, viruses, or other contaminations that are capable of causing infections.

**Dispenser Cleaning and Service:** Dispenser cleaning/service requires damp wiping dispensers with a disinfectant, checking/refilling of all towel, toilet tissue, seat covers, soap, or any other dispensers which may be identified by the Contract Administrator.

**Standard:** Dispensers will be disinfected, present a clean uniform shining appearance free of all soil, marks, smudges, streaks and will have an adequate supply of the applicable dispensed products.

**Dusting:** Normal or low dusting includes all levels up to six (6) feet in height. All high dusting will be above six (6) feet high.

**Standard:** Items shall be free of any laden airborne materials, streaks, smudges, and cobwebs. Laden airborne matter shall be removed by either mechanical, chemical, or manual means.

Devices that merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task shall be returned to their original position.

**Entrance Glass:** Cleaning of glass is cleaning the inside and outside glass surfaces and the surrounding boundary of the applicable entrance area.

**Standard:** Glass shall be free of streaks, smudges, fingerprints, etc. Surfaces surrounding the entrance shall be free of dirt, dust, fingerprints, and have a clean appearance.

**Entry Mats:** Carpet mats shall be vacuumed with a commercial vacuum before spot cleaning. Entry mats made of rubber or polyester shall be swept, shaken, vacuumed, or washed. Entrance mats shall be lifted, moved to remove soil and moisture underneath, and replaced.

**Standard:** There shall be no dirt left on surfaces.

**Fixtures:** Cleaning of restroom & kitchen fixtures and fountains require the removal of dust, dirt, debris, spots, stains, and smears from sinks, slop sinks, toilets, urinals, and fountains with a germicidal solution.

**Standard:** Fixtures will be disinfected and there shall be no dust, dirt, spots, or debris on the fixtures.

**Furniture:** Cleaning of furniture and tables requires dusting and/or damp wiping.

**Standard:** Surfaces are to be free of dirt, dust, debris, marks, and film.

**Glass/Window:** Glass and window cleaning requires the removal of dirt, soil, smudges, fingerprints, and other foreign material from glass window, doors, partitions, or any other items, which may consist in whole or part of a glass, or similar material including mirrors.

**Standard:** Glass surfaces shall be free of all dirt, soil, smudges, streaks, smears, film, or any other foreign substances. All excess spray/solution must be removed from any surrounding trim or surfaces and glass/window surfaces shall have a uniformly bright appearance. Any items moved to accomplish this task must be returned to their original positions.

**Policing:** Policing is picking up paper, trash, empty bottles, containers, and other discarded materials; spillages, accidents, plumbing failures, and inclement weather.

**Standard:** Area(s) being policed shall be free of debris. Area(s) shall present an overall clean appearance.

**Polishing:** Polishing requires the use of a high-speed floor machine and a clean pad designed for polishing or buffing.

**Standard:** The floor should have a “non-yellowed” high-gloss appearance.

**Receptacles and Cleaning:** Cleaning and disinfecting receptacles is defined as wiping or washing containers with a germicidal solution and replacing plastic liners.

**Standard:** Receptacles shall be considered properly cleaned when both the inside and outside are clean, free of stains, dried refuse and odors, and a plastic liner replaced, if necessary.

**Refrigerators:** Requires cleaning outside surfaces, especially the handles with a germicidal detergent solution.

**Standard:** Outside surfaces shall present an overall clean appearance.

**Restrooms:** Cleaning of restrooms requires the removal of trash, cleaning of floors, fixtures, urinals, toilets, receptacles, faucets, handles, dispensers, walls, partition stalls, and doors with a germicidal solution. All glass, chrome, and stainless-steel surfaces shall be cleaned and buffed to a shine.

**Standard:** Restrooms shall be considered properly cleaned when floors are mopped and fixtures, urinals, toilets, waste receptacles, wash basins, faucets, handles, dispensers, partition stalls, and doors are cleaned with a germicidal solution. All glass, chrome, and stainless-steel surfaces shall be cleaned and buffed to a shine, with particular attention to removing soap scum buildup, waste receptacles emptied, and dispensers refilled.

**Scrubbing:** Machine scrubbing requires the use of mechanized scrubbing/vacuum machines to be more aggressive than wet mopping; this may include large areas such as halls, lobbies, garages, ramps, or similar large areas which would otherwise require extensive labor to complete in a reasonable time period.

**Standard:** Machine scrubbing shall be held to the same quality standard as wet mopping and shall remove all scuff marks.

**Smoking Area:** ACSET facilities are smoke-free facilities. Cleaning staff will clean up any interior and exterior evidence of smoking and report violations to ACSET Staff.

**Spot Cleaning:** Spot cleaning requires the removal of dirt, soil, debris, liquids, stains, or other foreign materials from carpeted areas which can be accomplished by cleaning only the immediately affected area where cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling. Carpet spots shall be removed immediately with an approved carpet cleaning solution in such a manner which will not leave rings or discoloration.

**Standard:** Spot cleaning shall remove completely any evidence of the soiling which necessitated the cleaning and return the finish of the area affected to its pre-soiled condition without evidence of occurrence or cleaning.

**Sweeping or Dust Mopping:** Sweeping/dust mopping requires the removal of loose dirt, dust, debris, and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

**Standard:** A swept area shall be free of all loose dirt, grit, lint, dust, debris, or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt shall be returned to their original location.

**Trash/Waste Removal:** Trash/waste removal requires the collection of all materials, which have been placed into appropriate containers, and taken to a specified site for disposal.

**Standard:** All trash/waste and soiled liners shall be removed from all trash/waste containers, and a new trash/waste liner shall be fitted into all such containers.

**Vacuuming:** Vacuuming requires the mechanical removal of loose dust, dirt, soil, debris, and other foreign material from carpeted floors and other items (e.g., couches, chairs, walls, curtains/drapes), which require this method of cleaning.

**Standard:** There shall be no evidence of any dust or dirt or any other loose foreign material. Materials shall be left in a lint free state. All items moved during this process shall be returned to their original positions.

**Wet Mopping:** Wet mopping requires the removal of built-up dirt, soil, liquids, or other foreign materials from a floor using clean cotton or similar yarn type string mops (24 oz.) and mechanically wrung out so as to have sufficient neutral detergent and water solution or disinfecting detergent and water solution. This shall include rinsing if required or as recommended by the detergent manufacturer.

**Standard:** A wet mopped floor shall be free of all dirt, debris, soil, liquids, or other foreign material. It will present a uniform appearance free of streaks, smudges, heel marks, or any other marks, which can be removed through this cleaning method. All splash marks/spots on walls and furniture/fixtures shall be removed before completion of the wet mopping task. All items moved to accomplish this task shall be returned to their original positions.

# DEFINITIONS

**ACSET, OWNERS OR FACILITIES:** Services and their authorized representations shall be understood to mean one and the same.

**CONTRACT ADMINISTRATOR:** Shall be the ACSET Regional Facilities Department’s duly authorized representative.

**APPROVED:** Means approved by the Contract Administrator.

**APPROVED EQUAL OR EQUIVALENT:** As hereinafter used, shall mean a material or methods equal to or better than the required materials or methods.

**AS SHOWN:** Shall mean as shown or designated on the Contract Drawings or maps.

**CHANGES:** Should any changes in the Scope of Work and/or specifications be required, the Contractor shall refer same to the Contract Administrator in writing for approval before work which deviates from the original requirements is started. In event of disagreement on the necessity of such changes, the Contract Administrator’s decision shall be final.

**CONTRACT MODIFICATIONS:** A Contract Modification document is required for any major changes and/or additional work or materials in excess of the requirements covered in the Scope of Work and requires the mutual agreement of both parties and shall be executed and filed with the Contract Administrator.

**URGENT SERVICE REQUESTS:** The Contractor’s ticketing system or other process for responding to urgent requests for services or supplies to resolve janitorial issues during non-scheduled service hours.

**INVOICING:** The Contractor providing services must submit invoices monthly for services rendered to the Contract Administrator by the fifth of the month following the service. The Contractor shall invoice only for services rendered. A monthly report shall be attached to monthly invoice(s) submitted for payment, addressed to:

**ACSET**

**Attn: Fiscal Services**

**215 Straight Ave. NW**

**Grand Rapids, MI 49504**

# CHARACTER OF SUPERVISORS AND WORKERS

The Contractor shall at all times employ sufficiently skilled labor in accordance with Federal, State, and Local labor laws; and utilize the proper equipment for completing the required tasks in the manner and time required by the Contract. All equipment that is to be used shall be of sufficient size and in such mechanical condition as to produce a satisfactory quality of work. Any person employed by the Contractor who, in the opinion of the Contract Administrator, does not perform their work in a proper manner or is intemperate or disorderly shall, at the written request of the Contract Administrator, be removed from the work site by the Contractor and shall not be employed again in any portion of the work without the approval of the Contract Administrator. Should the Contractor fail to remove such person as required above or fail to furnish suitable and sufficient personnel for the proper execution of the work, the Contractor Administrator may suspend the work by written notice until such orders by the Contract Administrator are followed by the Contractor. The Contractor shall hold ACSET harmless from damages or claims for compensation that may occur in the enforcement of this section.

The Contractor will supervise and direct all work. The Contractor will be solely responsible for the means, methods, and safety practices of the employees, subcontractors, techniques, sequences, and procedures when performing work. The Contractor will employ and maintain for each work site an accessible qualified working Supervisor who shall have been designated in writing by the Contractor as the Contractor’s representative. The Supervisor shall have full authority to act on behalf of the Contractor and all communications given to the Supervisor shall be binding as if given to the Contractor. The Contractor shall provide and maintain a physical copy of the Safety Data Sheets (SDS) for all hazardous materials provided by the Contractor and used on site. The Supervisor shall be present on site or accessible by other means at all times as required to perform adequate supervision and coordination of the work.

**ACSET HOLIDAYS**

(Office closures are re-scheduled as needed when fixed holidays fall over weekends)

|  |  |
| --- | --- |
| **Holiday** | **Date to be Observed** |
| New Year's Day | January 1 (or Friday before or Monday after) |
| M.L. King, Jr. Birthday | 3rd Monday in January |
| President's Day | 3rd Monday in February |
| Memorial Day | Last Monday in May |
| Juneteenth | June 19th (or Friday before or Monday after) |
| Independence Day | July 4th (or Friday before or Monday after) |
| Labor Day | 1st Monday in September |
| Veteran's Day | November 11 (or Friday before or Monday after) |
| Thanksgiving Day | 4th Thursday in November |
| Day after Thanksgiving | 4th Friday in November |
| Christmas Eve Day | Last regular workday before Christmas Day |
| Christmas Day | December 25 (or Friday before or Monday after) |
| New Year's Eve Day | Last regular workday before New Year's Day |
|  |  |

#  INSPECTIONS AND REPORTING REQUIREMENTS

* 1. Monthly reports shall be prepared, signed, and dated by the Contractor’s Supervisor for the facility and contain the following information as a minimum:
		1. Checklist of all tasks performed for each facility and the signature of the employee who performed them.
		2. Discrepancies from the routine work scheduled and an explanation of the circumstances involved.
		3. Any damage or defect of ACSET property for which the Contractor has responsibility should be documented in reports with sufficient description and identified location for follow-up by the Contractor Administrator.
		4. Signature of the Contractor’s Supervisor attesting that they have reviewed and agreed with the employee work summary, any and all problems and/or complaints of a minor nature. Failure to provide the report on a monthly basis with the requested information to the Contractor Administrator will result in ACSET withholding payment from the monthly contractor amount for the days of work in question. In addition, all daily, twice weekly, weekly, monthly, quarterly, semi-annual, and annual tasks shall be clearly listed on the monthly report. ACSET will verify the information presented on the invoice with the monthly report. If a task is not listed on the monthly report, the Contractor will not be paid for the service. If the Contractor fails to provide reports in a timely manner, this shall be sufficient cause to immediately terminate the contract. All monthly reports shall be delivered to the Contract Administrator responsible for payment of the invoiced work. Monthly reports and forms are the responsibility of the Contractor.

# SERVICE REQUIREMENTS

* 1. The Contractor will furnish all labor, equipment, and cleaning supplies. Contractor shall use environmentally friendly products, whenever possible, pre-approved by ACSET.

Additionally, the Contractor shall provide paper products, toilet paper, paper towels, garbage can liners, toilet seat covers, compostable liners, Green Seal, or equivalent cleaning products: restroom cleaner, neutral floor cleaner, glass cleaner, and degreaser.

* 1. The Contractor shall keep a sufficient inventory of all supplies on hand to ensure an adequate stock is maintained at all times.
	2. The Contractor shall maintain the janitor closets in a neat and orderly fashion.
	3. All work shall be performed by qualified staff.
	4. The Contractor will ensure that his/her employees comply with all ACSET, county, municipal and State of Michigan industrial licensing, regulations, and practices.
	5. The Contractor’s personnel will conduct themselves on site in a professional manner at all times.
	6. The Contract Administrator or designated representative will inspect work performed by the Contractor on a regular basis. In the event of work performance deficiencies, the Contract Administrator or designated representative will notify the Contractor. Notification may be verbal or written. For safety or other good cause, ACSET may require the Contractor to rectify a deficiency immediately. The Contractor is encouraged to schedule inspection times/dates with ACSET’s Contract Administrator or designee.
	7. The Contractor shall, if applicable, establish a work schedule as set forth in the contract, maintenance agreement, or requisition. Cleaning is authorized between the hours of 6 pm and 6 am. In no case shall work be performed before or after the scheduled times without approval by the Contract Administrator or designee.
	8. The Contractor will provide a list of employees assigned to ACSET facilities and provide updates as needed.

The Contractor shall not allow children, pets, and non-employees on the premises. No temporary employee will be allowed to work on premises without prior notification to ACSET.

* 1. The Contractor of his/her employees must not remove or consume any property belonging to ACSET, employees, or the general public. This policy includes any articles that may have been deposited for disposal in trash receptacles.
	2. Materials, equipment and/or paper supplies belonging to ACSET will not be transferred from one job site to another by the Contractor without permission of the Contract Administrator.
	3. The Contractor and his/her employee may not use ACSET property, including telephones, fax, or copy machines, ladders, lifts, maintenance equipment, or the like, for personal use unless given permission by the Contract Administrator or authorized designee.
	4. Smoking shall not be permitted on facility premises, including exteriors.
	5. The Contractor and his/her employees will ensure that all doors, windows, and gates giving access to the facility are secured. All lights, except night lights, will be turned off before leaving the premises.
	6. The Contractor may be issued necessary building key set(s) or electronic door card keys. In no case shall the Contractor make duplicates of any issued key(s). Contractors shall notify the Contract Administrator immediately of the loss or theft of keys and electronic door card keys. ACSET will deduct $50.00 from payments to the Contractor for each building key or door card key lost, broken through neglect or misuse, or not returned to ACSET at the expiration of this contract.
	7. False Fire Alarms – Where false fire alarms are found to result in municipal code fine assessments and found to be the cause of Contractor’s negligence, the amount of any fines shall be deducted from payments to the Contractor.
	8. The Contractor shall report any building damage or potential hazard immediately to the Contract Administrator or authorized designee by telephone at (616) 558-3095. For life-threatening emergencies, calls shall be directed to 911.
	9. Hazardous conditions shall be immediately remedied or secured by the Contractor’s qualified and trained personnel to prevent further damage and/or protection of all personnel from exposure or injury, specifically for Blood borne Pathogen compliance; the Contractor shall also be responsible for training and protecting any and all employees of the Contractor, while engaged in the performance of any work or services by the Contractor under this agreement, as to the safeguards used and precautions taken, for the proper handling of infectious materials. Verification of training must be presented upon award of the contract to ACSET.
	10. Incidents, altercations, or accidents involving Contractor’s employees shall be reported to the Contract Administrator within 24 hours. All incidents, altercations, or accidents involving Contractor personnel require a written report from the Contractor describing the incident or accident.
	11. ACSET has a business license requirement. The Contractor and all Subcontractors shall be required to obtain a business license within 30 days upon the award of Contract.

#  SCOPE OF WORK SPECIFICATIONS

**Services will be performed between the hours of 6 p.m. and 6:00 a.m. unless specified otherwise in this Section or Section VII. All work described below shall be performed during each scheduled service period.**

## ALL FACILITIY SPACES

* + 1. **REFUSE – CONTAINERS**
			1. ***Empty Containers/Replace Liner:***

All refuse containers shall be completely emptied, and a clean, appropriately sized liner installed.

* + - 1. ***Wipe Clean Containers:***

Containers shall be damp wiped clean to remove stains, smudges, and dried refuse.

* + - 1. ***Recycling Containers:***

Recycling containers for all recyclables are to be emptied and a clean, appropriately sized liner installed. ***Do not empty containers marked for shredding or battery recycling.***

* + - 1. ***Clean & Disinfect Waste Receptacles:***

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

* + 1. **CLEAN & DISINFECT**
			1. ***Clean Doors, Walls, and Frames:***

Remove finger marks, furniture rubs, and scuff marks from walls, doors, frames, and kick plates.

* + - 1. ***Clean and Disinfect Handles, Handrails, and Covers:***

Clean/disinfect door handles, handrails, electrical switch plates, and outlet covers.

* + - 1. ***Clean and Disinfect Drinking Fountains:***

Stainless steel fountains are to be cleaned with a stainless cleaner, disinfected, inside and out, as well as fixtures. Fountains are to be free of water spots, stains, and smudges.

* + 1. **FURNITURE**
			1. ***Furniture Placement:***

Furniture, chairs, refuse, and recycle containers are to be placed back in their appropriate locations.

* + - 1. ***Furniture – Damp Wipe:***

Furniture shall be damp wiped with disinfectant to remove stains, smudges, and dried refuse.

* + - 1. ***Furniture – Vacuuming:***

Upholstered furniture shall be vacuumed clean, debris, and lint free.

* + 1. **DUSTING**
			1. ***Dust Horizontal Surfaces:***

Horizontal surfaces, window ledges, light fixtures, picture frames, and the like are to be dust free.

* + - 1. ***Dust Furniture:***

Dust all furnishings, with the exception of office desks.

* + - 1. ***High Dust – Vents, Grilles, Lighting, Etc.:***

High dusting shall be anything over 6’ from the floor including vents, grilles, exhaust fans, light fixtures, clocks, door tops, and frames.

* + 1. **WINDOWS, GLASS, AND BLINDS**
			1. ***Clean Entry Glass and Glass Doors:***

Entry glass shall be cleaned and streak free inside and out.

* + - 1. ***Clean Window Blinds:***

Blinds, horizontal, and vertical shall be carefully cleaned, dusted, and dirt free.

* + 1. **CARPET**
			1. ***Vacuum Carpet:***

Carpeted areas of lobbies, conference rooms, hallways, corridors, stairs, entrances, including entrance mats are to be thoroughly vacuumed dirt free. Furnishings (chairs, wastebaskets, etc.) are to be moved and returned to their original locations to provide for vacuuming.

* + - 1. ***Vacuum with Edging Tool – All Corners:***

Carpet edges and corners where floor and wall intersect, where floor and thresholds meet or around the bases of any object permanently placed on a carpet surface are to be vacuumed with an edging tool.

* + - 1. ***Routine Spot Clean Carpet:***

Carpet is to be kept in a stain-free condition. The Contract Administrator and the Contractor shall agree as to whether carpet shampooing/extraction supersedes spot cleaning.

* + - 1. ***Baseboard Cleaning:***

Baseboards (wood, vinyl, rubber) shall be kept cleaned with an appropriate product so as not to discolor or scratch.

* + 1. **FLOORING – CERAMIC TILE**
			1. ***Sweep Ceramic Tile Floors:***

Ceramic tile flooring shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

* + - 1. ***Damp Mop and Disinfect Ceramic Tile Floors:***

Ceramic tile floor surfaces shall be damp mopped with a disinfectant.

* + - 1. ***Machine Scrub Ceramic Tile Floors:***

Ceramic tile floor surfaces shall be machine scrubbed with an effective detergent cleaner and neutralized monthly or as needed. Ceramic tile flooring shall be maintained to remove stains, smudges, scuff marks, and dried refuse.

* + - 1. ***Baseboard Cleaning:***

Baseboards (ceramic tile) shall be cleaned with an appropriate product so as not to discolor or scratch.

* + 1. **FLOORING – RUBBER/VINYL TILE**
			1. ***Sweep Tile Floors:***

Resilient tile flooring (rubber, vinyl) shall be swept with a broom or dust mopped so as to leave the floor in a dirt (dust) free state.

* + - 1. ***Damp Mop Tile Floors:***

Resilient floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

* + - 1. ***Baseboard Cleaning:***

Baseboards (vinyl, rubber) shall be cleaned with an appropriate product so as not to discolor or scratch.

* + 1. **FLOORING – CONCRETE**
			1. ***Sweep Concrete Floors:***

Concrete floors shall be swept with a broom so as to leave the floor in a dirt (dust) free state.

* + - 1. ***Damp Mop Concrete Floors:***

Concrete floor surfaces shall be damp mopped to remove any dirt and all spills. Scuff marks or stains are not expected to be removed with damp mopping.

* + - 1. ***Baseboard Cleaning:***

Baseboards (wood, vinyl, rubber, concrete, steel) shall be cleaned with an appropriate product so as not to discolor or scratch.

## KITCHEN AREA ADDITIONAL SPECIFICATIONS

* + 1. **REFUSE – CONTAINERS**
			1. ***Food Waste Collection Containers:***

Food waste collection containers are to be emptied and a clean, appropriately sized liner installed.

* + - 1. ***Clean & Disinfect Waste Receptacles:***

Containers shall be cleaned and disinfected so as to remove stains, smudges, and dried refuse.

* + 1. **CLEAN & DISINFECT**
			1. ***Wipe Counters, Cabinets and Appliances:***

Drain boards, cabinet fronts and pulls, countertops, tables, towel dispensers, and appliances (exterior of refrigerator, stove, and dishwasher) are to be cleaned so as to remove finger marks, smudges, and left in a dust/dirt free condition.

* + - 1. ***Restocking Dispensers:***

Kitchen dispensers (paper towel and soap) are to be checked. Dispensers shall be filled as needed or as directed by the Contract Administrator.

## RESTROOM ADDITIONAL SPECIFICATIONS

* + 1. **CLEAN & DISINFECT**
1. ***Prime Floor Drains:***

Floor drains are to be flushed with water weekly so as to clean out the traps and eliminate odors. If necessary, a disinfectant odor neutralizer is to be used in conjunction with the water.

1. **RESTROOM FIXTURES**
	1. ***Restocking Dispensers:***

Restroom dispensers (paper towel, seat covers, toilet paper, soap, etc.) are to be checked daily. Dispensers shall be filled as needed or as directed by the Contract Administrator.

* 1. ***Clean Dispensers, Walls, Partition:***

Clean dispensers, walls, and partitions to be free of soap scum, fingerprints, dirt, smudges, and graffiti.

* 1. ***Clean and Disinfect Restroom Fixtures:***

Clean and disinfect all porcelain and stainless-steel sinks, faucets, handles, toilets, flush urinals, and urinal partitions to be free of deposits, stains, soap, and odors.

* 1. ***Clean and Disinfect Fixture Exteriors:***

Fixtures (sinks, faucets, toilets, urinals) exteriors, undersides, and bases are to be cleaned and disinfected with an appropriate cleaner so as to remove any deposits which may occur.

* 1. ***Clean and Polish Chrome and Stainless Steel:***

Plumbing fixtures are to be cleaned and polished so as to produce a shiny appearance.

* 1. ***Clean Mirrors:***

Mirrors shall be kept clean, fog, and streak free.

## SEMI-ANNUAL CARPET AND WINDOW CLEANING SERVICES

* + 1. **CARPETS- to be scheduled with Contract Administrator**
1. Shampoo clean all permanent carpeting and mats.
2. Carpets should be cleaned per manufacturer’s recommendations using products and methods consistent with those recommendations and that of the industry.
	* 1. **WINDOWS – to be scheduled with Contract Administrator**
3. Clean interiors of all exterior glass windows
4. Glass should be cleaned per manufacturer’s recommendations using products and methods consistent with those recommendations and that of the industry.

# FACILITY INFORMATION AND SCOPE OF WORK EXCEPTIONS

**Work performance and frequency shall conform to the specifications outlined in Section VI, unless specified otherwise in this section.**

## GRAND RAPIDS NW SERVICE CENTER (LOCATION A ON MAP)

* + 1. **Cleanable Square Footage: 15,392 SF**
		2. **Address: 215 Straight Ave. NW, Grand Rapids MI 49504**
		3. **Frequency: 5 days per week; Monday-Friday**
		4. **Cleaning Frequency Exceptions:**
			1. **Window Cleaning: Exterior of exterior windows shall be cleaned quarterly instead of daily, with exception of cleaning off unsightly marks caused by birds, insects, etc.**
			2. **Quarterly Carpet Cleaning: Scheduled for full cleaning or areas that require attention**
		5. **Contractor may at their option use existing WMW! Owned janitorial equipment located on site**

## MUSKEGON SERVICE CENTER AND OFFICES (LOCATION B ON MAP)

* + 1. **Cleanable Square Footage: 17,951 SF**
		2. **Address: 316 Morris Ave., Muskegon MI 49440 (1st and 3rd floors)**
		3. **Frequency: 5 days per week; Monday – Friday**
		4. **Cleaning Frequency Exceptions:**
			1. **First Floor
			Vacuum – Weekly**

 **Empty Trash/Separate Recycling – Mon/Wed/Friday
 Wipe Windowsills - Weekly**

 **Wipe Classroom Tables – Weekly
 Wipe Windowsills – Weekly**

 **b) Third Floor**

**Empty Trash/Separate Recycling – Mon/Wed/Friday**

**Vacuum-Daily**

**Wipe Windowsills – Weekly**

**Wipe Desk Partitions – Weekly**

**Empty Kitchen Trash - Daily**

## HOLLAND SERVICE CENTER (LOCATION C ON MAP)

* + 1. **Cleanable Square Footage: 14,903 SF**
		2. **Address: 12331 James St., Ste 130, Holland MI 49424**
		3. **Frequency: 5 days per week; Monday – Friday**

## HASTINGS SERVICE CENTER (LOCATION D ON MAP)

* + 1. **Cleanable Square Footage: 3,300 SF**
		2. **Address: 130 E. Main St., Hastings MI 49058**
		3. **Frequency: 3 non-current days per week**
		4. **Special Conditions:**
			1. **Facility is accessible to next door business staff after hours for use of restroom**

## IONIA SERVICE CENTER (LOCATION E ON MAP)

* + 1. **Cleanable Square Footage: 8,157 SF**
		2. **Address: 603 W. Adams St. Ionia MI 48846**
		3. **Frequency: 3 non-current days per week**
		4. **Cleaning Frequency Exceptions:**
			1. **Thoroughly vacuum - Weekly**

## GREENVILLE (MONTCALM) SERVICE CENTER (LOCATION F ON MAP)

* + 1. **Cleanable Square Footage: 6,000 SF**
		2. **Address: 1550 114 S. Greenville W. Dr., Greenville MI 48838**
		3. **Frequency: 5 days per week; Monday-Friday**
		4. **Cleaning Frequency Exceptions:**
			1. **Clean all windows, interior and exterior - quarterly**

# FACILITY LOCATION MAP

