

Calhoun County Community Mental Health Authority  
(Summit Pointe)

---

**REQUEST FOR PROPOSAL / JANITORIAL SERVICES**

RFP 19-004

---

*Submitted July 24, 2019*

---

## Section One: General Information

### 1.1 Purpose of RFP, Invitation to Bid, and General Conditions

Summit Pointe is seeking bids for janitorial services at various buildings located within the city of Battle Creek that it owns and operates in connection with services it provides as a Community Mental Health Services Program. The locations available for bidding either separately or as a whole are as follows:

Summit Pointe Downtown office (approximately 22,900 sq ft)  
140 W. Michigan Ave.  
Battle Creek, MI 49017

Summit Pointe South office (approximately 16,240 sq ft)  
3630 Capital Ave., SW  
Battle Creek, MI 49015

Summit Pointe Autism Center (approximately 5,500 sq ft)  
100 Country Pines Lane  
Battle Creek, MI 49015

Summit Pointe Recovery Center (approximately 4,500 sq ft)  
215 E. Roosevelt  
Battle Creek, MI 49037

**SUMMIT POINTE DISCLAIMS AND MAKES NO WARRANTY OR REPRESENTATION AS TO THE ACCURACY OR CORRECTNESS OF THE APPROXIMATE SQUARE FOOTAGES STATED ABOVE, AND PARTIES RESPONDING TO THIS RFP ACKNOWLEDGE AND AGREE THAT THEIR BIDS ARE FINAL AND BINDING EVEN IN THE EVENT THAT THE ABOVE APPROXIMATIONS ARE INACCURATE OR INCORRECT, AND THAT THEY HAVE BEEN PROVIDED THE OPPORTUNITY TO VISIT EACH SITE TO ASSIST IN PREPARING A BID.**

The janitorial services sought are outlined in the scope of work and other specifications set forth herein, which shall form the terms of a written contract that must be entered into with the winning bidder or bidders.

Summit Pointe's interpretation, or other information, concerning the scope or work, the specifications, or any other terms set forth in this RFP, may be requested by any bidder and will be provided, in writing, to all bidders. Such request must be made in a timely manner pursuant to the Response Timeline below in Section 1.4 of this RFP.

Any contract entered into pursuant to or as a result of this RFP will commence on October 15, 2019, and expire on September 30, 2020, with two optional renewable one-year terms through September 30, 2022.

The winning bidder will also be responsible for any required permits, licenses, fees, notices, etc., for any federal, state or local governmental agency having jurisdiction over the scope of work outlined in this RFP.

Summit Pointe is not required to award one bidder a contract to provide the services herein for all of the properties identified above, but instead may select the lowest bidder for each property.

**Proposals will be accepted until 2:00 p.m. (EST) on September 6, 2019.** Submittals should be addressed to:

Brad H. Sysol  
General Counsel  
[bhs@summitpointe.org](mailto:bhs@summitpointe.org)

Written responses and all supporting materials must be submitted via email as PDFs. **Responses must be clearly marked in the subject line of the email as: “Janitorial Services RFP 19-004.”**

## 1.2 Description of Summit Pointe

Summit Pointe is a community mental health authority that provides mental health, developmental disability, and substance use disorder services throughout Calhoun County. Summit Pointe is a governmental entity with a 12-member Board of Directors with its day-to-day operations managed by a Chief Executive Officer and her leadership team. Its principal administrative offices are located in the city of Battle Creek at 140 W. Michigan Ave. It also has offices located at 3630 Capital Ave. SW, Battle Creek; an Autism Center at 100 Country Pines, Battle Creek; and a Recovery Center at 215 E. Roosevelt Ave., Battle Creek.

## 1.3 Contact Point for Communications

Contact Name: Brad H. Sysol  
Contact Title: General Counsel  
Email: [bhs@summitpointe.org](mailto:bhs@summitpointe.org)

- Summit Pointe will not accept or respond to any questions or requests for additional information regarding this RFP after the deadline below. All responses will be in writing and provided to all bidders on Summit Pointe’s website on the date below.
- ***No phone calls will be accepted or returned regarding the RFP.***
- Should you have problems submitting emails to Brad Sysol, call 269-966-1460 for assistance.

#### 1.4 Response Time Line

| Activity                                  | Timeline               |
|---|------------------------|
| Issuance of RFP:                          | 7/24/19                |
| Optional Site Visits                      | 8/1/19 through 8/15/19 |
| Questions or Requests for Information due | 8/16/19 by 3PM         |
| Written Responses Posted                  | 8/20/19                |
| Proposals due to Summit Pointe:           | 9/6/19 by 2PM          |
| Board Consideration                       | 10/1/19                |
| Notification of Selection                 | 10/2/19                |
| Anticipated Contract Start Date           | 10/15/19               |

*SITE VISITS SCHEDULE – see schedule for each location below. These dates and times are subject to change at Summit Pointe’s sole discretion.*

## **Section Two: Rules Governing Proposals or Bids**

### **2.1 Preparation Costs**

Summit Pointe shall not be responsible for proposal preparation costs, nor for the costs, including but not limited to attorneys' fees, associated with any administrative, judicial or other type of challenge to the determination of the selected proposer or award of the contract, rejection of the proposal, or cancellation of this RFP. By submitting a proposal, each respondent agrees to be bound in this respect, waives all claims to cost or fees, and consents to the exclusive jurisdiction to courts in the state of Michigan for any such proceedings.

### **2.2 Public Information**

As a governmental entity, Summit Pointe is subject to and must comply with the Michigan Freedom of Information Act. Accordingly, the content of all proposals will be kept confidential throughout the selection process. But after a selection under this RFP, all submittals shall be considered public records and information, and made available for inspection and copying upon a proper request under Michigan's FOIA.

### **2.3 Disposition of Proposals**

All materials submitted in response to this RFP shall become the property of Summit Pointe immediately upon submission.

### **2.4 Modification of Proposals**

Modifications of proposals will not be accepted by Summit Pointe, even if presented or submitted prior to the deadline for submissions to this RFP.

### **2.5 Late Submissions**

Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer without review and without Summit Pointe retaining a copy.

### **2.6 Acceptance / Rejection of Submittal**

Summit Pointe reserves the right to reject any or all responses to this RFP, to waive minor irregularities in any proposal or in the RFP procedures, and to accept any proposal presented that meets or exceeds these specifications and which is deemed in the best interest of Summit Pointe. However, the requirements for timeliness shall not be waived. Summit Pointe also reserves the right to discontinue or cancel the RFP process at any time and for any or no reason, in whole or in part, including, but not limited to, the selection schedule, submittal date, and submittal requirements. The right to amend this RFP, giving equal information and cooperation to all

vendors, is also reserved.

## **2.7 Proposal Review**

It is the intent of Summit Pointe to conduct a comprehensive, fair and impartial evaluation of the proposals received in response to this RFP. Only entities meeting the mandatory criteria will have their proposals evaluated and scored. Following an initial evaluation process by a committee of individuals representing Summit Pointe, the committee may elect, in its sole discretion, to ask certain respondents to interview before the committee. The purpose of the interviews is to allow the firms selected to further expand upon and discuss their written submissions.

Summit Pointe reserves the right to award the contract or contracts to the firms that it believes, in its sole discretion, best meets the needs of the organization. Summit Pointe also reserves the right to request additional information or clarification from firms or brokers at any time during the RFP process.

## **2.8 Acceptance of Proposal Content / Contract**

RFP responses of selected firm may become contractual obligations. Failure to accept these obligations may result in cancellation of the selection, and the firm may be required to reimburse Summit Pointe for damages incurred.

The firm selected will be required to enter into a Services Agreement for this work with Summit Pointe. Any contract resulting from this RFP shall not be effective unless, and until, approved by Summit Pointe's Board of Directors at a meeting open to the public. *The execution of any contract pursuant to this RFP is expressly conditioned upon approval by the Summit Pointe Board of Directors.* Before Summit Pointe executes a contract, the selected firm shall furnish Summit Pointe certificates evidencing errors and omissions insurance, as required by Summit Pointe.

The contract awarded shall also be governed in all respects by the laws of the state of Michigan, and any litigation related to the contract or contracts resulting from this RFP shall be brought in the state of Michigan, with venue in the U.S. District Court for the Western District of Michigan or the state courts in Calhoun County, Michigan.

## **2.9 Non-Discrimination**

Summit Pointe vendors shall not discriminate with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight or marital status, or disability that is unrelated to the firm/broker's ability to perform the duties of a particular job or position. The firm/broker shall observe and comply with all applicable federal, state and local laws, ordinances, rules and regulations.

## **2.10 Non-Collusion**

Each bidder certifies that their proposal has not been made or prepared in collusion with any other firm and the prices, terms or conditions thereof have not been communicated by or on behalf of the firm to any other firm and will not be so communicated prior to the official receipt of their proposal. This certification may be treated for all purposes as if it were a sworn statement made under oath, subject to the penalties for perjury. Moreover, it is made subject to the provisions of 18 U.S. C. Section 1001, relating to the making of false statements.

### **Section Three: Key Considerations & Evaluation Criteria, Scope of Work, and Other Specifications**

#### **SCOPE OF SERVICES**

The successful firm shall agree to contract with Summit Pointe to provide janitorial services at one or more of the Summit Pointe locations identified herein, subject to the terms and termination provisions set forth above and other terms negotiated by the parties.

#### **REPRESENTATION AND WARRANTIES OF CONTRACTOR**

The winning bidder will represent and warrant to Summit Pointe as follows:

- (a) That, if it is a corporate or other business entity, it is duly organized, validly existing, and in good standing in its state of incorporation and in Michigan, and has the full power and authority to enter into a contract for and fulfill the obligations set forth in this RFP;
- (b) That contractor will fulfill its obligations set forth in this RFP in compliance with all applicable laws, rules, and regulations;
- (c) That contractor will obtain and maintain, at its own expense, all permits and licenses required in connection with its provision of janitorial services;
- (d) That contractor will fulfill its obligations under any contract resulting from this RFP in an efficient and timely manner, and using personnel with sufficient skill, experience, and qualifications, and in a workmanlike manner in accordance with best industry standards for similar services, and shall devote adequate resources to meet its obligations under any contract resulting from this RFP, as awarded, in accordance with the terms thereof and all reasonable instructions received from Summit Pointe's Facilities Lead from time to time;
- (e) That contractor will not use any products that are not suitable for the work being performed.

## **INSURANCE REQUIREMENTS**

For proposal purposes, bidders must submit copies of certificates of insurance for general liability and workers compensation. The successful contractor must provide original certificates prior to commencing services.

During the term of any contract resulting from this RFP and for a period of two (2) years thereafter, the contractor shall maintain, at its own cost and expense, the following insurance coverage: (i) Comprehensive Commercial General Liability Insurance with minimum limits of not less than \$1,000,000 per occurrence and not less than \$2,000,000 in the aggregate; (ii) Automobile Insurance of not less than \$1,000,000 per occurrence; (iii) Worker's Compensation Insurance with limits not less than required by applicable law; and (iv) Employer's Liability Insurance in limits not less than \$1,000,000 per employee per accident. If contractor, at any time, neglects or refuses to provide the insurance required herein, or should such insurance be canceled or materially changed without Summit Pointe's express written consent, Summit Pointe will have the right to terminate the contract for cause and without penalty.

## **FEES, COSTS AND TAXES**

Please complete the **Bid Form** below for each location on which you wish to compete for a contract. Summit Pointe may enter into negotiations with bidders on price or technical clarifications as to each location on the form. Additionally, Summit Pointe may negotiate with bidders to reach an agreement that best meets the overall needs of Summit Pointe. There is no guarantee that any bidder will be allowed an opportunity to engage in negotiations with Summit Pointe under this section.

Summit Pointe reserves the right to request and receive, per month, either one monthly invoice for all locations being serviced by the contractor, or separate monthly invoices for each location being serviced by the contractor. Invoices will be due for payment on a monthly basis.

Contractors shall keep and maintain an accurate service log of work performed at each location. Summit Pointe shall only be charged for services actually performed. The service logs pertaining to janitorial services on behalf of Summit Pointe shall be copied and submitted to Summit Pointe each Friday by 1:00PM to the Maintenance Department at [Maint@summitpointe.org](mailto:Maint@summitpointe.org) for the preceding week.

Summit Pointe is exempt from Michigan Sales Tax, and will furnish a tax exempt certificate upon request.

## SCOPE OF WORK AND DELIVERABLES

The contractor shall provide all personnel, equipment, tools, materials, supervision and other items and services necessary to perform the services as described. The required objective is to maintain the facility(s) in such a manner that the location provides a clean, healthy, and safe work environment for occupants and visitors.

### Description of Services:

Contractor shall perform the task descriptions that follow, which are the minimum acceptable cleaning performed:

### Floor Cleaning:

**Carpet Cleaning by Thorough Vacuuming:** Carpets shall be clean and free from dust balls, dirt and other debris. Note: Prior to vacuuming area, move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. *Summit Pointe requires that a motor driven Commercial grade vacuum with HEPA filtered exhaust or equipment that meets these standards be used exclusively in all carpeted areas where water and/or snow does not present a problem.* Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a Dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.

**Dust Mop:** Thoroughly dust mop all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, boxes, etc.). Be sure to replace all items moved. Dust mops must be treated with water based dust control chemical. Place dust and dirt into plastic trash bag, tie off and remove to Dumpster.

**Damp Mop:** Thoroughly damp mop all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free.

**Floor Cleaning / Thorough Sweeping:** Floors shall be clean and free of trash and foreign matter. No dirt, dust shall be left in corners, behind radiators, under furniture or behind doors.

**Damp Mopping and Spray Buffing:** Floors shall be slip resistant, free of marks, skipped areas, streaks, and mop strands. Walls, baseboards and other surfaces shall be free of splashing and marks from the equipment. The finished area should have a uniform luster. There shall be no buildup of finish in corners or under furniture, behind doors, on stairs or landings.

**Wet Mopping and Scrubbing:** The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon

completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

**Wet Mopping and Buffing:** Floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machine buffed to a polished appearance with a high-speed buffer.

**Damp Wiping:** This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must contain an appropriate cleaning agent. When damp wiping in toilet areas, use a multi-purpose disinfectant and deodorizer.

**Stripping and Sealing:** Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface. Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity.

**Waxing and Buffing:** Apply wax in a thin, even coat and machine buff with a high-speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or windowsills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

### **Restroom Cleaning:**

**Dusting (Restroom Cleaning):** Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of cabinets, etc. Pay particular attention to the tops of these items. An approved dust cloth or dusting tool, treated with water based dust control chemical, must be used.

- a. **Disinfect:** Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved \*disinfectant solution and allow to air dry.

- b. Clean and Disinfect Sinks: Thoroughly clean all sinks, including bottom, faucets, and spigots, with proper and appropriate cleanser. Rinse thoroughly as all cleanser residues must be removed. Then wipe each item with approved \*disinfectant solution and allow to air dry.
- c. Clean Glass and Mirrors: Thoroughly clean all glass and mirrors using an approved alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surface should be streak, smear, and smudge free. Make sure attached frames, edges, and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used as needed.
- d. Clean and Disinfect Toilets and Urinals: Thoroughly clean toilets, toilet seats, and urinals with proper and appropriate acid free bowl cleaner, rinse thoroughly. (Approved acid cleaner may not be used more than once per quarter and should be used on the interior of toilet or urinal only. Great care must be taken to avoid any chrome when acid cleaner is used). Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff-dry to a streak, smear and smudge free "shine". Leave seats in a raised position.
- e. Clean and Disinfect Walls, Doors, Partitions and Handrails: Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved \*disinfectant solution and allow to air dry.
- f. Damp Mop - \*Disinfectant: Thoroughly damp mop all non-carpeted areas. Move and damp mop under all fixtures including easily movable objects. Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Approved proper chemicals at proper dilution must be used at all times. Finished floor must be clean and streak free. Thoroughly damp mop floor with approved \*disinfectant solution. Allow to air dry.
- g. Clean and disinfect shower walls and stalls (Restroom where applicable): Thoroughly clean all showers, including bottom, faucets, and spigots, with proper and appropriate cleanser. Thoroughly clean all walls, floors, (including plug covers), doors (including entrance doors inside and outside), partitions and handrails with proper approved chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with approved \*disinfectant solution and allow to air dry.

*\*Note:* All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odors coming from the floor drains.

**Remove Carpet Runners (as applicable)**: Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with approved wet pick up vacuum before carpet runners are removed. Carpet runners must be extracted as specified during ice melt/salt usage, to maintain a clean appearance.

**Replace Carpet Runners (as applicable)**: After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.

**Cleaning / Disinfecting Drinking Water Fountains and Dispensers**: Thoroughly clean entire exterior surface with approved cleanser. The grain of all stainless steel must be followed at all times.

Rinse thoroughly as all cleanser must be removed. Wipe entire surface with approved disinfectant solution and wipe dry utilizing a clean, soft cloth. The grain of all stainless steel must be followed.

**Stainless Steel (Brass) Cleaning (Elevators, Doors, Trim, Etc.):** Thoroughly clean all stainless steel (brass) not previously mentioned with approved cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.

**Cleaning, High Traffic Areas:** High traffic area is any area that would receive heavy traffic and that would require cleaning as specified. Areas would include: corridors, lobbies, waiting areas, conference rooms, or any area so designated by Summit Pointe.

**Dusting:** There shall be no obvious dust streaks. Corners, crevices, molding and ledges (including heating) shall be free of all obvious dust. There shall be no oils, spots or smudges on desk or dusted surfaces. Thoroughly dust all vertical and horizontal surfaces in all cleanable areas with approved dust cloth or tool treated with an approved water based dust control chemical, up to and including ceiling vents, air bars, and lighting devices, window blinds, etc. Do not move dusting residue from spot to spot, but remove directly from the areas in which dirt lies by the most effective means appropriate; treated dusting cloths or vacuum tools.

- Leave no dust streaks.
- Leave corners, crevices, molding and ledges free of dust and cobwebs.
- Leave no oil spots or smudges on dusted surfaces caused by dusting tools.

**Horizontal surfaces:** include, but are not limited to, counter tops, file cabinets, tables, coat-racks, etc. Telephones, etc., must be lifted and dusted under. Do not disturb work papers. Dusting high and low includes, but is not be limited to, partition tops, pictures, chair rungs, etc. Window hangings are either blinds or drapes. Dust blinds. Lightly vacuum drapes.

**Clean Air Bars and Vents:** Vacuum excess dust and dirt from air bars. Damp wipe clean with approved disinfectant solution and wipe dry.

**Glass Cleaning (Lobby):** Glass Cleaning is a part of the overall task of lobby cleaning. Glass cleaning shall be performed as specified. It is expected that all lobby glass, including doors and windows (to the limit of reach from floor level) shall be spot cleaned inside and out. All handprints, smudges, and soil are to be removed during the performance of this task. If necessary, clean the entire door or window to accomplish clean glass.

**Wall Spot Cleaning:** Thoroughly clean all spots, smudges, stains, etc. from walls, partitions and modular partitions using approved chemicals at approved dilutions. Wipe dry with clean soft cloth. Also thoroughly clean all interior glass with approved alcohol based glass cleaner and wipe dry with clean dry cloth. All surfaces must be dirt and streak free.

**Bagged Debris, Rubbish and Consumables:** Any bagged debris collected from sweeping, dust mopping, vacuuming as well as any collected trash, rubbish or consumables used in the cleaning process must be removed to the approved dumpster at each location. It is not acceptable to leave these items, however contained, in any Summit Pointe facility or to place in any area other than the approved dumpster.

## **INDEMNIFICATION**

Contractor shall indemnify, defend, and hold harmless Summit Pointe, along with Summit Pointe's employees, officers, directors, contractors, agents, affiliates and assigns, from and against any and all costs, damages, or expenses of any kind or nature, including without limitation attorney's fees and related costs, arising directly or indirectly (a) out of a breach or default by or on behalf of contractor of any of its obligations under this Agreement (including without limitation its representations and warranties); (b) contractor's (or any party acting on its behalf) negligence or willful misconduct; or (c) any allegation that the Services violate any applicable law, rule, regulation or judicial order. With respect to any claim made hereunder, Summit Pointe shall provide contractor with prompt written notice of its existence, give control of its defense and settlement to contractor, and shall cooperate in all reasonable respects with contractor, its insurance company, and its legal counsel in its defense thereof, at contractor's sole expense. Contractor may not settle any potential suit hereunder without Summit Pointe's prior written approval, with such approval not to be unreasonably withheld, conditioned, or delayed. If contractor fails to assume the defense of a claim or Summit Pointe reasonably determines that contractor has failed to diligently assume and maintain a prompt and vigorous defense of any claim, Summit Pointe may assume sole control of the defense of any claim and all related settlement negotiations with counsel of its own choosing, and contractor will pay all reasonable costs and expenses (including reasonable outside attorneys' fees) incurred by Summit Pointe in such defense within thirty (30) days of each of Summit Pointe's written requests therefore.

## **RFP SUBMITTAL CONTENTS AND REQUIREMENTS**

By submitting a proposal, you represent that you have (1) thoroughly examined and become familiar with the scope of services outlined in this RFP and (2) are capable of performing quality work to achieve the Summit Pointe's objectives. The following information must accompany your proposal:

1. Bidder Information. Provide the following information:
  - Legal name and address of your organization, and indicate whether it operates as an individual, partnership, or corporate entity. If corporate entity, include the State in which it is incorporated.
  - If applicable, state whether your organization is licensed or registered to operate in the State of Michigan.
  - Phone number.
  - Fax number.
  - Web page.
  - How long in business.
  - Location or facilities that will be involved in servicing the contract.
  - General description of your organization and its current management.
  
2. Prior Experience and References. Indicate the prior experience of your firm, which you consider relevant to your ability to successfully manage a contract for the services defined by this

RFP. Include sufficient detail to demonstrate the relevance of this experience to the size and scope of the locations that you are bidding. Bidders must provide at least three references, which should include company name, contact name, address, phone number and email address. References may be contacted or consulted at Summit Pointe's discretion.

3. Staffing. The written proposal should indicate the competence of personnel whom bidder intends to assign to the locations in this RFP. Provide information for staff training and development (a) before job placement; (b) on the job training; (c) on-going training; and (d) health, safety and environmental protection. If any subcontractors are used by bidder, bidder must provide the subcontractor's name, address, contact person, and complete description of the work to be contracted.

4. Contract Performance. Indicate whether bidder has had a contract terminated for default, non-performance, or poor performance, within the last three years. If a termination exists, explain the reason for the termination, how the matter was resolved (e.g., litigation), and any corrective action taken by your organization to prevent the same issues from occurring in the future, and the name and address of the firm that terminated your services.

5. Disclosure of Litigation. Bidder must disclose any material civil or criminal litigation, investigations, or proceedings involving the bidder or any of its officers or directors related to their acts or omissions in their capacity as an officer or director. Provide the name of the proceeding, where it is pending, the nature of the allegations, and any case or matter number.

6. Quality Assurance / Customer Service. Bidders must describe their quality assurance and customer service programs. For instance, bidders must describe how it verifies that staff adequately performs work for the delivery of services described in this RFP. Bidders must also describe a plan for overall customer security (e.g., employee background checks, etc.), as well as a specific plan for key-control and contractor access to customer locations. Bidders must also indicate whether they have a dedicated person for handling customer complaints and to resolve customer issues.

7. Location Work Plan and Pricing. Bidders must provide a detailed plan indicating how they would service each location on which they wish to bid, including all relevant specifications, that includes, at a minimum: (a) the number and responsibility of staff needed to provide the services, with an estimate of man-hours needed to perform the services; (b) list of equipment that will be needed and utilized for the services (including type of equipment, purpose / use; manufacturer; model number; year; and make); and (c) all supplies that will be needed and utilized for the services (including type of supply; purpose/use; manufacturer; product name; and quantity), with copies of their Material Safety Data Sheets. Bidder shall also provide clear and unambiguous terms of the pricing they propose for each location.

8. Copies of certificates of insurance for general liability and workers compensation.

**REMINDER: NON-WAIVABLE DUE DATES**

***Proposals are due on or before 2PM on September 6, 2019***

***OPTIONAL SITE VISIT DATES –***

Summit Pointe Downtown office  
140 W. Michigan Ave., Battle Creek, MI 49017  
August 1, 2019 at 9AM or  
August 7, 2019 at 9AM

Summit Pointe South office  
3630 Capital Ave., SW, Battle Creek, MI 49015  
August 2, 2019 at 9AM or  
August 8, 2019 at 9AM

Summit Pointe Autism Center  
100 Country Pines Lane, Battle Creek, MI 49015  
August 6, 2019 at 9AM or  
August 13, 2019 at 9AM

Summit Pointe Recovery Center  
215 E. Roosevelt, Battle Creek, MI 49037  
August 5, 2019 at 9AM or  
August 15, 2019 at 9AM