



# Procurement Services

University of Arkansas at Little Rock

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## REQUEST FOR PROPOSAL (RFP)

### SOLICITATION INFORMATION

<b>Solicitation Number:</b>	<b>FB-24-023</b>	<b>Solicitation Issued:</b>	<b>May 3, 2024</b>
<b>Description:</b>	<b>As-Needed Janitorial Services</b>		

### SUBMISSION DEADLINE FOR RESPONSE

<b>Bid Opening Date:</b>	<b>June 3, 2024</b>	<b>Bid Opening Time:</b>	<b>3:00, CST</b>
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Per Arkansas Procurement Law and Bid Rules, it is the supplier's responsibility to submit bids at the designated location on or before the bid opening date and time. **Bid submissions received after the designated bid opening date and time may be rejected as untimely.** Procurement Services shall return them to the supplier without review. It is not necessary to return "no bids."

### DELIVERY OF RESPONSE DOCUMENTS

<b>Delivery Address:</b>	University of Arkansas at Little Rock Office of Procurement University Services Building C100 2801 South University Little Rock, AR 72204  Suppliers are responsible for delivering their bid documents to the University of Arkansas at Little Rock on or before the scheduled bid opening time. Postage service providers—USPS, UPS, and FedEx—deliver mail to our offices based on our street address. Supplier assumes all risk for timely and properly submitted deliveries.
<b>Bid's Outer Packaging:</b>	Seal the outer packaging and mark it with the following information. <ul style="list-style-type: none"><li>• Solicitation number</li><li>• Date and time of bid opening</li><li>• Prospective supplier's name and return address</li></ul> <b>Improperly marked packages may be opened for identification purposes.</b>

### UA LITTLE ROCK PROCUREMENT SERVICES CONTACT

<b>Buyer:</b>	Jen Crosland	<b>Buyer Email:</b>	<a href="mailto:jcrosland@ualr.edu">jcrosland@ualr.edu</a>
<b>Main Email:</b>	<a href="mailto:procurement@ualr.edu">procurement@ualr.edu</a>	<b>Main Phone:</b>	<b>501-916-3144</b>
<b>Website:</b>	<a href="https://ualr.edu/procurement/bids/">https://ualr.edu/procurement/bids/</a>		

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## Section 1 - General Instructions and Information

*Do not respond to items in this section unless specifically and expressly required*

### 1.1. Introduction

The University of Arkansas at Little Rock (UA Little Rock) is soliciting proposals from qualified and experienced suppliers for as-needed janitorial services for the main UA Little Rock campus, including four residence halls and the University Village apartment complex, and the Bowen School of Law.

### 1.2. Objective and Goals

The university's goal in establishing janitorial contracts with multiple suppliers is to ensure clean and safe office, learning, and living environments for faculty, staff, and students.

### 1.3. Current Environment

The university has a need to supplement its current custodial, janitorial, and housekeeping staff in multiple areas with outside vendors to fill gaps for cleaning coverage and cleaning projects. As such, the university seeks both hourly and area-based pricing for cleaning services to the above-listed spaces. The peak time for these cleaning services will be during the summer months but may extend throughout the year on an as-needed basis. Occupied spaces will not need to be cleaned unless otherwise requested by Campus Living or Facilities Management. Successful suppliers must provide all equipment and supplies necessary to complete the services described herein unless otherwise instructed by Facilities Management.

Suppliers must bid on all property areas listed, **but** the university reserves the right to eliminate certain property areas as applicable for budgeting purposes. A detailed list of example spaces for both the Main Campus and Campus Living sections is included herein as **Appendix A**.

### 1.4. About UA Little Rock

UA Little Rock is a metropolitan research university that provides access to quality education through flexible learning and unparalleled internship opportunities. At UA Little Rock, we prepare our students to be innovators and responsible leaders in their fields. Committed to its mission, UA Little Rock is a driving force in Little Rock's thriving cultural community and a significant component of the city and state's growing profile as a regional leader in research, technology transfer, economic development, and job creation.

For more information on the university, please see [ualr.edu/about/](http://ualr.edu/about/).

### 1.5. Type of Contract

- 1.5.1. As a result of this solicitation, UA Little Rock intends to award a contract to **multiple suppliers**.
- 1.5.2. The anticipated starting date for any resulting contract is **October, 2024**. However, the university may adjust the contract start date for up to three calendar months.
- 1.5.3. By submitting a signed proposal in response to this solicitation, the prospective supplier represents and warrants that it will honor its proposal as being held open as irrevocable after this period.
- 1.5.4. The initial term of a resulting contract will be for one (1) year. Upon mutual agreement by the supplier and university, the contract may be renewed by UA Little Rock for up to six (6) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.
- 1.5.5. Pursuant to Arkansas Code Annotated § 19-11-249, any campus, unit or division of the University of Arkansas System or any college or university in Arkansas will be eligible to acquire from the successful purchaser or bidder goods or services that are the subject of this procurement, on all of the terms and conditions contained in any contract issued under this solicitation.

**1.6. Schedule of Events**

1.6.1. For informational purposes, UA Little Rock is providing a Solicitation Schedule of Events; however, dates listed and noted with an asterisk (\*) are anticipated dates only and are subject to change at the discretion of the university.

<b>Event Description</b>	<b>Date &amp; Time</b>
Release of solicitation	<b>05/03/2024</b>
Bidders Conference	<b>05/06/2024 @ 2:00 pm, CST</b>
Site Visit	<b>05/15/2024 @ 10:00 am, CST</b>
Questions from Bidders due	<b>05/20/2024</b>
Answers to questions posted*	<b>05/24/2024</b>
Proposal Due Date	<b>06/03/2024 @ 3:00 pm, CST</b>
Interviews*	<b>06/10/2024</b>
Evaluation complete*	<b>06/17/2024</b>
Post Intent to Award and Start of Discussions*	<b>06/21/2024</b>
Recommended award submitted for legislative approval*	<b>September 2024</b>
Final legislative review*	<b>October 2024</b>
Award Commences*	<b>October 2024</b>

*Table A*

**1.7. Mandatory Bidder’s Conference**

UA Little Rock will host a bidders conference to provide additional information and clarification regarding the solicitation.

- 1.7.1. The conference will take place on the date and time listed in Table A.
- 1.7.2. The conference is important to prospective respondents to understand the tasks a respondent shall complete when submitting a proposal.
- 1.7.3. Prospective respondents may attend the conference via zoom.  
Please join us via Zoom at [time] CST for a bidders conference. See Table A for the date and time of the conference.

Zoom Registration Link: <https://ualr-edu.zoom.us/j/85335421599>  
 Meeting ID: 853 3542 1599  
 Dial-In Information: 877 853 5257 US Toll-free  
 888 475 4499 US Toll-free

- 1.7.4. The issuing buyer will post any updates from the bidders conference on the bid page.

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**1.8. Non-Mandatory Site Visit**

UA Little Rock will host an optional site visit to provide additional context regarding the solicitation.

- 1.8.1. The visit will take place on the date and time listed in Table A.
- 1.8.2. The visit is important to prospective respondents to understand the areas involved with and tasks required by UA Little Rock when submitting a proposal.
- 1.8.3. Prospective respondents, if attending, must attend the site visit in-person.
- 1.8.4. Prospective respondents will RSVP to the buyer listed on Page 1 of this solicitation prior to attendance.
- 1.8.5. The site visit will commence from the UA Little Rock Main Campus Facilities Management Administration building and is expected to last from 1.5 to 2.5 hours.

**1.9. Live Proposal Opening**

Use the information below to view the proposal opening online.

Zoom Meeting Link: <https://ualr-edu.zoom.us/j/87906650712>  
Meeting ID: 879 0665 0712  
Passcode: 4ENL0prj  
Dial-In Information: 877 853 5257 US Toll-free  
888 475 4499 US Toll-free

**1.10. University Contract Administrator**

- 1.10.1. Sheri O'Brien, hereinafter referred to as the Contract Administrator, shall serve as UA Little Rock's representative and administrator of this contract.
- 1.10.2. The Contract Administrator shall manage all aspects of the contractual relationship to ensure that the Supplier's total performance is per the contractual commitments and that the obligations of the Supplier under the terms and conditions of the contract are being fulfilled.
- 1.10.3. The Contract Administrator shall work with the Supplier throughout the contract term. The Contract Administrator shall transmit all instructions, questions, approvals, and special requests concerning the contract. The Contract Administrator may designate other university personnel to assist with the administration of the contract.

**1.11. Clarification of RFP Solicitation**

- 1.11.1. Submit any questions requesting clarification of information contained in this solicitation via email to the buyer no later than the date and time listed in Table A. Questions will be consolidated and responded to by the university as deemed appropriate. The university's consolidated, written response is anticipated to be posted on the university's website by the close of business on the date provided in Table A.
  - A. For each question submitted, the prospective supplier should reference the specific solicitation item number to which the question refers.
  - B. If a prospective supplier's questions are unclear or non-substantive, the university may request clarification of a question(s) or decline to answer.
- 1.11.2. The prospective supplier should notify the buyer of any term, condition, etc., that precludes the prospective supplier from submitting a compliant, responsive proposal. Prospective suppliers should note that it is their responsibility to seek resolution of all such issues, including those relating to the terms and conditions of the contract, before submitting a proposal.
- 1.11.3. Prospective suppliers may contact the buyer with non-substantive questions at any time prior to the proposal opening.
- 1.11.4. An oral statement by UA Little Rock will not be part of any contract resulting from this solicitation. It may not reasonably be relied on by any prospective supplier as an aid to interpretation unless it is expressly adopted in writing by UA Little Rock.

- 1.11.5. Only an addendum written and authorized by the university will modify the solicitation.
- A. An addendum posted within three (3) calendar days prior to the proposal opening may extend the proposal opening and may or may not include changes to the solicitation.

**1.12. Definition of Terms**

1.12.1. The buyer has made every effort to use industry-accepted terminology in this solicitation and will further attempt to clarify any point of an item in question as indicated in the clarification of this bid solicitation.

- A. The words "bidder," "proposer," "contractor," and "supplier" are used synonymously in this document and mean a responsible offeror who submits a proposal in response to this solicitation.
- B. "Responsive Proposal" means a proposal submitted in response to this solicitation that conforms in all material respects to this solicitation.
- C. "Shall" and "Must" mean the imperative and are used to identify requirements.
- D. "Requirement" signifies a requirement of the proposal and that the supplier's agreement to and compliance with that item is mandatory.
- E. "Specification" means any technical or purchase description or other description of a commodity or service's physical or functional characteristics or nature. "Specification" may include a description of any requirement for inspecting, testing, or preparing a commodity or service for delivery.
- F. The words "UA Little Rock," "university," "campus," "UALR," and "University of Arkansas at Little Rock" are used synonymously in this document.
- G. The terms "Request for Proposal," "RFP," "Bid," and "Solicitation" are used synonymously in this document.
- H. The words "Hiring department," "user(s)," "requestor," and "departments" are used synonymously in this document to mean the end user requesting service.
- I. "Redacted" means the retroactive editing, censoring, or obscuring of parts of a document to remove confidential or otherwise sensitive material.
- J. "Business Day" means Monday through Friday, 8:00 AM to 4:30 PM Central Time, excluding State Holidays
- K. "State Holiday" means the following days during the year when State Offices are closed:

Christmas Day	New Year's Day
Christmas Eve	Thanksgiving Day
Dr. Martin Luther King Jr.'s Birthday	Veteran's Day
Independence Day	George Washington's Birthday and Daisy Gatson Bates Day
Labor Day	Memorial Day
- L. Any day otherwise designated by public proclamation by the President of the United States, or the Governor of the State of Arkansas as a legal holiday is a State Holiday.
  - a. If any State Holiday falls on a Saturday, Saturday and the preceding Friday are both State Holidays.
  - b. If any State Holiday falls on a Sunday, Sunday and the following Monday are both State Holidays.
- M. Central Time is the time zone for Little Rock, AR. Therefore, all meetings and deadlines will be based on Central Time.
- N. "State" means the State of Arkansas.
- O. "Standard Terms and Conditions" means the UA System Procurement Terms and Conditions.

- P. "Solicitation Terms and Conditions" refers to the University of Arkansas at Little Rock's solicitation terms and conditions located on the UA Little Rock Procurement Services website: <https://ualr.edu/procurement/bids/>.

### 1.13. Response Documents

Do not include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

Printed responses should be formatted no larger than 8.5" x 11", fully recyclable (i.e., no plastic covers, plastic tabs, etc.), and bound with glue, staples, or thread (i.e., perfect bound, saddle stitching, etc.). Metal or plastic coil binding is not allowed. The Information for Evaluation section should be limited to ten (10) double sided pages, excluding required forms, and may not include identifying information. Responses must be submitted in the English language.

#### 1.13.1. Technical Response Packet

Prospective suppliers shall utilize the Technical Response Packet to submit their responses, and it must be received on or before the proposal opening date and time.

- A. The packet should be marked "Original" and must include the following:
1. Original signed Proposal Signature Page.
  2. Original signed Proposed Subcontractors Form, if applicable.
  3. Response to Information for Evaluation section.
    - o Responses within the Information for Evaluation section **must not contain the prospective supplier's name or any other identifiers**, including and without limitation, names of staff members, projects, clients, products, and addresses.
  4. Recommended Options Form, if applicable
  5. Other documents and information expressly required in this solicitation.
- B. The following items, which **must be submitted before a contract award**, may also be included with the prospective supplier's proposal.
1. [EO 98-04: Contract and Grant Disclosure Form](#)
  2. Copy of prospective supplier's Equal Opportunity Policy.
  3. Voluntary Product Accessibility Template (VPAT), if applicable.
- C. **Do not include pricing in the technical proposal packet.**

#### 1.13.2. Financial Proposal Packet

Prospective respondents should utilize the Financial Proposal Packet posted with the solicitation document and *submit it separately* from the Technical Response Packet.

- A. All pricing must be proposed in U.S. dollars and cents.
- B. Pricing document packet should be clearly marked "Pricing."

#### 1.13.3. Recommended Response Documents

In addition to the Technical Response Packet and the Financial Proposal Packet, the following items should be submitted **on flash drive** as PDF files.

- A. One (1) PDF copy of the Technical Response Packet,
  1. Information for Evaluation should be a separate file.
- B. One (1) PDF copy of the Financial Proposal Packet.
- C. One (1) redacted copy (marked "REDACTED") of the original Technical Proposal Packet.
- D. If the university requests additional copies, they must be delivered within twenty-four (24) hours of the request.
  1. All additional copies **must** be identical to the original hard copy.

2. In case of a discrepancy, the original hard copy shall govern.

**1.14. Additional Terms and Conditions**

- 1.14.1. This solicitation incorporates all of the UA Little Rock Solicitation Terms and Conditions located on the UA Little Rock Procurement Services website here: <https://ualr.edu/procurement/bids/>.
  - A. Any special terms and conditions included in this solicitation shall override the UA Little Rock Solicitation Terms and Conditions.
- 1.14.2. Any purchase or contract as a result of this solicitation incorporates all the UA System Procurement Terms and Conditions as posted here: <https://www.uasys.edu/system-office/finance-and-administration/procurement/>.
  - A. Any special terms and conditions included in this solicitation shall override the UA System Procurement Terms and Conditions.



## Section 2 - Requirements & Specifications

*Do not respond to items in this section unless specifically and expressly required.*

### 2.1. Prospective Supplier Minimum Qualifications

2.1.1. The prospective supplier shall provide labor Monday through Sunday at varied times, as needed by the university, to complete general custodial/janitorial cleaning and/or floor and upholstery cleaning. Suppliers must be able to provide custodial/janitorial services within 72 hours of request for quote and floor/upholstery cleaning services within an agreed window to accommodate established project schedules.

### 2.2. General Requirements

Provide pricing for as-needed custodial and janitorial services by worker hourly rate and supervisor/crew leader hourly rate, as applicable.

Provide pricing for each rate: Regular Business Hours (Monday through Friday 6:00 am to 4:00 pm), After Hours (Monday through Friday 4:00 pm to 6:00 am), Weekends, and Holidays (as defined in this document).

Provide materials cost and rates by service type, as applicable.

Provide any applicable special pricing rate(s) for projects with a high square footage and define such area range(s).

Define any minimum area or minimum hourly commitment for mobilization of services.

Successful supplier(s) will have a local office (within Pulaski County or one of its immediately surrounding counties) or the demonstrated ability to establish a local office independent of the university within two weeks, or ten (10) business days, of contract start and begin providing service no later than three weeks, or fifteen (15) business days, from contract start.

Specific services detailed in this document represent examples of work to be performed and are not exclusive of such other services as may be required by the university under the general service type provided by a given supplier. It is understood that this document seeks pricing for example services to facilitate a useful cost comparison between proposals submitted for each service type.

#### 2.2.1. **All Areas (to include Common Areas [Corridor, Stair, Elevator], Office, Classroom, Auditorium, and Performance Space), Excluding Campus Living**

The successful supplier(s) must provide labor only. Equipment, supplies, and disposable goods will be provided by UA Little Rock Facilities Management to complete the following:

- A. Clean and dust all walls, fixtures, corners, perimeters, door and window frames, ledges, moldings, handrails, baseboards, vents, and similar surfaces.
- B. Clean any glass in doors or glass panels surrounding doors up to 6' (ft) in height.
- C. The entire area will be thoroughly swept or vacuumed to remove dust, dry soil, and other surface debris. Hard surface floors will be mopped to remove all soil and non-permanent stains.
- D. All areas under chairs, trash receptacles, desks, and other furnishings, which are accessible, will be cleaned as well, and trash receptacles emptied, replacing the bags.
- E. Remove all litter, debris, spots, streaks, and visible soil from all surfaces.
- F. Remove all pencil and pen marks from surfaces, and any non-permanent stains,

spots, and spills from tables and any furniture.

- G. Clean and disinfect all touch points to include door handles, push plates and bars, latching and locking hardware, and light switches.

**2.1.1. Wet Area (Lab, Restroom, Changing Room, and Locker Room) Cleaning**

The following requirements are in addition to those listed in Section 2.2.1.

- A. Clean and disinfect all the surfaces of any shower, tub, or eyewash station with the appropriate solution to remove mineral deposits, mildew, or other embedded soil and stains.
- B. Clean every surface inside and out of toilets and disinfect.
- C. Use a descaler and clean as needed to remove any build up on chrome fixtures.
- D. Mop the floor with a germicidal disinfectant to include cleaning any floor drain.
- E. Remove any nonpermanent stains, spots, or spills from tables, counters, and sinks.
- F. Clean any glass surfaces, i.e. mirrors, within room up to 6' (ft) in height such that they present a streak and spot-free appearance.

**2.1.2. Event Space (Arena) Cleaning**

The university seeks hourly pricing for Porter services during and Custodial services (to include duties outlined under Section 2.2.1.) after games and events held in the bowl of this facility and its adjacent event spaces, including Fisher Court and the Main Concourse. Additionally, the university seeks pricing for deep cleaning and floor care as necessary to maintain the building to its current standard.

**2.1.3. Special Project Cleaning**

Each Special Project will have a scope of work as defined by the owner (UA Little Rock). The successful supplier(s) will review and submit a quote based on this scope of work.

**2.2.2. Technical Cleaning Services: Hard and Soft Floor Care & Upholstery Care**

The successful supplier(s) must provide labor, equipment materials, and disposable goods (such as cleaning and finishing products, as approved by the UA Little Rock Director of Custodial Services) to complete the following:

**2.2.1. Floor and Upholstery Cleaning**

Provide any applicable pricing rate(s) for scrub-cleaning of VCT, LVT, concrete, ceramic, and other hard-surface floor types, to include post-scrub VCT floor sealer, by square foot.

Provide any applicable pricing rate(s) for hot water extraction or steam cleaning of standard low-pile, synthetic backed, padless carpeting by square foot.

Provide any applicable pricing rate(s) for surface and spot-cleaning of such carpets by square foot.

**Typical classroom furniture relocation must be included in the cost of floor care labor.**

Provide any applicable pricing rate(s) for surface and spot-cleaning of upholstered furniture.

### **2.2.3. Campus Living Ad Hoc Services**

The successful supplier(s) must provide labor, equipment materials, and disposable goods to complete the following:

#### **2.3.1. General Cleaning Expectations: Campus Living, All Areas**

- A. Clean and dust all walls, fixtures, corners, perimeters, door and window frames, ledges, moldings, handrails, baseboards, vents, and similar surfaces.
- B. Clean any glass in the door or glass panels surrounding the door.
- C. The entire area will be thoroughly swept or vacuumed to remove dust, dry soil, and other surface debris. Hard surface floors will be mopped to remove all soil and non-permanent stains.
- D. All areas under chairs, trash receptacles, desks, and other furnishings, which are accessible, will be cleaned as well.
- E. Remove all litter, debris, spots, streaks, and visible soil from all surfaces.
- F. Remove all pencil and pen marks from surfaces, and any non-permanent stains, spots, and spills from tables and any furniture.
- G. Clean and disinfect all touch points to include door handles, push plates and bars, latching and locking hardware, and light switches.

#### **2.3.2. General Cleaning Expectations: Campus Living, Restrooms**

The following expectations are in addition to those listed in Section 2.3.1.

- A. Clean and disinfect all the surfaces of the shower and tub with the appropriate solution to remove mineral deposits, mildew, or other embedded soil and stains.
- B. Clean every surface inside and out of toilets and disinfect.
- C. Use a descaler and clean as needed to remove any build up on chrome fixtures.
- D. Mop the floor with a germicidal disinfectant to include cleaning any floor drain.
- E. Remove all stains and spills.

#### **2.3.3. General Cleaning Expectations: Campus Living, Kitchens**

The following expectations are in addition to those listed in Section 2.3.1.

- A. Remove any nonpermanent stains, spots, or spills from tables, counters, and sinks.
- B. Clean interior and exterior of refrigerators including corners, edges, and surfaces.
- C. Wipe out the inside of the freezer removing any items left behind from the resident.
- D. Clean the stove top, burner plates, and spill pans.
- E. Remove all debris and stains from interior of oven, including the bottom drawer.
- F. Wipe and disinfect the insides and outside of all the drawers and cabinets.
- G. Remove any food particles, debris, grease residue, fingerprints, etc.
- H. Clean the interior and exterior of all microwaves and dishwashers.

### **2.2.4. Service Expectation**

- A. Service will be on an as-needed basis.
- B. There is no minimum guarantee of work.
- C. Supplier should provide an expected response time for services to be provided.
- D. Response time should be no longer than three calendar days.
- E. Supplier shall be responsible for all damages occurring to the area during the course of performing these services. Supplier is expected to report preexisting damages to the university upon discovery.

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**2.2.5. Personnel Requirements**

- A. The supplier shall comply with all applicable governmental regulations related to the employment, compensation and payment of personnel and shall abide by all rules and regulations with regard to the employment of minors.
- B. The supplier and all employees of the vendor shall observe all university rules and regulations that are applicable to university employees while on campus.
- C. UA Little Rock is a tobacco free campus. Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products), as well as the use of electronic cigarettes, by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and athletic facilities, owned or operated by UA Little Rock and on and within all vehicles on the university property, and on and within all university vehicles at any location.
- D. The following conduct is unacceptable for the vendor's employees and agents: foul language, offensive or distasteful comments related to age, race, ethnic background or sex, evidence of alcohol influence or influence of drugs, refusal to provide services requested, refusal to make arrangements for additional services needed and general rudeness.
- E. All supplier employees working on the UA Little Rock campus are to undergo and pass background checks before performing any cleaning service in the residence halls, University Village apartments, or other UA Little Rock owned and operated location. The supplier shall warrant that they shall only assign employees who have passed a criminal background check to perform work under this contract. The background checks shall demonstrate the worker has no convictions or pending criminal charges that would render the worker unsuitable. Disqualifying convictions or charges include, but are not limited to, sexual offenses, violent offenses, and drug offenses. The supplier warrants they will only send employees who have passed a background check(s). Supplier agrees to defend, indemnify and hold harmless UA Little Rock, its officers, directors and employees for any claims, suits or proceedings alleging a breach of this warranty.
- F. The most common minimum background check does the following:
  - a. Social Security Trace
  - b. County Level Criminal Search (in all counties as found by the Trace)
  - c. National Sex Offender Search Statewide Criminal
  - d. National Criminal Database Federal Criminal
  - e. State Sexual Offender Search
  - f. Motor Vehicle Report
- G. UA Little Rock Contracting Officer(s) may require the Contractor to replace such employees that UA Little Rock deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the contract is deemed to be contrary to the public interest or inconsistent with the best interest of security.
- H. Employees are to be uniformed personnel with name badges or other identification prominently displayed.
- I. Contractor employees or employees of Contractor representatives or subcontractors ("Contractor Staff") shall check in at Facilities Management Operation Center prior to performing work at any UA Little Rock campus location. Check-in includes initiating contact with a UA Little Rock staff member, signing logbook, and obtaining a UA Little Rock ID lanyard.

- J. The Contractor or their staff shall at no time represent themselves as employees or agents of UA Little Rock or the State of Arkansas.
- K. While on UA Little Rock property, Contractor's staff will be supervised and directed by appropriate staff at UA Little Rock, however such staff are at no time considered employees of either UA Little Rock or the State of Arkansas.
- L. The Contractor and its staff shall observe all regulations or special restrictions in effect at the location being serviced.
- M. The supplier shall not subcontract all or any substantial part of the contract without prior written approval of the University. The supplier shall be fully responsible for the acts and omissions of its subcontractors and of the persons directly or indirectly employed by them. Subcontractors shall be bound by the terms of any contract awarded under this solicitation.

### 2.3. Performance Standards

State law requires that qualifying contracts for services include Performance Standards to measure the overall quality of services provided. The university's Performance Standards are outlined in Table B.

- 2.3.1. Performance Standards identify expected deliverables, performance measures, or outcomes and define the acceptable standards a supplier should meet to avoid assessment of damages.
- 2.3.2. The university may be open to Performance Standards negotiations before contract award, before the commencement of services, or throughout the contract duration.
- 2.3.3. The university **shall** have the right to modify, add, or delete Performance Standards throughout the contract's term should the university determine it is in its best interest to do so.
- 2.3.4. Any changes or additions to performance standards will be made in good faith following accepted industry standards, and may include the input of the supplier to establish reasonably achievable standards.
- 2.3.5. All changes made to the Performance Standards **shall** become an official part of the contract.
- 2.3.6. Performance Standards **shall** continue throughout the term of the contract.
- 2.3.7. Failure to meet the minimum Performance Standards as specified may result in the assessment of damages.
- 2.3.8. If a Performance Standard is not met, the supplier will have the opportunity to defend or respond to the insufficiency.
- 2.3.9. The university **shall** have the right to waive damages if it determines there were extenuating factors beyond the supplier's control that hindered performance. In these instances, the university shall determine the performance acceptability.
- 2.3.10. Should any compensation be owed to the university due to the assessment of damages, the supplier should follow the direction of the university regarding the required compensation process.

UNIVERSITY OF ARKANSAS AT LITTLE ROCK  
REQUEST FOR PROPOSAL

<b>SERVICE CRITERIA</b>	<b>ACCEPTABLE RANGE</b>	<b>DAMAGES FOR INSUFFICIENT PERFORMANCE</b>
Response time to departmental requests/communications	Within 36 hours of department request/communications	Failure to meet the standard will result in a negative Vendor Performance Report. Recurring failure to meet this standard may result in contract cancelation.
Requested cleaning service is completed in a timely and professional manner	Within 3 business days of department request	Failure to meet the standard will result in a negative Vendor Performance Report and may be cause for contract cancellation or assessment of a 5% price reduction to services requested.
Invoices received in a timely manner	Invoices sent to Accounts Payable within 3 business days after service completion	Failure to meet the standard will result in a negative Vendor Performance Report.

*Table B*

## Section 3 - Selection

*Do not provide responses to items in this section unless specifically and expressly required.*

### 3.1 Selection Process

- 3.1.1. UA Little Rock will review each Technical Proposal Packet to verify submission requirements have been met. Technical Proposal Packets that do not meet submission requirements may be disqualified and may not be evaluated.
- 3.1.2. The university may conduct cost checks based on the cost submitted by each prospective supplier on the completed Pricing response.
- A. Prospective suppliers submitting responsive proposals with a proposed cost that falls twenty-five percent (25%) or more from the average submitted cost may be asked to justify their submitted cost.
  - B. Should the university request clarification and/or additional information regarding cost, prospective suppliers shall provide clarification and/or additional information as specified by the request.
- 3.1.3. A university appointed evaluation committee will evaluate and score qualifying Technical Proposals.
- A. Evaluation will be based on the prospective supplier's response to the Information for Evaluation section included in the Technical Proposal Packet. See Table C for the scoring scale.
  - B. Members of the Evaluation Committee will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal.
  - C. After individual evaluations are complete, the Evaluation Committee will meet to discuss their ratings. At this consensus scoring meeting, each member will be afforded an opportunity to discuss his or her rating for each evaluation criterion.
  - D. After the committee discusses their individual scores as a group, each member will have the opportunity to change their initial individual scores, if they feel that is appropriate.
  - E. The final individual scores of the evaluators will be recorded on the Overall Score Sheets and averaged to determine the consensus score for each proposal.
  - F. Other agencies, consultants, and experts may also examine documents at the discretion of the university.

SCORE	DESCRIPTION
10	The response provides metrics clearly establishing that the prospective supplier is reliable and capable of fully performing the required scope of work.
5	The response provides metrics suggesting that the prospective supplier's level of performance may be acceptable, but it does not clearly establish that the prospective supplier is reliable and capable of fully performing the required scope of work.
0	The response provides metrics clearly establishing that the prospective supplier is unreliable and incapable of fully performing the required scope of work.

Table C

**3.2 Technical Proposal Score**

3.2.1. The Information for Evaluation section has been divided into four sections. Each subsection has a maximum point value of ten (10), and is weighted according to its significance as determined by the university. The total point value for each subsection is reflected below as the Maximum Raw Score Possible.

INFORMATION FOR EVALUATION SUBSECTIONS	MAXIMUM RAW POINTS POSSIBLE	SUBSECTION'S WEIGHTED PERCENTAGE	MAXIMUM WEIGHTED SCORE POSSIBLE
Experience	20	20	140
Solution	50	50	350
Risk	30	30	210
<b>Total Technical Score</b>	<b>100</b>	<b>100%</b>	<b>700</b>

*Table D*

The supplier's weighted score for each subsection will be determined using the following formula:

$$(A/B)*C = D$$

A = Actual Raw Points received for subsection in evaluation

B = Maximum Raw Points possible for subsection

C = Maximum Weighted Score possible for subsection

D = Weighted Score received for subsection

3.2.2. Supplier's weighted scores for subsections will be added to determine the Total Technical Score for the proposal.

3.2.3. Responses that do not receive a minimum total weighted technical score of **300** may not move forward in the solicitation process.

3.2.4. Pricing for proposals that do not move forward shall not be scored.

**3.3 Cost Score**

When pricing is opened for scoring, the maximum cost points will be given to the proposal with the lowest price, as shown on the Official Solicitation Price Sheet. (See Grand Total Score for maximum points possible on the Financial Proposal.)

The number of cost points given to the remaining proposals will be allocated by using the following formula:

$$(A/B)*C = D$$

A = Lowest Total Cost

B = Second (third, fourth, etc.) Lowest Total Cost

C = Maximum Points for Lowest Total Cost

D = Total Cost Points Received

**3.4 Grand Total Score**

The Technical Score and Presentation Score will be added together to determine the Grand Total Score for the supplier. The supplier with the highest Grand Total Score will be selected as the apparent successful supplier. Based on the ranking of the proposals, the university may move forward in discussions with those responsible prospective suppliers determined to be reasonably susceptible to being selected for award. (See Award Process.)



	<b>MAXIMUM POINTS POSSIBLE</b>
Technical Proposal - Information for Evaluation	700
Cost	300
<b>Maximum Possible Grand Total Score</b>	<b>1,000</b>

*Table E*

**3.5 Discussions**

- 3.5.1. The university will move forward into discussions with the responsible prospective supplier(s) whose proposal(s) have been determined to be reasonably susceptible to being selected for award.
- 3.5.2. Discussions may be conducted with the highest-ranking prospective suppliers based on the grand total score for each proposal or with multiple prospective suppliers reasonably susceptible to being awarded a contract.
- 3.5.3. Should the university choose to engage in discussions with the highest-ranking prospective suppliers, the prospective suppliers invited to participate in discussions **shall** provide all documents required during discussions.
  - A. Should the university determine, through the discussion process, that the prospective supplier’s solution, approach, timelines, deliverables, expectations of the university, or a combination thereof makes the prospective suppliers no longer reasonably susceptible to being awarded a contract, the university may abandon discussions with that prospective supplier and may proceed to additional rounds of discussions with the next highest-ranking prospective supplier.
- 3.5.4. Should the university choose to engage in discussions with multiple prospective suppliers contemporaneously, each prospective supplier invited to participate in discussions **shall** provide all documents required during discussions.
  - A. Should a prospective supplier not provide the required documents within the timeframes requested by the university or choose not to engage in the discussion process, the prospective supplier’s proposal will be considered withdrawn and will not be subject to further consideration in the solicitation process.
- 3.5.5. If discussions necessitate material revisions of proposals, each responsible prospective supplier reasonably susceptible of being awarded a contract will be provided an opportunity to revise its proposal for the purpose of submitting a best and final offer.
- 3.5.6. During the discussion kick-off meeting, the prospective supplier shall provide the following documents to the university:
  - A. A detailed scope of work clearly identifying the prospective supplier’s understanding, implementation, and performance of services required in this solicitation, including all activities required by the supplier and all activities expected by the university.
  - B. A risk management plan intended to mitigate any risks, including but not necessarily limited to, the risks identified in the risk plan submitted in the prospective supplier’s Technical Proposal Packet
  - C. A proposed financial summary, including

1. The completed pricing response and recommended options form submitted in the prospective supplier's Technical Proposal Packet
  2. A proposed payment schedule.
- D. Proposed project management and reporting templates.
- 3.5.7. During the discussion's kick-off meeting, the prospective supplier shall address questions and/or concerns the university may have to the satisfaction of the university.
- 3.5.8. During discussions, the prospective supplier shall revise the discussion documents until an agreement is made and the university has provided final approval.
- A. The prospective supplier shall attend follow up meetings as determined necessary by the university. Reasonable efforts will be made to accommodate scheduling conflicts.
- 3.5.9. During discussions, the prospective supplier shall present a final draft of the discussion documents to the university, including, at minimum:
- A. A summary of all plans and scope of work developed during the discussion process and mutually agreed upon by the university and the prospective supplier.
  - B. A detailed scope of work clearly identifying the prospective supplier's implementation and performance of services required in this solicitation, including all provisions negotiated and agreed upon by the university and the prospective supplier since the discussions kick-off meeting.
  - C. Description of deliverables in terms of simplified metrics.
  - D. The Risk Management Plan.
  - E. Project management and reporting templates.
  - F. Financial summary, including:
    1. The completed Pricing Response submitted with the prospective supplier's Technical Proposal Packet.
    2. A list of agreed upon and accepted recommended options (with impact to price).
    3. A payment schedule.
    4. Contact information for the prospective supplier's key personnel.
- 3.5.10. During discussions, the prospective supplier shall present the final drafts of the items and shall summarize the coordination and planning completed during the discussion process.
- 3.5.11. Once approved by the university, final drafted documents will become part of the resulting contract.
- 3.5.12. The prospective supplier may determine which key personnel will attend the discussion meetings.

### **3.6 Anticipation to Award**

- 3.6.1. Once an anticipated supplier has been determined, the anticipated award will be posted to the university bid website.
- 3.6.2. It is the responsibility of prospective suppliers to check the bid website for the posting of an anticipated award.
- 3.6.3. Anticipated awards will generally be posted for a period of fourteen (14) days prior to the issuance of a contract. These notices are anticipated awards only and are subject to protest.
- 3.6.4. A contract resulting from this solicitation may be subject to review and approval processes prior to award, which may include Legislative review.

### **3.7 Prospective Supplier's Acceptance of Evaluation Technique**

The submission of a Technical Proposal Packet signifies the prospective supplier's understanding and agreement that subjective judgments will be made during the evaluation and scoring of the responses.

## Section 4 - General Terms and Conditions

*Do not provide responses to items in this section unless specifically and expressly required.*

### 4.1. Acceptance of Requirements

- 4.1.1. A prospective respondent's past performance with the state, system, or university may be used to determine if the prospective respondent is responsible. (Arkansas Code Annotated Rule R8:19-11-229).
  - A. Proposals submitted by prospective respondents determined to be non-responsible will be rejected.
- 4.1.2. A single prospective supplier must be identified as the prime contractor.
  - A. The prime contractor shall be responsible for the resulting contract and jointly and severally liable with any of its subcontractors, affiliates, or agents of the state for the performance thereof.
- 4.1.3. By submission of a proposal, the prospective respondent represents and warrants:
  - A. The prices in the proposal have been arrived at independently, without any collusion with another competing prospective respondent.
    - 1. Collusion violates Arkansas Procurement Law and can lead to suspension, debarment, and can be referred to the Attorney General's officer for investigation and appropriate legal action (Arkansas Code Annotated §§ 19-11-240 and 19-11-245).
  - B. That the prospective respondent has not retained a person to solicit or secure the resulting contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the prospective supplier for the purpose of securing business.
- 4.1.4. The prospective respondent should not discuss the solicitation or proposal response, issue statements, or comments, or provide interviews to public media during the solicitation and award process.
- 4.1.5. Goods, qualifications, and services must meet or exceed the required specifications as set forth in the solicitation.
- 4.1.6. The university will not pay costs incurred in the preparation of the proposal.

### 4.2. Payment and Invoice Provisions

- 4.2.1. Invoices are accepted by mail or email. Supplier shall send invoices to one of the following:

PHYSICAL ADDRESS	EMAIL
University of Arkansas at Little Rock ATTN: Accounts Payable 2801 South University Ave Little Rock, Arkansas 72204	<a href="mailto:ACCOUNTSPAYABLE@UALR.EDU">ACCOUNTSPAYABLE@UALR.EDU</a>

- 4.2.2. Payment shall be made in accordance with applicable State of Arkansas accounting procedures upon acceptance by the university.
- 4.2.3. UA Little Rock may not be invoiced in advance of delivery and acceptance of any equipment, service, or commodity.
- 4.2.4. Payment will be made only after the contractor has successfully satisfied the university as to the goods and/or services purchased.
- 4.2.5. Suppliers shall provide an itemized invoice for all charges.

- 4.2.6. The Purchase Order Number and/or UA Little Rock Supplier Contract Number (SPC) should be referenced on each invoice.

**4.3. Internship Program**

- 4.3.1. UA Little Rock is expanding its student internship program. All proposers are encouraged to utilize UA Little Rock student(s) in an internship capacity under any resulting contract for the items required under this solicitation. The internship shall be intended to serve as a relevant and meaningful educational enrichment opportunity and may be paid or unpaid depending on the employment relationship. To identify students interested and qualified for internships, opportunities will be posted in Handshake, an online job search platform. For additional information regarding participating in the internship program, please contact the Director of Distributed Learning and Career Center at 501-916-3584 or email [careers@ualr.edu](mailto:careers@ualr.edu).

**4.4. University On-Site Regulations**

- 4.4.1. UA Little Rock is a tobacco free campus. Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products), as well as the use of electronic cigarettes or vape pens, by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and athletic facilities, owned or operated by UA Little Rock and on and within all vehicles on the university property, and on and within all university vehicles at any location.
- 4.4.2. The policies of UA Little Rock, along with sections of Federal and State Laws, prohibit sexual and verbal harassment of any UA Little Rock employees, students, faculty or guests. Sexual harassment includes any unwelcome sexual advance, any request for sexual favor or any other verbal or physical conduct of sexual nature that is so pervasive as to create a hostile or offensive work environment or offensive academic environment. Verbal harassment includes, but is not limited to, the use of profanity, loud or boisterous remarks, inappropriate speech, inappropriate suggestive conduct or body movements or comments that could be interpreted by the hearer as being derogatory in nature. This type of behavior and conduct is not tolerated or condoned on the campus of UA Little Rock. Vendors and contractors are required to exercise control over their employees, agents and subcontractors to prohibit acts of sexual and verbal harassment and agree as a term and condition that such vendor, contractor, agents, employees or subcontractors may be immediately removed from the project site and from UA Little Rock premises.

## Appendix A - Example Spaces Detailed

### Campus Living Spaces, Detailed:

#### East Hall

Traditional residence hall with double and single occupancy rooms. There are 159 bedrooms, 94 bathrooms, and 94 kitchenettes.

#### West Hall

Two 6-story buildings with pod-style floor plans. There are 188 bedrooms and 144 shared bathrooms. Each pod has one (1) shared (full-size) kitchen, living room, and dining room.

#### North and South Halls (also referred to as Commons Apartments)

Two- and four-bedroom apartment-style residence hall with 150 rooms per hall (300 rooms total). Four-bedroom units have 1.5 bathrooms and two-bedroom units have 1 bathroom.

#### University Village

420-bed residence complex for sophomores, juniors, seniors, and graduate students. It features two- and four-bedroom apartment-style suites with private bathrooms.

A breakdown of the rooms for service are as follows:

Building Name	Total Number of Bedrooms	Total Number of Bathrooms	Number of Kitchens/ Common Areas	Notes
East Hall	159	94	94	1 bathroom and kitchenette per room
West Hall	188	144	12	Bathrooms are outside the rooms
South Hall	150	72	46	4 bedroom units have 2 bathrooms; 2 bedroom units have 1 bathroom
North Hall	150	72	46	4 bedroom units have 2 bathrooms; 2 bedroom units have 1 bathroom
University Village	420	420	84	1 kitchen and common area per apartment

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**Main Campus Example Spaces, Detailed:**

**Jack Stephens Event Center (Arena)**

Measuring 149,000 square feet, the Jack Stephens Center features a full-court practice gym named after Little Rock native and former Trojan Derek Fisher, an academic support center complete with 23 computer terminals, a first-class weight room, an athletic training room, locker rooms for basketball and volleyball and a team store. In addition, the arena houses the offices for the men's and women's basketball and volleyball coaches, as well as the athletic administration and support staff. The arena features leather chair back seating, a dozen luxury suites, and more than 70 percent of its seats between the end lines.

**Fine Arts & Stella Boyle Smith Concert Hall (Performance)**

The 320-seat Stella Boyle Smith Concert Hall in the UA Little Rock Fine Arts Building was constructed in the mid-1970s. It contains new seats, new curtains, and new carpeting, state-of-the-art projection and audio-visual equipment, a hardwood stage, climate-controlled storage for the university's two concert grand pianos, and large windows facing south from the stage. Outside the hall are the lobby and art galleries, a box office, and cherry-paneled entrance welcoming patrons. Beyond the lobby, corridors leading south to the garden house public restrooms and a faculty conference room that also doubles as a staging area for catered events.

**Charles W. Donaldson Student Services Center (Operational)**

The Charles W. Donaldson Student Services Center (SSC) is a modern four-story building planned to consolidate all student services and campus administration into one facility. Located adjacent to the Ottenheimer Library and adjoining the Donaghey Student Center by skywalk, the building houses such offices as Administration, Admissions & Financial Aid, Records & Registration, Student Accounts and Cashiers Office, and a 205-seat auditorium.

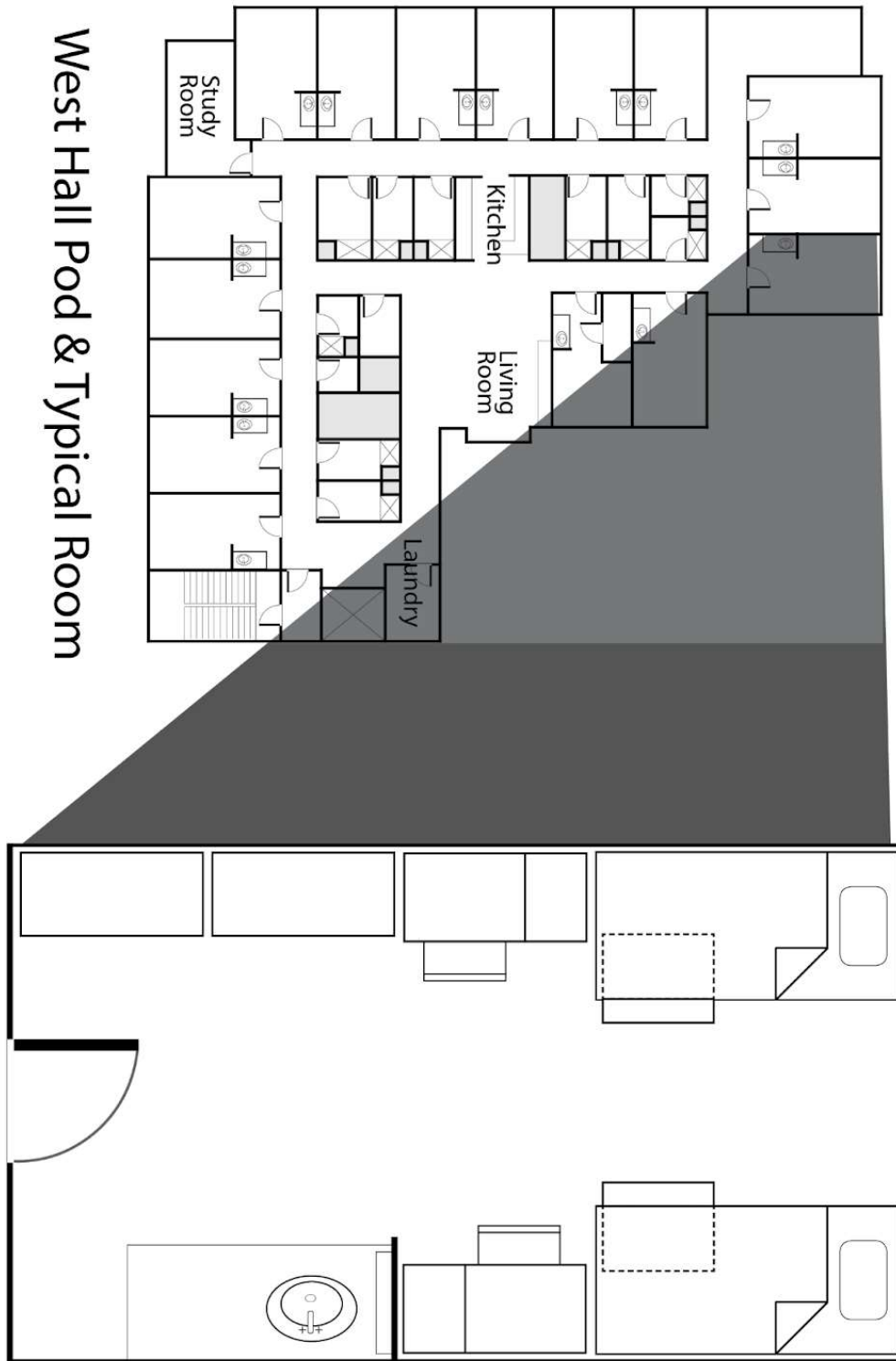
**Engineering & Information Technology (Academic with Auditorium)**

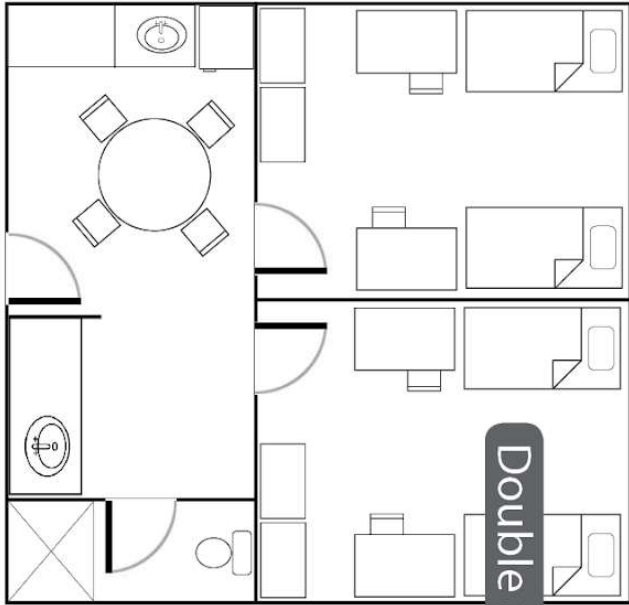
The The George W. Donaghey College of Engineering and Information Technology (EIT) building is a six-story, 114,000-square-foot facility that connects to the Engineering Technology & Applied Sciences (ETAS) building by skywalk. It includes 4,000 square feet of server rooms, 16 classrooms, a 215-seat auditorium, 60 faculty offices and a dean's suite, a student lounge, full-service cafe, and graduate research spaces.

**William H. Bowen School of Law (Separated)**

Bowen is housed in a historic building originally constructed in the 1930s to house the state's medical school. The spacious facility contains over 150,000 square feet and is compliant with the Americans with Disabilities Act. The six-story structure has modern classrooms and courtrooms. A renovation was completed recently to update technology in the classrooms and courtrooms. The lecture-capture system allows professors to record lectures (video and audio) and make them available to students via the web. Wrapped around a four-story atrium, the library seats over 300 and houses two computer labs. The law school library also serves as the Pulaski County Law Library and is open seven days a week.

## Appendix B - Campus Living Floor Plans

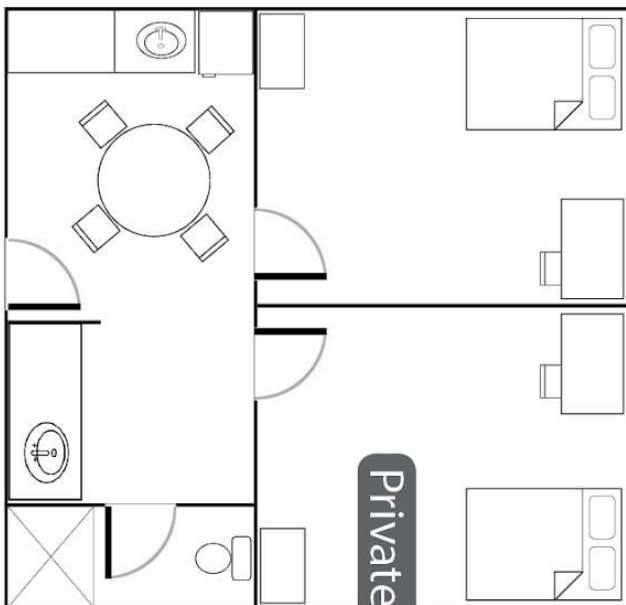




**Double bedrooms include:**

- 2 twin beds
- 2 chairs
- 2 desks
- 2 chests of drawers
- 2 wardrobes

**Bedroom Size:** 12.5 ft. x 15 ft.

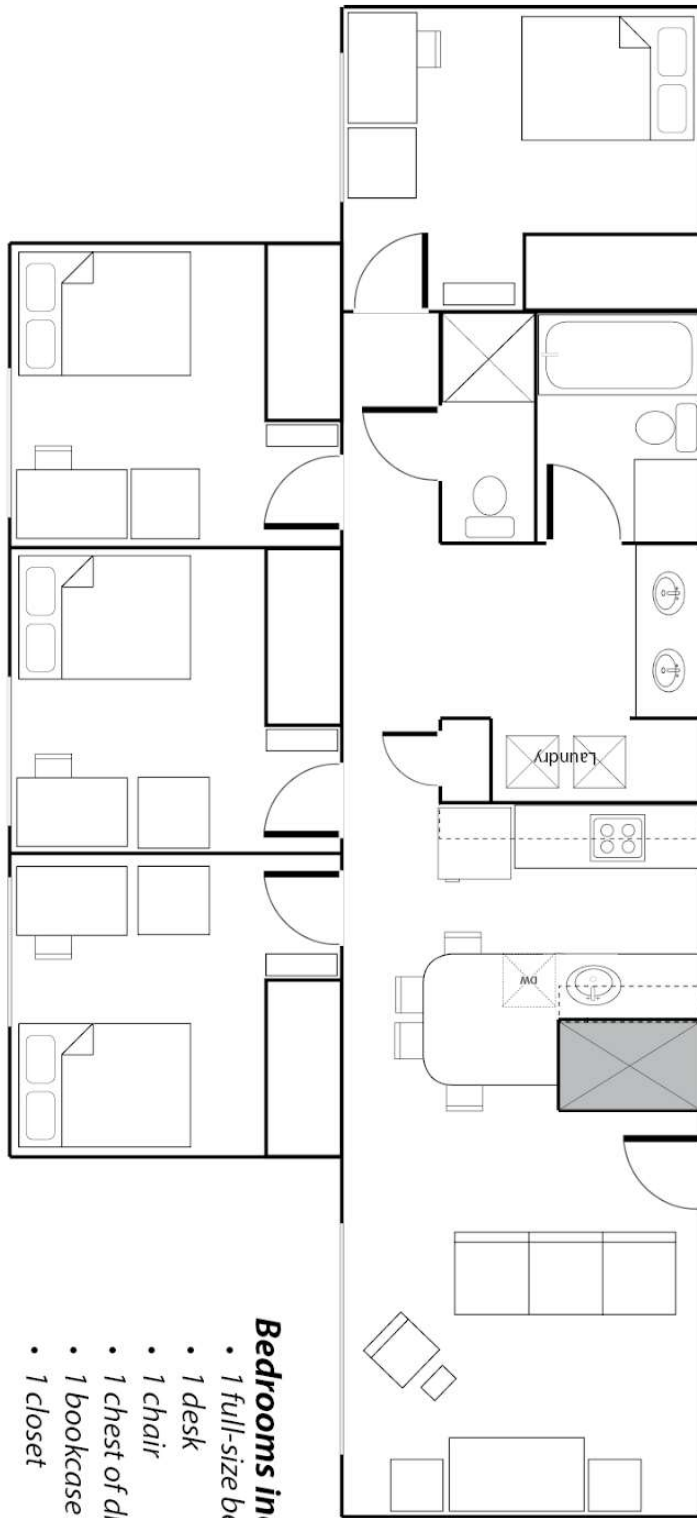


**Private bedrooms include:**

- 1 full bed
- 1 chair
- 1 desk
- 1 chest of drawers
- 2 wardrobes

**Bedroom Size:** 12.5 ft. x 15 ft.





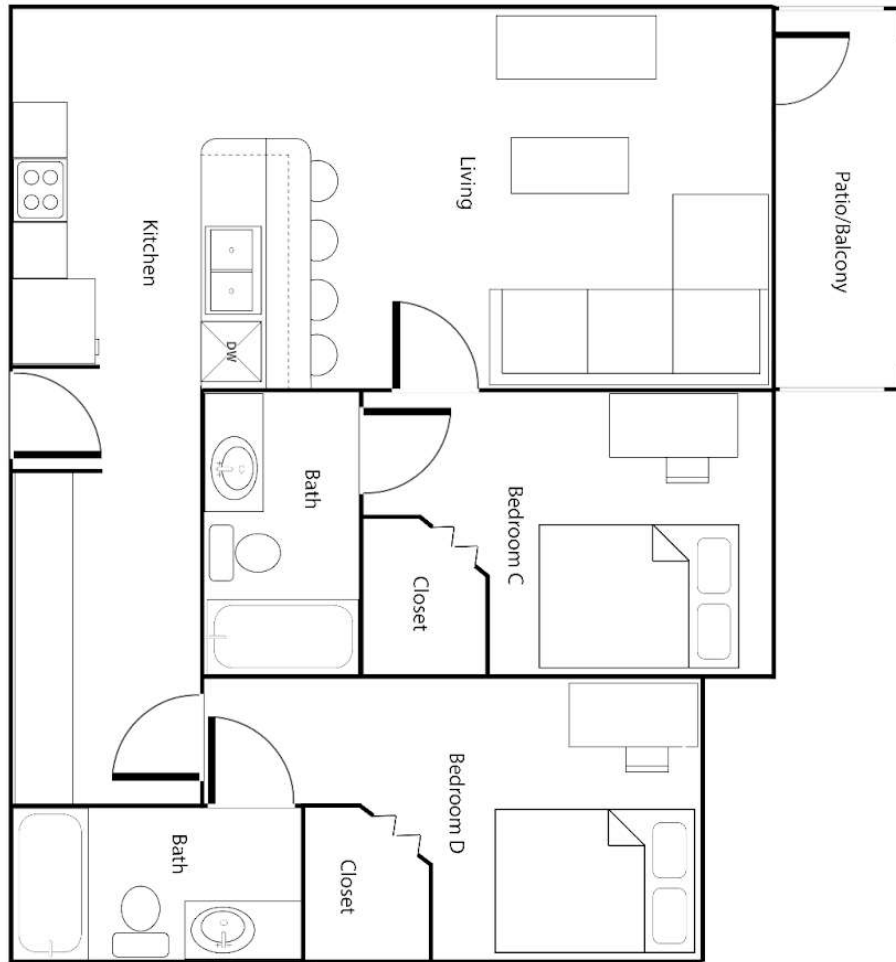
**4 Bedroom Apartment**

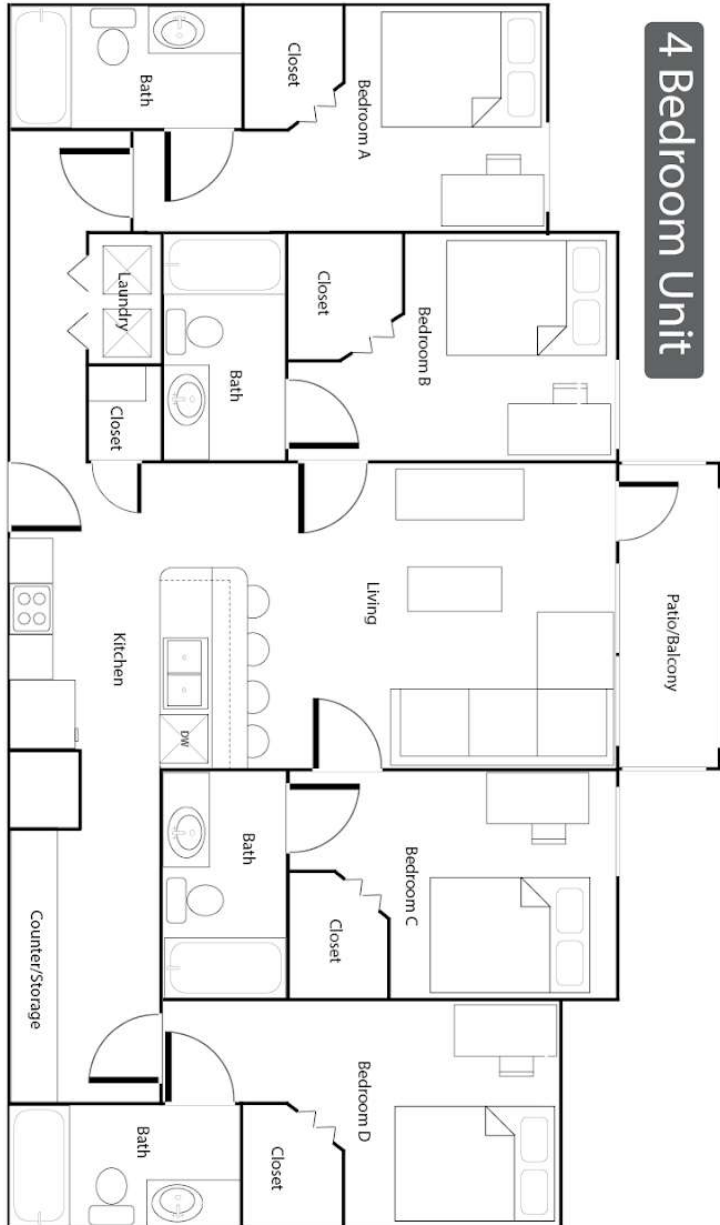
**Bedrooms include:**

- 1 full-size bed
- 1 desk
- 1 chair
- 1 chest of drawers
- 1 bookcase
- 1 closet

**Bedroom Size:**

12 ft. x 12 ft.





**Bedrooms include:**

- Full size bed
- Chest of drawers
- Desk with chair
- Closet

**Bedroom Size:** 9 ft. x 15.5 ft., including closet

**Bathroom Size:** 9 ft. x 5 ft.