



EAST TENNESSEE STATE  
UNIVERSITY

# REQUEST FOR PROPOSAL

## Family Medicine Custodial Services

RFP No.	26005
Proposal Issue Date	January 16, 2026
Response Date/Time	February 26, 2026 at 2:30 p.m.

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Contact for this RFP is **Alejandro Ortiz**, [ortizag@etsu.edu](mailto:ortizag@etsu.edu)

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## **1 INTRODUCTION**

### **1.1 Background**

East Tennessee State University is located in Johnson City, Tennessee. Comprised of 11 colleges and schools, including 140 academic programs, ETSU offers degrees in arts and sciences, business and technology, education and health sciences, including numerous honors and enrichment opportunities for undergraduates and graduates. The ETSU campus consists of a 350-acre main campus and a 31-acre Medical College that is located on the Veterans Administration campus. ETSU also has over 20 remote sites that include Distance Education Centers and Medical Clinics.

Currently, ETSU's enrollment surpasses 14,000 students, taught and served by more than 2,600 faculty and staff.

For additional information, please visit the ETSU web site at [www.etsu.edu](http://www.etsu.edu) and the ETSU athletics site at [www.etsubucs.com](http://www.etsubucs.com).

### **1.2 Statement of Procurement Purpose**

East Tennessee State University (ETSU), hereinafter Institution, has issued this Request for Proposal (RFP) to define the Institution's minimum service requirements; solicit proposals; detail proposal requirements; and, outline the Institution's process for evaluating proposals and selecting a contractor to provide the requested goods and/or goods and/or services.

Through this RFP, Institution seeks to procure necessary goods and/or services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are small, minority, women, and service-disabled veteran owned, the opportunity to do business with the Institution. Vendors must complete the Ownership Ethnicity Form (See Attachment 6.1 for form and classification definitions). In addition, all small, minority, women and service-disabled veteran owned businesses are strongly encouraged to register with the Governor's Office of Diversity Business Enterprise (Go-DBE) to attain official certification. The Institution shall work with the successful Proposer and the Go-DBE Office regarding registration/certification.

The Institution intends to secure a contract for custodial services for the four East Tennessee State University Health Family Medicine Clinics located in the following cities found in Tennessee: Bristol, Johnson City, and Kingsport. Attention to detail and cleanliness is required. Supplies should be replaced properly and cleaning schedules adhered to. These are medical clinics and should reflect a high standard of cleanliness.

See Attachment 6.4 for additional information and requirements.

### **1.3 Scope of Service, Contract Period, and Required Terms and Conditions**

The RFP Attachment 6.2, *Pro Forma* Contract details what the Institution requires:

- Scope of Goods and/or services and Deliverables in Section A;
- Contract Period in Section B;
- Payment Terms in Section C;
- Terms and Conditions in Section D; and,
- Special Terms and Conditions in Section E

The *Pro Forma* Contract substantially represents the contract document that the successful Proposer selected by the Institution MUST agree to and sign. A Proposal that limits or changes any of the terms or conditions contained in the Pro Forma Contract may be considered non-responsive.

#### **1.4 Coverage and Participation**

It is acknowledged that East Tennessee State University is issuing this proposal, with the option for other institutions within the System, the University of Tennessee System of Higher Education and the State of Tennessee Departments to utilize the resulting Contract. A listing of these institutions is provided in Attachment 6.8. After the initial term of the resulting Contract, and each year of the Contract thereafter, the Institution reserves the right to re-negotiate more favorable terms/pricing if more institutions provided in Attachment 6.8 choose to join the resulting Contract.

#### **1.5 Nondiscrimination**

The Contractor shall abide by all applicable federal and state laws pertaining to discrimination and hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of classifications protected by Federal or State law. Accordingly, the Contractor shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

#### **1.6 Assistance to Proposers with a Disability**

A Proposer with a handicap or disability may receive accommodation relating to the communication of this RFP and participation in this RFP process. A Proposer may contact the RFP Coordinator to request reasonable accommodation no later than the Disability Accommodation Request Deadline in the RFP Section 2, Schedule of Events.

#### **1.7 RFP Communications**

1.7.1 Unauthorized contact regarding this RFP with employees or officials of the Institution other than the RFP Coordinator named below may result in disqualification from this procurement process.

1.7.1.1 Interested Parties must direct all communications regarding this RFP to the following RFP Coordinator, who is the Institution's only official point of contact for this RFP.

Alejandro Ortiz  
East Tennessee State University  
1276 Gilbreath Dr.  
Burgin Dossett Hall, B-16  
Johnson City, TN 37614  
423.439.6890  
[ortizag@etsu.edu](mailto:ortizag@etsu.edu)

1.7.2 The Institution has assigned the following RFP identification number that must be referenced in all communications regarding the RFP:

1.7.3 Any oral communication shall be considered unofficial and non-binding with regard to this RFP. Only the Institution's official, responses and communications, as defined in Section 1.7.7 below, shall be considered binding with regard to this RFP. The Institution's official responses and other official communications pursuant to this RFP shall constitute an amendment of this RFP.

1.7.4 The RFP Coordinator must receive all written comments, including questions and requests for clarification, no later than the Written Comments Deadline in the RFP Section 2, Schedule of Events.

- 1.7.5 Each Proposer shall assume the risk of the method of dispatching any communication or proposal to the Institution. The Institution assumes no responsibility for delays or delivery failures resulting from the method of dispatch. Actual or digital "postmarking" of a communication or proposal to the Institution by the specified deadline date shall not substitute for actual receipt of a communication or proposal by the Institution.
- 1.7.6 The Institution reserves the right to determine, at its sole discretion, the appropriate and adequate responses to written comments, questions, and requests for clarification.
- 1.7.7 The Institution will convey all official responses and communications and reserves the right to determine, at its sole discretion, the method of conveying official responses and communications pursuant to this RFP. Such communication may be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the Institution. For Internet posting, please refer to the following website: <https://www.etsu.edu/bf/purchasing.php>
- 1.7.8 Any data or factual information provided by the Institution (in this RFP, an RFP Amendment or any other communication relating to this RFP) is for informational purposes only. The Institution will make reasonable efforts to ensure the accuracy of such data or information; however it is the Proposer's obligation to independently verify any data or information provided by the Institution.

## **1.8 Notice of Intent to Propose**

Each potential Proposer should submit a Notice of Intent to Propose to the RFP Coordinator by the deadline in the RFP Section 2, Schedule of Events. The notice should include:

- Proposer's name
- name and title of a contact person
- address, telephone number, facsimile number, and email address of the contact person

NOTICE: A Notice of Intent to Propose creates no obligation and is not a prerequisite for making a proposal, however, it is necessary to ensure receipt of RFP amendments and other communications regarding the RFP (refer to RFP Sections 1.7, *et seq.*, above).

## **1.9 Proposal Deadline**

Proposals must be submitted no later than the Proposal Deadline time and date detailed in the RFP Section 2, Schedule of Events. A proposal must respond to the written RFP and any RFP exhibits, attachments, or amendments. A late proposal shall not be accepted, and a Proposer's failure to submit a proposal before the deadline shall cause the proposal to be disqualified. It is the responsibility of the Proposer to ascertain any additional requirements with respect to packaging and delivery to the Institution. Proposers should be mindful of any potential delays whether foreseeable or unforeseeable.

## **1.10 Pre-Proposal Conference**

A Pre-Proposal Conference will be held at the time and date listed in the RFP Section 2, Schedule of Events. The purpose of the conference is to discuss the RFP scope of goods and/or services. No oral questions will be entertained prior to the pre-proposal conference. Questions may/shall be submitted to the RFP Coordinator in writing prior to the Conference. Oral responses to any question(s) at the Pre-Proposal Conference shall be considered tentative and non-binding with regard to this RFP. Additional Questions, as well as any questions asked at the Pre-Proposal Conference, concerning the RFP must be submitted in writing prior to the Written Comments Deadline date in the RFP Section 2, Schedule of Events. To ensure accurate, consistent responses to all known potential Proposers, the

official response to all questions will be issued by the Institution as described in RFP Section 1.7 above and on the date detailed in the RFP Section 2, Schedule of Events. Pre-Proposal Conference attendance is/is not mandatory, and each potential Proposer may be limited to a maximum number of attendees depending upon space limitations. The conference will be held at:

Site	ETSU Health Family Medicine Locations	Date	Time
1	Bristol – 208 Medical Park Blvd, Bristol, TN 37620	2/3/2026	8:00 a.m.
2	JC - Health Support Clinic 2 Professional Park Ste. 11 &13, Johnson City, TN 37604	2/4/2026	10:30 a.m.
3	JC – 917 W. Walnut Street, Johnson City, TN 37604	2/4/2026	11:30 a.m.
4	Kingsport – 102 E. Ravine Rd., Kingsport, TN 37660	2/10/2026	8:00 a.m.

**1.11 Performance Bond**

Not applicable

## 2 RFP SCHEDULE OF EVENTS

The following Schedule of Events represents the Institution's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events will be between 8:00 a.m. and 4:30 p.m., EST.

RFP SCHEDULE OF EVENTS		
<b>NOTICE: The Institution reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. The Institution will communicate any adjustment to the Schedule of Events to the potential Proposers.</b>		
EVENT	TIME	DATE (all dates are Institution business days)
1. Institution Issues RFP		1/16/2026
2. Disability Accommodation Request Deadline		1/20/2026
3. Pre-Proposal Conference –		See Page 6 for walkthrough schedule
4. Pre-Proposal Comments/Written Questions Deadline	4:30 pm	2/13/2026
5. Institution Responds to all Comments/Questions		2/18/2026
6. Notice of Intent to Propose		2/18/2026
7. Proposal Due Date	2:30pm EST	2/26/2026
8. Institution Completes Technical Proposal Evaluations		March 2026
9. Institution Opens Cost Proposals and Calculates Scores		March 2026
10. Institution Issues Intent to Award Letter and Opens RFP Files for Public Inspection		April 2026
11. Performance Bond Deadline		Not applicable
12. Award of Contract		April 2026
13. Contract Effective Date		TBD

### 3 PROPOSAL REQUIREMENTS

Each Proposer must submit a proposal in response to this RFP with the most favorable terms that the Proposer can offer. The Institution reserves the right to further clarify and request amended proposals and/or to negotiate with the best evaluated Proposer subsequent to award recommendation but prior to contract execution if deemed necessary by Institution. Any amendment or negotiation shall be within the scope of the original procurement. Institution may initiate negotiations which serve to alter the bid/proposal in a way favorable to the Institution. For example, prices may be reduced, time requirements may be revised, etc. In no event shall negotiations increase the cost or amend the proposal such that the apparent successful Proposer no longer offers the best proposal.

#### 3.1 Proposal Form and Delivery

3.1.1 Each response to this RFP must consist of a Technical Proposal and a Cost Proposal (as described below).

3.1.2 Each Proposer must submit one (1) original, (with original signature), one (1) \*electronic, and one (1) copy of the Technical Proposal to the Institution in a sealed package that is clearly marked:

**“Technical Proposal in Response to RFP - Do Not Open”**

\*electronic copy must be submitted on a flash drive with the Technical Proposal submission in a Word document.

3.1.3 Each Proposer must submit one (1) original (with original signature), and one (1) electronic\* copy of the Cost Proposal to the Institution in a separate, sealed package that is clearly marked:

**“Cost Proposal in Response to RFP -- Do Not Open”**

\*electronic copy must be submitted on a flash drive with the Cost Proposal submission in the format it was provided to the Proposer by the Institution (i.e. Word or Excel).

3.1.4 If a Proposer encloses the separately sealed proposals (as detailed above) in a larger package for mailing, the Proposer must clearly mark the outermost package:

**“Contains Separately Sealed Technical and Cost Proposals for RFP ”**

3.1.5 The Institution must receive all proposals in response to this RFP, at the following address, no later than the Proposal Deadline time and date in the RFP Section 2, Schedule of Events. Late proposals will not be considered and will remain unopened and filed in the RFP file.

East Tennessee State University  
Procurement Office, Burgin Dossett Hall, B-16  
1276 Gilbreath Dr.  
Johnson City, TN 37614

3.1.6 A proposal must be typewritten or hand-written in ink. A Proposer may not deliver a proposal orally or solely by means of electronic transmission.

#### 3.2 Technical Proposal

3.2.1 The RFP Attachment 6.5, Technical Proposal and Evaluation Guide details specific requirements for making a Technical Proposal in response to this RFP. This guide includes mandatory and general requirements as well as technical queries requiring a written response.

**NOTICE: NO COST OR PRICING INFORMATION SHALL BE INCLUDED IN THE TECHNICAL PROPOSAL. THIS INCLUDES REFERENCES TO ITEMS THAT ARE INCLUDED “FREE” OR “AT NO ADDITIONAL COST”, ETC. INCLUSION OF COST OR PRICING INFORMATION IN THE TECHNICAL PROPOSAL MAY MAKE THE PROPOSAL NON-RESPONSIVE, AND THE INSTITUTION MAY REJECT IT, AT ITS SOLE DISCRETION.**



- 3.2.2 Each Proposer must use the Technical Proposal and Evaluation Guide to organize, reference, and draft the Technical Proposal. Each Proposer must duplicate the Technical Proposal and Evaluation Guide and use it as a table of contents covering the Technical Proposal (adding proposal page numbers as appropriate). The order of the response to the Technical Proposal and Evaluation Guide must be preserved.
- 3.2.3 Each proposal should be concisely prepared, with emphasis on completeness and clarity of content. A proposal, as well as any reference material presented, must be written in English on standard 8 1/2" x 11" paper (although foldouts containing charts, spreadsheets, and oversize exhibits are permissible). All proposal pages must be numbered.
- 3.2.4 All information included in a Technical Proposal should be relevant to a specific requirement detailed in the Technical Proposal and Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.
- 3.2.5 The Institution may, at its sole discretion, determine a proposal to be non-responsive and reject it if the Proposer fails to organize and properly reference sections of the Technical Proposal as required by this RFP and the Technical Proposal and Evaluation Guide **(including using Attachment 6.5 as a table of contents as specified in 3.2.2 hereof);**
- 3.2.6 The Institution may at its sole discretion, determine a proposal to be non-responsive and reject it if the Technical Proposal document fails to appropriately address/meet all of the requirements detailed in the Technical Proposal and Evaluation Guide
- 3.2.7 **The Proposer must sign and date the Technical Proposal. Digital, electronic, or facsimile signatures will not be acceptable as the original signature. Failure to submit one (1) original with an original signature will be cause for rejection of the proposal.**
- 3.2.8 In the event of a discrepancy between the original Technical Proposal and the digital copy, the original, signed document will take precedence.
- 3.3 Cost Proposal**
- 3.3.1 The Cost Proposal must be submitted to the Institution in a sealed package separate from the Technical proposal.
- 3.3.2 The Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.6, Cost Proposal and Scoring Guide.
- 3.3.3 Each Proposer shall ONLY record the proposed cost exactly as required by the Cost Proposal and Evaluation Guide and shall NOT record any other rates, amounts, or information. See Section C.4 of Attachment 6.4 for instruction on providing additional/optional cost rates.
- 3.3.4 The proposed cost shall incorporate all costs for goods and/or goods and/or services under the Contract for the total contract period.
- 3.3.5 **The Proposer must sign and date the Cost Proposal. Digital, electronic, or facsimile signatures will not be acceptable as the original signature. Failure to submit one (1) original with an original signature will be cause for rejection of the proposal.**
- 3.3.6 In the event of a discrepancy between the original Cost Proposal and the digital copy, the original, signed document will take precedence.
- 3.3.7 If a Proposer fails to submit a Cost Proposal as required, the Institution shall determine the proposal to be non-responsive and reject it.

## **4 GENERAL REQUIREMENTS & CONTRACTING INFORMATION**

### **4.1 Proposer Required Review and Waiver of Objections**

Each Proposer must carefully review this RFP and all attachments, including but not limited to defects, objections, or any other matter requiring clarification or correction (collectively called “comments”). All such Comments must be made in writing and received by the Institution no later than the Written Comments Deadline in the RFP Section 2, Schedule of Events. This will allow issuance of any necessary amendments and help prevent the necessity of cancelling the RFP.

Any proposed alternatives, revisions or additions to the Pro Forma Contract (Attachment 6.2) must be made in writing. **Should the Proposer fail to include proposed alternatives, revisions or additions to the Pro Forma by the Written Comments deadline and/or in its Technical Proposal Response, such alternatives, revisions or additions will not be considered.** A proposal that limits or changes any of the terms or conditions contained in the Pro Forma Contract may be considered non-responsive.

### **4.2 RFP Amendment and Cancellation**

The Institution reserves the unilateral right to amend this RFP at any time. If an RFP amendment is issued, the Institution will communicate such amendment to the potential Proposers. Each proposal submitted must in response to the final written RFP and any exhibits, attachments, and amendments.

The Institution reserves the right, at its sole discretion, to cancel and reissue this RFP or to cancel this RFP in its entirety in accordance with applicable laws and regulations.

### **4.3 Proposal Prohibitions and Right of Rejection**

4.3.1 The Institution reserves the right, at its sole discretion, to reject any and all proposals in accordance with applicable laws and regulations.

4.3.2 Each proposal must comply with all of the terms of this RFP and all applicable state laws and regulations. The Institution may consider any proposal that does not comply with all of the terms, conditions, and requirements of this RFP to be non-responsive and reject it.

4.3.3 A proposal of alternate goods and/or goods and/or services (*i.e.*, a proposal that offers goods and/or services different from those requested by this RFP) shall be considered non-responsive and rejected.

4.3.4 A Proposer may not restrict the rights of the Institution or otherwise qualify a proposal. The Institution may determine such a proposal to be a non-responsive counteroffer, and the proposal may be rejected.

4.3.5 A Proposer shall not submit more than one proposal that offers the goods and/or services requested by this RFP. Submitting more than one proposal shall result in the disqualification of the Proposer unless specifically provided for in this RFP.

4.3.6 A Proposer shall not submit multiple proposals in different capacities. This prohibited action shall be defined as a Proposer submitting one proposal as a prime contractor and a second Proposer submitting a proposal with the first Proposer offered as a subcontractor. This restriction does not prohibit different Proposers from offering the same subcontractor as a part of their proposals, provided that the subcontractor does not also submit a proposal as a prime contractor. Submitting multiple proposals in different capacities may result in the disqualification of all Proposers knowingly involved.

4.3.7 The Institution shall reject a proposal if the Cost Proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer. Regardless of the time of detection, the Institution shall consider any of the foregoing prohibited actions to be grounds for proposal rejection or contract termination.

- 4.3.8 The Institution shall not consider a response from an individual who is, or within the past six (6) months has been, a State employee. For purposes of this RFP:
- 4.3.8.1 An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
- 4.3.8.2 A contract with or a response from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and
- 4.3.8.3 A contract with or a response from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six (6) months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.
- 4.3.9 The Institution reserves the right, at its sole discretion, to waive a proposal's variances from full compliance with this RFP. If the Institution waives minor variances in a proposal, such waiver shall not modify the RFP requirements or excuse the Proposer from full compliance with the RFP.
- 4.4 Incorrect Proposal Information**
- If the Institution determines that a Proposer has provided, for consideration in this RFP process or subsequent contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect, that proposal shall be determined non-responsive and shall be rejected.
- 4.5 Proposal of Additional Goods and/or services**
- If a proposer offers related goods and/or services in addition to those required by and described in this RFP, the additional goods and/or services may be added to the Contract before contract signing at the sole discretion of the Institution. Proposers must provide a detailed description of each related product and/or service offered in addition to those specified in this RFP to be considered for inclusion in the contract as a separate attachment. Costs associated with additional related goods and/or services must be provided on a separate attachment in the Cost Proposal. Please note that proposed additional goods and/or services will not be used in evaluating the proposal.
- 4.6 Assignment & Subcontracting**
- 4.6.1. The Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the Institution. The Institution reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.
- 4.6.2. If a Proposer intends to use subcontractors, the response to this RFP must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFP Attachment 6.4., Section B, Qualifications & Experience Requirements, Item B.11.).
- 4.6.3. Subcontractors identified within a response to this RFP will be deemed as approved by the Institution unless the Institution expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.
- 4.6.4. After contract award, a Contractor may only substitute an approved subcontractor at the discretion of the Institution and with the Institution's prior, written approval.
- 4.6.5. Notwithstanding any Institution approval relating to subcontracts, the Proposer who is awarded a contract pursuant to this RFP will be the prime contractor and will be responsible for all work under the Contract.

#### **4.7 Right to Refuse Personnel**

The Institution reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel, of the prime contractor or a subcontractor providing goods and/or services. The Institution will document in writing the reason(s) for any rejection of personnel.

#### **4.8 Insurance**

Successful Proposer must provide and maintain a commercial general liability policy. The policy shall provide coverage which includes, but is not limited to, bodily injury, personal injury, death, property damage and medical claims, with minimum limits of \$1,000,000 per occurrence, \$3,000,000 in the aggregate. The Proposer shall maintain workers' compensation coverage or a self-insured program as required under Tennessee law. The Proposer shall deliver to the Institution a certificate of insurance no later than the effective date of the contract, with the policy listing the Institution as additional insured. If any policy providing insurance required by the contract is cancelled prior to the policy expiration date, the Proposer, upon receiving a notice of cancellation, shall give immediate notice to the Institution.

The enumeration in the contract or in this document of the kinds and amounts of liability insurance shall not abridge, diminish or affect the contractor's legal responsibilities for the consequences of accidents arising out of or resulting from the goods and/or goods and/or services of the successful bidder under this contract.

Failure to provide evidence of such insurance coverage is a material breach and grounds for termination of the contract negotiations. Any insurance required by the Institution shall be in form and substance acceptable to the Institution.

#### **4.9 Professional Licensure and Department of Revenue Registration**

- 4.9.1. All persons, agencies, firms, or other entities that provide legal or financial opinions, which a Proposer provides for consideration and evaluation by the Institution as a part of a response to this RFP, shall be properly licensed to render such opinions.
- 4.9.2. Before the Contract resulting from this RFP is signed, the apparent successful Proposer (and Proposer's employees and subcontractors, as applicable) must hold all necessary or appropriate business or professional licenses to provide the goods and/or goods and/or services as required by the contract. The Institution may require any Proposer to submit evidence of proper licensure.
- 4.9.3. Before the Contract is signed, the apparent successful Proposer must be registered with or exempted by the Tennessee Department of Revenue for the collection of Tennessee sales and use tax. The Institution shall not award a contract unless the Proposer provides proof of such registration or documentation from the Department of Revenue that the Contractor is exempt from this registration requirement. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. For purposes of this registration requirements, Proposer should visit <https://apps.tn.gov/bizreg/>.

#### **4.10 Financial Stability**

The successful Proposer will be required to provide information to ETSU to demonstrate financial stability and capability prior to award of contract. These requirements are located in Attachment 6.4 of this RFP.

#### **4.11 Service Location and Work Space (N/A)**

**4.12 Proposal Withdrawal**

A Proposer may withdraw a submitted proposal at any time up to the Proposal Deadline time and date in the RFP Section 2, Schedule of Events. To do so, a Proposer must submit a written request, signed by a Proposer's authorized representative to withdraw a proposal. After withdrawing a previously submitted proposal, a Proposer may submit another proposal at any time up to the Proposal Deadline.

**4.13 Proposal Errors and Amendments**

At the option of the Institution, a Proposer may be bound by all proposal errors or omissions. A Proposer will not be allowed to alter or amend proposal documents after the Proposal Deadline time and date in the RFP Section 2, Schedule of Events unless formally requested, in writing, by the Institution.

**4.14 Proposal Preparation Costs**

The Proposer is responsible for all costs associated with the preparation, submittal, or presentation of any proposal.

**4.15 Continued Validity of Proposals**

Proposals shall state that the offer contained therein is valid for a minimum of one hundred twenty (120) days from the date of opening. This assures that Proposers' offers are valid for a period of time sufficient for thorough consideration. Proposals which do not so state will be presumed valid for one hundred twenty (120) days from the date of the Cost Proposal opening.

**4.16 Disclosure of Proposal Contents**

- 4.16.1 Each proposal and all materials submitted to the Institution in response to this RFP shall become the property of the Institution. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, shall be held in confidence during the evaluation process.
  - 4.16.2 Upon the completion of the evaluation of proposals, indicated by public release of a Letter of Intent to Award, the proposals and associated materials shall be open for review by the public in accordance with Tennessee Code Annotated, Section 10-7-504. By submitting a proposal, the Proposer acknowledges and accepts that the proposal contents and associated documents shall become open to public inspection in accordance with said statute.
  - 4.16.3 If an RFP is re-advertised, all prior offers and/or proposals shall remain closed to inspection by the Proposers and/or public until evaluation of the responses to the re-advertisement is complete.
- 4.17 Contract Approval**
- The RFP and the successful proposer selection processes do not obligate the Institution and do not create rights, interests, or claims of entitlement by either the Proposer with the apparent best-evaluated proposal or any other Proposer. Contract award and Institution obligations pursuant thereto shall commence only after the contract is signed by the Contractor and all other Institution/State officials as required by state laws and regulations.
- 4.18. Contractor Performance**
- The Contractor will be responsible for the delivery of all acceptable goods or the satisfactory completion of all goods and/or services set out in this RFP (including attachments) as may be amended. All goods and/or services are subject to inspection and evaluation by the Institution. The Institution will employ all reasonable means to ensure that goods delivered and/or services rendered are in compliance with the Contract, and the Contractor must cooperate with such efforts.

**4.19. Contract Amendment**

After contract award, the Institution may request the Contractor to deliver additional goods and/or perform additional services within the general scope of the contract and this RFP, but beyond the specified scope of service, and for which the Contractor may be compensated. In such instances, the Institution will provide the Contractor a written description of the additional goods and/or services. The Contractor must respond to the Institution with a time schedule for delivering the additional goods or accomplishing the additional services based on the compensable units included in the Contractor's response to this RFP. If the Institution and the Contractor reach an agreement regarding the goods and/or services and associated compensation, such agreement must be effected by means of a contract amendment. Further, any such amendment requiring additional goods and/or services must be signed by both the Institution and the Contractor and must be approved by other state officials as required by applicable statutes, rules, policies and procedures of the State of Tennessee. The Contractor must not provide additional goods or render services until the Institution has issued a written contract amendment with all required approvals.

**4.20. Severability**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision will not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the Institution and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

**4.21 Next Ranked Proposer**

The Institution reserves the right to initiate negotiations with the next ranked Proposer should the Institution cease doing business with any Proposer selected via this RFP process.

**4.22 Contractor Registration**

Proposers should complete the Institution's vendor registration process. When applicable, the Institution shall work with Proposers and the Governor's Office of Diversity Business Enterprise (Go-DBE) for Proposers to obtain official state certification. Although registration with the Institution is not required to make a proposal, a resulting contract from this RFP process cannot be finalized without the successful proposer being a registered vendor.

**4.23 Policy and Guideline Compliance**

This proposal request and any award made hereunder are subject to the policies and guidelines of the ETSU Board of Trustees <https://www.etsu.edu/policies/university-policies-administrative-rule.php>.

**4.24 Protest Procedures**

Refer to the following Internet URL to obtain the Institution's bid protest procedures:  
<https://www.etsu.edu/bf/purchasing.php>.

A protest shall be considered waived if the subject matter of the protest was known or should have been known to the protester before the Written Comments Deadline and the Protester did not raise the issue in a Written Comment.

**4.25 Impermissible Clauses**

A Proposer may not restrict the rights of the Institution or otherwise qualify a proposal. The Institution may determine such a proposal to be a non-responsive counteroffer, and the proposal may be rejected. The following is a list of the impermissible clauses:

1. Hold harmless / indemnification by the State.

2. Disclaimers of liability for incidental, exemplary or consequential damages.
3. Disclaimers of express or implied warranties.
4. Limitation on dollar amount which can be covered by the State.
5. Limitation on time within which State may bring suit.
6. No termination date.
7. Advanced deposits or payments required.
8. State shall pay any taxes associated with the contract.
9. Assessment of penalties and liquidation damages against the State.
10. Binding arbitration clause.
11. Award of attorney's fees and costs in case of breach by the State.
12. Governing law other than Tennessee; consent to jurisdiction outside Tennessee.
13. Provisions requiring payment of interest, late charges or finance charges in excess of Tennessee Prompt Pay Act.
14. Provisions requiring confidentiality and nondisclosure that violate the Tennessee Open Records Act, TCS § 10-7-101, et. Seq
15. Miscellaneous
  - A. The institution may not consent to the issuance of an injunction in the event of breach. An injunction against the State may only be issued pursuant to court order.
  - B. Travel expenses and per diem expenses may not exceed those set by ETSU Travel policy.
  - C. The risk of loss for goods in transit may not pass to the State before delivery unless the seller provides adequate insurance.
  - D. A contract may not be amended or extended if the termination date has passed. Once the contract has expired, there is no legal document remaining to either amend or extend.
  - E. The State may not be required to purchase or obtain insurance including liability insurance, performance bonds, or property insurance.
  - F. State may not be required to pay for labor not employed by the State unless the costs are covered in the contract.

- 4.26** A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the Institution may determine, at its sole discretion, the proposal to be a non-responsive counteroffer, and the proposal may be rejected.
- 4.27** ETSU facilities are Tobacco-Free, where all use of tobacco is restricted to private vehicles. The policy can be found at <https://www.etsu.edu/tobaccofree/policy.php>.
- 4.28** All vehicles on ETSU property must comply with the University Parking and Traffic Regulations that are found at <http://www.etsu.edu/fa/fs/parking>. A temporary parking pass can be obtained online at this link also. A campus map is found at <https://www.etsu.edu/ehome/maps/>
- 4.29** The successful Proposer is responsible for any damages to ETSU property and is responsible at the contractor's expense for the repair of such damages. This includes damages to sidewalks, curbs, and landscape areas.

## 5 PROPOSAL EVALUATION & CONTRACT AWARD

### 5.1 Evaluation Categories and Maximum Points

The Institution will consider qualifications and experience, technical approach, and cost in the evaluation of proposals and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each Proposal deemed by the Institution to be responsive.

CATEGORY	MAXIMUM POINTS POSSIBLE
Mandatory Requirements – Section 6.5 A	<b>Pass / Fail</b>
Qualifications and Experience	<b>120</b>
Technical Requirements	<b>120</b>
Cost Proposal	<b>130</b>

### 5.2 Evaluation Process

The evaluation process is designed to award the contract resulting from this RFP not necessarily to the Proposer offering the lowest cost, but rather to the responsive and responsible Proposer deemed by the Institution to offer the best combination of attributes based upon the evaluation criteria.

“Responsive Proposer” is defined as a Proposer that has submitted a response that conforms in all material respects to the RFP. “Responsible Proposer” is defined as a Proposer that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.

#### 5.2.1 Technical Response Evaluation

The RFP Coordinator will use the RFP Attachment 6.5, Technical Proposal and Evaluation Guide to manage the Technical Proposal Evaluation and maintain evaluation records.

- 5.2.1.1 The RFP Coordinator will review each Technical Proposal to determine compliance with mandatory requirements (refer to RFP Attachment 6.5, Technical Proposal and Evaluation Guide, Section A). If the RFP Coordinator determines that a proposal may have failed to meet one or more of the mandatory requirements, the Chief Procurement Officer will review the proposal and document his/her determination of whether: (1) the proposal meets requirements for further evaluation; (2) the Institution will request clarifications; or (3) the Institution will determine the proposal to be non-responsive to the RFP and reject it. A determination that a proposal is non-responsive must be approved by the Chief Business Officer before notice may be sent out that the proposal has been rejected.
- 5.2.1.2 A Proposal Evaluation Team, appropriate to the scope and nature of the RFP, and consisting of three (3) or more Institution employees, will evaluate each Technical Proposal that appears responsive to the RFP.
- 5.2.1.3 Each Proposal Evaluation Team member will independently evaluate each Technical Proposal against the evaluation criteria, rather than against other proposals, and will score each in accordance with the RFP Attachment 6.5, Technical Proposal and Evaluation Guide.



- 5.2.1.4 The Institution reserves the right, at its sole discretion, to request Proposer's clarification of a Technical Proposal or to conduct clarification discussions with any or all Proposers. Any such clarification or discussion shall be limited to specific sections of the proposal identified by the Institution. The Proposer shall submit its resulting clarification to the Institution in the format specified in the clarification request.
- 5.2.2 Finalist Presentation Evaluation (N/A)**
- 5.2.3 Cost Proposal Evaluation**
- After the Technical Proposal evaluation has been completed, the RFP Coordinator will open the Cost Proposals and use the RFP Attachment 6.6, Cost Proposal and Scoring Guide to calculate and document the Cost Proposal scores.
- 5.2.4 Total Proposal Score**
- The RFP Coordinator will calculate the sum of the Technical Proposal scores and the Cost Proposal scores and record the resulting number as the total score for the subject Proposal. (Refer to RFP Attachment 6.7., Score Summary Matrix).
- 5.3 Contract Award Process**
- 5.3.1 The RFP Coordinator will forward the results of the proposal evaluation process to the appropriate institution official who will consider the proposal evaluation process results and all pertinent information available to make a determination about the contract award. The Institution reserves the right to make an award without further discussion of any proposal.
- Notwithstanding the foregoing, to effect a contract award to a Proposer other than the one receiving the highest evaluation score, the requesting department/party must provide written justification for such an award and obtain the written approval of the appropriate institutional official.
- 5.3.2 After the appropriate official's determination, the Institution will issue an Intent to Award to identify the apparent best-evaluated proposal as specified in RFP Section 2, Schedule of Events.
- NOTICE: The Intent to Award shall not create rights, interests, or claims of entitlement in either the Proposer with apparent best-evaluated proposal or any other Proposer.**
- 5.3.3 The Institution will make the RFP files available for public inspection as in the RFP Section 2, Schedule of Events following issuance of the Intent to Award.
- 5.3.4 The Proposer with the apparent best-evaluated proposal must agree to and sign a contract with the Institution that shall be substantially the same as the RFP Attachment 6.2, Pro Forma Contract.
- Prior to contract execution, the Institution reserves the right, at its sole discretion, to add terms and conditions or to revise Pro Forma Contract requirements in the Institution's best interests. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process.
- 5.3.5 The Proposer with the apparent best-evaluated proposal must sign and return the Contract no later than the Award of Contract Date in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed Contract by the deadline, the Institution may determine that the Proposer is non-responsive to the RFP terms and reject the proposal.
- 5.3.6 If the Institution determines that the apparent best-evaluated proposal is non-responsive and rejects the proposal, the RFP Coordinator will re-calculate scores for each responsive Cost Proposal to determine the new, apparent best-evaluated proposal.

#### 5.4 **Service and Software Accessibility Requirements**

All Informational Material and Technology (IMT) developed, purchased, upgraded or renewed by or for the use of East Tennessee State University (ETSU) will comply with all applicable ETSU policies, Federal and State laws and regulations including but not limited to the accessibility guidelines set forth in Web Content Accessibility Guidelines 2.0 A & AA, EPub3 Accessibility guidelines, Section 508 and all other regulations promulgated under Section 504 of the Rehabilitation Act and Title II of The Americans with Disabilities Act as amended. Further:

- a. Compliance means that a person with a disability can acquire the same information, engage in the same interactions, and enjoy the same goods and/or services as a person without a disability, in an equally effective and integrated manner, with substantially equivalent ease of use.
- b. The Successful Proposer warrants that any IMT purchased by, developed, upgraded or renewed for the Institution will comply with the aforementioned accessibility guidelines and the Successful Proposer will provide accessibility testing results, written documentation verifying accessibility including the most recent VPAT for the product/service identified in this document.
- c. The Successful Proposer will promptly respond to and resolve accessibility issues/complaints, and to indemnify and hold the Institution harmless in the event of claims arising from inaccessibility of the contractor's/vendor's product(s) or service(s).
- d. Proposer shall provide access to the Institution as needed for testing/compliance review.

Additional information can be found in Attachment 6.11, Vendor Product Accessibility Statement and Documentation.

If Proposer is not compliant at this time with these standards, Proposer shall describe in response to Section C.2.2 below, via the Accessibility Conformance and Remediation Form (Attachment 6.12) its plan for remediation.

1. Proposer must validate that it has implemented and maintains 'appropriate safeguards,' as that term is used in § 314.4(d) of the FTC Safeguard Rule, 16 C.F.R. § 314, for all 'customer information,' as that term is defined in § 314.2(b) of the FTC Safeguard Rule, delivered to Proposer by Institution pursuant to this Agreement. Proposer must validate that it has implemented an Information Security Program ('the Program') as required by the FTC Safeguard Rule.
2. Proposer shall validate in its response its understanding that Proposer shall have a retention and disposal policy of system data.
3. Proposer shall validate in its response its understanding that Proposer shall utilize a data recover/backup system.

**ATTACHMENT 6.1**

**East Tennessee State University  
HIGHER EDUCATION SYSTEM  
Ownership Ethnicity Form**

In order to comply with reporting regulations required by the State of Tennessee and the United States federal income tax laws, it is necessary that the following information be provided prior to the issuance of any contract.

<p>1. Name of Contractor:</p>  <hr/> <p>Federal ID / Social Security Number:</p> <hr/>	<p>2. Is Contractor a US citizen?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>If no, state country of citizenship:</p> <hr/> <p>(If not a US Citizen, please include a copy of Visa with this form.)</p>
<p>3. Kind of Ownership (Check one):</p> <p><input type="checkbox"/> Govt. (GO)</p> <p><input type="checkbox"/> Agency of the State of Tennessee (SA)</p> <p><input type="checkbox"/> Non-Profit (NO)</p> <p><input type="checkbox"/> Majority (MJ)</p> <p><input type="checkbox"/> Minority* (see the following for definition)</p> <p><input type="checkbox"/> Woman (WO)** (see the following for definition)</p> <p><input type="checkbox"/> Small (SM)*** (see the following for definition)</p> <p><input type="checkbox"/> Service-Disabled Veteran****(see the following for definition)</p>	<p>4. Minority / Ethnicity Code (Check One):</p> <p><input type="checkbox"/> African American (MA)</p> <p><input type="checkbox"/> Native American (MN)</p> <p><input type="checkbox"/> Hispanic American (MH)</p> <p><input type="checkbox"/> Asian American (MS)</p> <p><input type="checkbox"/> Other Minority (MO)</p> <p>Specify: _____</p>
<p>5. Preference for reporting purposes: (Note: If Contractor qualifies in multiple categories as small, woman-owned and/or minority, Contractor is to specify in which category he / she is to be considered for reporting and classification purposes.)</p> <p><input type="checkbox"/> Small    <input type="checkbox"/> Minority    <input type="checkbox"/> Woman-Owned    <input type="checkbox"/> Service-Disabled Veteran</p>	
<p>6. Certification: I certify that all the information as completed above is accurate and true.</p>  <hr/> <p>Signature _____ Date _____</p> <p>Name (Printed): _____</p> <p>Title: _____</p>	

**\*Minority Ownership Clarification:**

"Minority owned business" means a business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background.

"Minority" means a person who is a citizen or lawful permanent resident of the United States and who is:

- a) African American (a person having origins in any of the black racial groups of Africa);
- b) Hispanic (a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race);
- c) Asian American (a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands); or
- d) Native American (a person having origins in any of the original peoples of North America).

**\*\*Woman-Owned Business Clarification:**

A "woman-owned business" means a woman owned business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one or more women; or, in the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more women and whose management and daily business operations are under the control of one (1) or more women.

**\*\*\*Small Business Ownership Clarification:**

A "small business" means a business that is independently owned and operated for profit, is not dominant in its field of operation and is not an affiliate or subsidiary of a business dominant in its field of operation.

The Governor's Office of Diversity Business Enterprise establishes small business guidelines on industry size standards. The criteria guidelines are required to be met in order for a business to be considered small. The annual receipts or number of employees indicates the maximum allowed for a small business concern and its affiliates to be considered small.

**\*\*\*\*Service-Disabled Veteran Business Enterprise (SDVBE) Clarification**

Tennessee Service-Disabled Veteran owned mean any person who served honorably on active duty in the Armed Forces of the United States with at least a twenty percent (20%) disability that is service-connected meaning that such disability was incurred or aggravated in the line of duty in the active military, naval or air service. "Tennessee service disabled veteran owned business" means a service-disabled veteran owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function.

Tennessee Service-Disabled Veteran owned means a service-disabled owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function, and

- 1. is at least fifty-one percent (51%) owned and controlled by one (1) or more service-disabled owned veterans;
- 2. In the case of a business solely owned by (1) service-disabled veteran and such person's spouse, is at least fifty percent (50) owned and controlled by the service-disabled veteran; or
- 3. In the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more service-disabled veteran and whose management and daily business operations are under the control of one (1) or more service-disabled veteran.

TYPE OF BUSINESS	ANNUAL GROSS SALES	NO. OF EMPLOYEES
Agriculture, Forestry, Fishing	\$500,000	9
Architectural / Design / Engineering	\$2,000,000	30
Construction	\$2,000,000	30
Educational	\$1,000,000	9
Finance, Insurance & Real Estate	\$1,000,000	9
Information Systems / Technology	\$2,000,000	30
Manufacturing	\$2,000,000	99
Marketing / Communications / Public Relations	\$2,000,000	30
Medical / Healthcare	\$2,000,000	30
Mining	\$1,000,000	49
Retail Trade	\$750,000	9
Service Industry	\$500,000	9
Transportation, Commerce & Utilities	\$1,000,000	9
Wholesale Trade	\$1,000,000	19

## ATTACHMENT 6.2 PRO FORMA CONTRACT

The *Pro Forma Contract* set forth in this Attachment contains some “blanks”, signified in brackets by words in all capital letters, describing material to be added, along with appropriate additional information, in the final contract resulting from this RFP. TO BE COMPLETED BY ETSU AFTER AWARD OF RFP.

### CONTRACT BETWEEN EAST TENNESSEE STATE UNIVERSITY AND [CONTRACTOR NAME]

This Contract is entered into this \_\_\_ day of \_\_\_\_\_, 20\_\_ by and between [INSTITUTION NAME] (hereinafter referred to as the “Institution”) and [CONTRACTOR LEGAL ENTITY NAME], (hereinafter referred to as the “Contractor”), is for the purpose of providing [SHORT DESCRIPTION OF THE SERVICE], as further defined in the “SCOPE OF SERVICES”.

The Contractor is [AN INDIVIDUAL / A FOR-PROFIT CORPORATION / A NONPROFIT CORPORATION / A SPECIAL PURPOSE CORPORATION OR ASSOCIATION / A FRATERNAL OR PATRIOTIC ORGANIZATION / A PARTNERSHIP / A JOINT VENTURE / A LIMITED LIABILITY COMPANY] with its principal location being:

[ADDRESS]

The Contractor’s place of incorporation or organization is [STATE OF ORGANIZATION].

#### A. SCOPE OF SERVICES:

- A.1. Scope of services include custodial services for the three East Tennessee State University Health Family Medicine Clinics located in Johnson City, Bristol, and Kingsport, Tennessee. Attention to detail and cleanliness is required. Supplies should be replaced properly and cleaning schedules adhered to. These are medical clinics and should reflect a high standard of cleanliness.

A more in-depth breakdown of the scope of work required for each clinic can be seen in Attachment A.

#### B. CONTRACT TERM:

- B.1. Contract Term. This Contract shall be effective for the period commencing on [START DATE] and ending on [END DATE]. The Institution shall have no obligation for services rendered by the Contractor which are not performed within the specified period.
- B.2. Term Extension. The Institution reserves the right to extend this Contract for an additional period or periods of time representing increments of no more than one year and a total contract term of no more than [WRITTEN NUMBER, NO GREATER THAN FIVE] years, provided that the Institution notifies the Contractor in writing of its intention to do so at least [WRITTEN NUMBER] [NUMBER] days prior to the Contract expiration date. An extension of the term of this Contract will be effected through an amendment to the Contract. If the extension of the Contract necessitates additional funding beyond that which was included in the original Contract, the increase in the Institution’s maximum liability will also be effected through an amendment to the Contract and shall be based upon rates provided for in the original Contract.  
[THESE DATES SHOULD BE COMPLETE WHEN RFP IS ISSUED]

#### C. PAYMENT TERMS AND CONDITIONS:

C.1. Maximum Liability. In no event shall the maximum liability of the Institution under this Contract exceed **[WRITTEN DOLLAR AMOUNT] [\$NUMBER AMOUNT]**. The Service Rates in Section C.3 include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the Institution requests work and the Contractor performs the work.

C.2. Compensation Firm. The Service Rates and the Maximum Liability of the Institution under this Contract are firm for the duration of the Contract and are not subject to escalation for any reason unless this Contract is amended.

C.3. Payment Methodology. The Contractor shall be compensated based on the Service Rates herein for units of service authorized by the Institution in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor's compensation shall be contingent upon the satisfactory completion of units of service or project milestones listed below. The Contractor shall be compensated based upon the following Service Rates:

<u>SERVICE UNIT/MILESTONE</u>	<u>[DUE DATE]</u>	<u>AMOUNT</u>
<b>[SERVICE UNIT/MILESTONE EVENT]</b>		<b>[\$(NUMBER AMOUNT)]</b>
<b>[SERVICE UNIT/MILESTONE EVENT]</b>		<b>[\$(NUMBER AMOUNT)]</b>

The Contractor shall submit monthly invoices, in form and substance acceptable to the Institution with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated.

C.4. Travel Compensation.

The Contractor shall not be compensated or reimbursed for travel, meals, or lodging.

C.5. Payment of Invoice. The payment of an invoice by the Institution shall not prejudice the Institution's right to object to or question any invoice or matter in relation thereto. Such payment by the Institution shall neither be construed as acceptance of any part of the work or service provided nor as an approval of any of the amounts invoiced therein.

C.6. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment theretofore made which are determined by the Institution, on the basis of audits conducted in accordance with the terms of this Contract, not to constitute proper remuneration for compensable services.

C.7. Deductions. The Institution reserves the right to deduct from amounts which are or shall become due and payable to the Contractor under this or any Contract between the Contractor and the Institution any amounts which are or shall become due and payable to the Institution by the Contractor.

C.8. Retention of Final Payment. An amount of **[WRITTEN DOLLAR AMOUNT] [\$NUMBER AMOUNT]**, representing **[WRITTEN NUMBER]** percent **[NUMBER %]** of the maximum total compensation payable under this Contract, shall be withheld by the Institution until **[WRITTEN NUMBER] [NUMBER]** days after final completion of the services to be performed by the Contractor under this Contract.**[THIS MAY BE DELETED IF NOT APPLICABLE]**

D. STANDARD TERMS AND CONDITIONS:

- D.1. Required Approvals. The Institution is not bound by this Contract until it is approved by the appropriate officials in accordance with applicable Tennessee laws and regulations.
- D.2. Modification and Amendment. This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate officials in accordance with applicable Tennessee state laws and regulations.
- D.3. Ethnicity. This Contract shall not be executed until the Contractor has completed the Minority/Ethnicity Form.
- D.4. Termination for Convenience. The Institution may terminate this Contract, in whole or in part, without cause for any reason. Termination under this Section D. 4 shall not be deemed a Breach of Contract by the Institution. The Institution shall give the Contractor at least [WRITTEN NUMBER] [NUMBER] days written notice before the effective termination date. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the Institution be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount based upon such termination. [THIS SHOULD BE COMPLETE BEFORE ISSUANCE OF RFP]
- D.5. Termination for Cause. If the Contractor fails to perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any term of this Contract, the Institution shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services; provided, however, Institution shall have the option to give Contractor written notice and a specified period of time in which to cure. Notwithstanding the above, the Contractor shall not be relieved of liability to the Institution for damages sustained by virtue of any breach of this Contract by the Contractor.
- D.6. Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the Institution. If such subcontracts are approved by the Institution, they shall contain, at a minimum, sections of this Contract pertaining to "Conflicts of Interest" and "Nondiscrimination". Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.
- D.7. Conflicts of Interest. The Contractor warrants that no part of the total Contract amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.
- D.8. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, veteran status, national origin, or any other classification protected by Federal, or State constitutional or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.9. Records. The Contractor shall maintain documentation for all charges against the Institution under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by

the Institution, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.

- D.10. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the Institution, the Comptroller of the Treasury, or their duly appointed representatives.
- D.11. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the Institution as requested. [OR SPECIFY TIME PERIOD – MONTHLY, QUARTERLY, SEMI-ANNUALLY, ANNUALLY, ETC.]
- D.12. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.
- D.13. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that the parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.
- The Contractor, being an independent contractor and not an employee of the Institution, agrees to carry adequate public liability and other appropriate forms of insurance on the Contractor's employees, and to pay all applicable taxes incident to this Contract.
- D.14. Institution Liability. The Institution shall have no liability except as specifically provided in this Contract.
- D.15. Force Majeure. The obligations of the parties to this Contract are subject to prevention by causes beyond the parties' control that could not be avoided by the exercise of due care including, but not limited to, acts of God, riots, wars, epidemics or any other similar cause.
- D.16. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations, including Institution policies and guidelines in the performance of this Contract.
- D.17. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the Tennessee Claims Commission in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the Institution or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under **Tennessee Code Annotated**, Sections 9-8-101 through 9-8-407.
- D.18. Severability. If any terms or conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.
- D.19. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.



E. ADDITIONAL TERMS AND CONDITIONS:

E.1. Communications and Contacts.

The Institution:

[TITLE OF INSTITUTION CONTACT PERSON] [USE ETSU DEPARTMENT CONTACT]

East Tennessee State University

1276 Gilbreath Dr.

Johnson City, TN 37614

423.439.6890, phone

423.439.5746, fax

[ortizag@etsu.edu](mailto:ortizag@etsu.edu)

The Contractor:

[NAME AND TITLE OF CONTRACTOR CONTACT PERSON]

[CONTRACTOR NAME]

[ADDRESS]

[TELEPHONE NUMBER]

[FACSIMILE NUMBER]

[EMAIL ADDRESS]

All instructions, notices, consents, demands, or other communications shall be sent in a manner that verifies proof of delivery. Any communication by facsimile transmission shall also be sent by United States mail on the same date as the facsimile transmission. All communications which relate to any changes to the Contract shall not be considered effective until agreed to, in writing, by both parties.

E.2. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State and/or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the Institution reserves the right to terminate the Contract upon written notice to the Contractor. Termination under this Section E.2 shall not be deemed a breach of Contract by the Institution. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. Should such an event occur, the Contractor shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Contractor shall have no right to recover from the Institution any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.3. Breach. A party shall be deemed to have breached the Contract if any of the following occurs (However, this list is not exclusive: failure to perform in accordance with any term or provision of the Contract; partial performance of any term or provision of the Contract; any act prohibited or restricted by the Contract; or, violation of any warranty.

For purposes of this Contract, these items shall hereinafter be referred to as a "Breach."

a. Contractor Breach— Institution shall notify Contractor in writing of a Breach.

(1) In event of a Breach by Contractor, the Institution shall have available the remedy of actual damages and any other remedy available at law or equity.

(2) Liquidated Damages— In the event of a Breach, the Institution may assess Liquidated Damages. The Institution shall notify the Contractor of amounts to be assessed as

Liquidated Damages. The parties agree that due to the complicated nature of the Contractor's obligations under this Contract it would be difficult to specifically designate a monetary amount for a Breach by Contractor as the amounts are likely to be uncertain and not easily proven. Contractor hereby represents and covenants it has carefully reviewed the Liquidated Damages provisions contained in the above referenced, Attachment [NUMBER] and agrees that the amounts represent a reasonable relationship between the amount and what might reasonably be expected in the event of Breach, and are a reasonable estimate of the damages that would occur from a Breach. It is hereby agreed between the parties that the Liquidated Damages represent solely the damages and injuries sustained by the Institution in losing the benefit of the bargain with Contractor and do not include any injury or damage sustained by a third party. The Contractor agrees that the liquidated damage amount is in addition to any amounts Contractor may owe the Institution pursuant to the indemnity provision or other section of this Contract.

The Institution may continue to withhold the Liquidated Damages or a portion thereof until the Contractor cures the Breach, the Institution exercises its option to declare a Partial Default, or the Institution terminates the Contract. The Institution is not obligated to assess Liquidated Damages before availing itself of any other remedy. The Institution may choose to discontinue Liquidated Damages and avail itself of any other remedy available under this Contract or at law or in equity; provided, however, Contractor shall receive a credit for Liquidated Damages previously withheld except in the event of a Partial Default.

- (3) Partial Default— In the event of a Breach, the Institution may declare a Partial Default. In which case, the Institution shall provide the Contractor written notice of: (1) the date which Contractor shall terminate providing the service associated with the Breach; and (2) the date the Institution will begin to provide the service associated with the Breach. Notwithstanding the foregoing, the Institution may revise the time periods contained in the notice written to the Contractor.

In the event the Institution declares a Partial Default, the Institution may withhold, together with any other damages associated with the Breach, from the amounts due the Contractor the greater of: (1) amounts which would be paid the Contractor to provide the defaulted service; or (2) the cost to the Institution of providing the defaulted service, whether said service is provided by the Institution or a third party. To determine the amount the Contractor is being paid for any particular service, the Institution shall be entitled to receive within five (5) days of any request, pertinent material from Contractor. The Institution shall make the final and binding determination of the amount.

Upon Partial Default, the Contractor shall have no right to recover from the Institution any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount. Contractor agrees to cooperate fully with the Institution in the event a Partial Default is declared.

- b. Institution Breach— In the event of a Breach of contract by the Institution, the Contractor shall notify the Institution in writing within 30 days of any Breach of contract by the Institution. The notice shall contain a description of the Breach. In the event of Breach by the Institution, the Contractor may avail itself of any remedy available in the Claims Commission; provided, however, failure by the Contractor to give the Institution written notice and opportunity to cure as described herein operates as a waiver of the Institution's Breach. Failure by the Contractor to file a claim before the Claims Commission within one (1) year of the written notice of Breach shall operate as a waiver of the claim in its entirety. It is agreed by the parties this provision establishes a contractual period of limitations for any claim brought by the Contractor.

- E.4. Copyrights and Patents/Institution Ownership of Work Products. Contractor grants Institution a world-wide, perpetual, non-exclusive, irrevocable, fully paid up license to use any proprietary software products delivered under this Contract. The Institution shall have royalty-free and unlimited rights to use, disclose, reproduce, or publish, for any purpose whatsoever, as well as share in any financial benefits derived from the commercial exploitation of all work products created, designed, developed, or derived from the services provided under this Contract. The Institution shall have the right to copy, distribute, modify and use any training materials delivered under this Contract for internal purposes only.

The Contractor agrees to indemnify and hold harmless the Institution as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the Institution for infringement of any third party's intellectual property rights, including but not limited to, any alleged patent or copyright violations. The Institution shall give the Contractor written notice of any such claim or suit and full right and opportunity to conduct the Contractor's own defense thereof. In any such action brought against the Institution, the Contractor shall take all reasonable steps to secure a license for Institution to continue to use the alleged infringing product or, in the alternative, shall find or develop a reasonable, non-infringing alternative to satisfy the requirements of this Contract.

The Contractor further agrees that it shall be liable for the reasonable fees of attorneys for the Institution in the event such service is necessitated to enforce the obligations of the Contractor to the Institution.

- E.5. Insurance. The Contractor shall maintain a commercial general liability policy. The commercial general liability policy shall provide coverage which includes, but is not limited to, bodily injury, personal injury, death, property damage and medical claims, with minimum limits of \$1,000,000 per occurrence, \$3,000,000 in the aggregate. The Contractor shall maintain workers' compensation coverage or a self-insured program as required under Tennessee law. The Contractor shall deliver to the Institution both certificates of insurance no later than the effective date of the Contract. If any policy providing insurance required by the Contract is cancelled prior to the policy expiration date, the Contractor, upon receiving a notice of cancellation, shall give immediate notice to the Institution.

The enumeration in the Contract of the kinds and amounts of liability insurance shall not abridge, diminish or affect the Contractor's legal responsibilities arising out of or resulting from the services under this Contract.

- E.6. Performance Bond. Contractor shall furnish a performance bond in the amount equal to [WRITTEN DOLLAR AMOUNT] (\$[NUMBER AMOUNT]), guaranteeing full and faithful performance of all undertakings and obligations under this Contract for the initial Contract term and all extensions thereof. The bond shall be in the manner and form prescribed by the Institution, must be issued through a company licensed to issue such a bond in the State of Tennessee.

The Contractor shall provide the bond to the Institution no later than the effective date of this Contract. Failure to provide the performance bond prior to the deadline as required shall result in contract termination.

In lieu of a performance bond, a surety deposit, in the sum of [WRITTEN DOLLAR AMOUNT] (\$[NUMBER DOLLAR AMOUNT]), may be substituted if approved by the Institution prior to its submittal.

- E.7. Competitive Procurements. If this Contract provides for reimbursement of the cost of goods, materials, supplies, equipment, or services, such procurements shall be made on a competitive basis, when practical.
- E.8. Inventory/Equipment Control.  
No equipment shall be purchased under this Contract.

- E.9. Institution Furnished Property. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible, personal property furnished by the Institution for the Contractor's temporary use under this Contract. Upon termination of this Contract, all property furnished shall be returned to the Institution in good order and condition as when received, reasonable use and wear thereof excepted. Should the property be destroyed, lost, or stolen, the Contractor shall be responsible to the Institution for the residual value of the property at the time of loss.
- E.10. Contract Documents. Included in this Contract by reference are the following documents:
- a. This Contract document and its attachments
  - b. The Request for Proposal and its associated amendments
  - c. The Contractor's Proposal

In the event of a discrepancy or ambiguity regarding the interpretation of this Contract, these documents shall govern in order of precedence as listed above.

- E.11. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor's relationship with the Institution hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed.
- E.12. Hold Harmless. The Contractor agrees to indemnify and hold harmless the Institution as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person (including Institution), firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the Institution in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the Institution.

In the event of any such suit or claim, the Institution shall give the Contractor written notice of any such claim or suit, and the Contractor shall have full right and obligation to conduct the Contractor's own defense thereof and shall provide all assistance required by the Institution in the Institution's defense. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the Institution in any legal matter, such rights being governed by **Tennessee Code Annotated**, Section 8-6-106.

- E.13. Debarment and Suspension. The Contractor certifies, to the best of its knowledge and belief, that it and its principals:
- a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal or state department or agency;
  - b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offence in connection with obtaining attempting to obtain, or performing a public (Federal, State, or Local) transaction or grant under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
  - c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or Local) with commission of any of the offenses listed in section b. of this certification; and
  - d. have not within a three (3) year period preceding this Contract had one or more public transactions (Federal, State, or Local) terminated for cause or default.

- E.14. Prohibition on Hiring Illegal Immigrants. T.C.A. § 12-3-309 prohibits State entities from contracting to acquire goods or services from any person who knowingly utilize the service of illegal immigrants in the performance of a contract or who knowingly utilize the services of any subcontractor, if permitted under the contract, who will utilize the services of illegal immigrants in the performance of the contract. By signing this Contract, the Contractor attests, certifies, warrants, and assures that the Contractor shall not knowingly utilize the services of illegal immigrants in the performance of the Contract and will not knowingly utilize the services of any subcontractor, if permitted under the Contract, who will utilize the services of illegal immigrants in the performance of the Contract.

If Contractor is discovered to have breached the Attestation, the Commissioner of Finance and Administration shall declare that the Contractor shall be prohibited from contracting or submitting a bid to any Tennessee Board of Regents institution or any other state entity for a period of one (1) year from the date of discovery of the breach. Contractor may appeal the one (1) year by utilizing an appeals process in the Rules of Finance and Administration, Chapter 0620.

- E.15. Red Flags and Identity Theft. The Contractor shall have policies and procedures in place to detect relevant Red Flags, as that term is defined in Federal Trade Commission regulations, that may arise in the performance of the Contractor's activities under the Contract or review the Institution's Red Flags identity theft program and report any Red Flags to Institution.
- E.16. Sales and Use Tax. The Contractor shall be registered with or have received an exemption from the Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Contract. The Contractor shall comply, and shall require any subcontractor to comply, with all laws and regulations governing the remittance of sales and use taxes on the sale of goods and services made by the Contractor, or the Contractor's subcontractor.
- E.17. Data Privacy and Security.  
Data Privacy. "Personal Information" means information provided to Contractor by or at the direction of Institution, or to which access was provided to Contractor by or at the direction of Institution, in the course of Contractor's performance under this Contract that: (i) identifies or can be used to identify an individual (including , without limitation , names, signatures, addresses, telephone numbers, e-mail addresses and other unique identifiers); or (ii) can be used to authenticate an individual (including, without limitation, employee identification numbers, government-issued identification numbers, passwords or PINs, financial account numbers, credit report information, biometric or health data, answers to security questions and other personal identifiers.

Contractor represents and warrants that its collection, access, use, storage, disposal and disclosure of Personal Information complies with all applicable international, federal and state privacy and data protection laws, including without limitation, the Gramm-Leach-Bliley Act ("GLBA"); the Health Information Portability and Accountability Act ("HIPAA"); the Family Educational Rights and Privacy Act ("FERPA") of 1974 (20 U.S.C.1232g), the FTC's Red Flag Rules, as amended together with regulations promulgated thereunder .

Some Personal Information provided by Institution to Contractor is subject to FERPA. Contractor acknowledges that its improper disclosure or re-disclosure of Personal Information covered by FERPA may, under certain circumstances, result in Contractor's exclusion from eligibility to contract with Customer for at least five (5) years and agrees to become a "school official" as defined in the applicable Federal Regulations for the purposes of this Contract.

With respect to any processing of personal data of persons located in, or personal data obtained from within, the European Union (EU), Contractor certifies that it will comply with all applicable laws or regulations related to acceptance, transmission, and/or storage of such personal data as defined by and in accordance

with the EU's General Data Protection Regulations ("GDPR"). Contractor will only act on the written instruction of the Institution and will assist the Institution in compliance with GDPR in relation to the security of processing, the notification of personal data breaches, data protection impact assessments, answering data subjects' requests, and allowing data subjects to exercise their rights under the GDPR. Contractor consents to audits and inspections as necessary to ensure compliance with these provisions.

Data Security. Contractor represents and warrants that Contractor will maintain compliance with the SSAE 16 standard, and shall undertake any audits and risk assessments Contractor deems necessary to maintain compliance with SSAE16.

Incident Response. "Security Incident" means any reasonably suspected breach of information security, unauthorized access to any System, server or database, or any other unauthorized access, use, or disclosure of Personal Information or Highly-Sensitive Personal Information occurring on Systems under Contractor's control. Contractor shall: (i) provide Institution with the name and contact information for an employee of Contractor who shall serve as Customer's primary security contact and shall be available to assist Customer twenty-four (24) hours per day, seven (7) days per week as a contact in resolving obligations associated with a Security Incident; (ii) notify Institution of a Security Incident as soon as practicable, but no later than forty eight (48) hours after Contractor becomes aware of it, except where disclosure is prohibited by law; and (iii) notify Institution of any such Security Incident by telephone at the following number: Karen King: Office: 423.439.7068, and e-mail [kingk@etsu.edu](mailto:kingk@etsu.edu), with a copy by e-mail to Contractor's primary business contact at the Institution.

Contractor shall use best efforts to immediately mitigate or resolve any Security Incident, at Contractor's expense and in accordance with applicable privacy rights, laws, regulations and standards. Contractor shall reimburse Institution for actual costs incurred by Institution in responding to, and mitigating damages caused by, any Security Incident, including all costs of notice and/or remediation incurred under all applicable laws as a result of the Security Incident.

Return of Personal Information. At any time during the term of this Contract, at the Institution's written request or upon the termination or expiration of this Contract, Contractor shall return to the Institution all copies, whether in written, electronic or other form or media, of Confidential, Highly-Sensitive, or Personal Information in its possession, or at Customer's direction, securely dispose of all such copies.

The Contractor shall provide and retain timely, accurate, and comprehensive information such as records and reports that allow ETSU to monitor risks. The inventory of reports should include SOC 1, SOC 2, and reports for data breaches.

- E.18. Contractor Commitment to Diversity. The Contractor shall assist the Institution in monitoring the Contractor's performance of this commitment by providing, as requested, a quarterly report of participation in the performance of this Contract by small business enterprises and businesses owned by minorities, women, and Tennessee service-disabled veterans. Such reports shall be provided to the Institution in form and substance as required by Institution.
- E.19. Iran Divestment Act. The requirements of Tenn. Code Ann. § 12-12-101 et.seq., addressing contracting with persons with investment activities in Iran, shall be a material provision of this Contract. The Contractor agrees, under penalty of perjury, that to the best of its knowledge and belief that it is not on the list created pursuant to Tenn. Code Ann. § 12-12-106.
- E.20. Boycott of Israel. The Contractor certifies that is not currently engaged in and will not for the duration of the contract engage in, a boycott of Israel as defined by Tenn. Code Ann. § 12-4-127. This provision shall not apply to contracts with a total value of less than two hundred fifty thousand dollars (\$250,000) or to contractors with less than ten (10) employees.

- E.21. Service and Software Accessibility Standards. The Contractor warrants and represents that the service and software, including any updates, provided to the Institution will meet the accessibility standards set forth in WCAG 2.0 AA (also known as ISO standard, ISO/IEC 40500:2012), EPub 3 and Section 508 of the Vocational Rehabilitation Act. To the extent that the products fail to meet the WCAG 2.0 AA, EPub 3 and Section 508 standards, the Contractor will provide Institution with a fully completed Accessibility Statement and Conformance and Remediation forms (Attachments 6.10 & 6.11). The Contractor shall indemnify and hold the Institution harmless in the event of claims arising from inaccessibility related to the Contractor's product and/or services.
- E.22. Click-Wrap Agreements. The Contractor agrees that click-wrap agreements shall not be binding upon the Institution. No employee has the actual or apparent authority to enter into click-wrap agreements on behalf of the Institution without the approval of the Institution's Procurement and/or Contracts Office. No employee has the authority to modify, amend, or supplement this Contract through a click-wrap agreement. This Contract can only be modified, amended, or supplemented under these terms through a written amendment in accordance with the Institution's and ETSU's procedures, policies, and guidelines.
- E.23. Binding Contract. The Contractor fully understands that this Contract is not binding except and until all appropriate State officials' approvals and signatures have been obtained, and the fully executed document returned to the Contractor.

**IN WITNESS WHEREOF:**

**[CONTRACTOR LEGAL ENTITY NAME]:**

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**[NAME AND TITLE]**

**Date**

**EAST TENNESSEE STATE UNIVERSITY:**

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**DR. BRIAN NOLAND, PRESIDENT**

**Date**

**ATTACHMENT A (Pro-Forma Contract)**

**CONTRACTOR RESPONSIBILITIES**

**Contractor Responsibilities to be added upon contract award**



## ATTACHMENT B (Pro-Forma Contract)

### CONTRACT RATES

**Note: The final contract rates to be added upon contract award.**

THIS ATTACHMENT SHOULD CONTAIN, AT A MINIMUM, THE BASE COST ITEMS REQUESTED IN THE RFP WHEN THE RFP IS ISSUED.

	Year 1	Year 2	Year 3	Year 4	Year 5
Cost Item Description					
<b>D.1</b> The Proposers costs for this RFP must be addressed by line item, as follows:					

## ATTACHMENT C (Pro-Forma Contract)

### ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE

<b>CONTRACT NUMBER:</b>	
<b>CONTRACTOR LEGAL ENTITY NAME:</b>	
<b>FEDERAL EMPLOYER IDENTIFICATION NUMBER:</b> (or Social Security Number)	

The Contractor, identified above, does hereby attest, certify, warrant, and assure that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

**SIGNATURE & DATE:**

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NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor. If said individual is not the chief executive or president, this document shall attach evidence showing the individual's authority to contractually bind the Contractor.

**TO BE COMPLETED BY SUCCESSFUL PROPOSER AFTER AWARD OF PROPOSAL**

## ATTACHMENT 6.3

**PROPOSAL TRANSMITTAL AND STATEMENT OF CERTIFICATIONS AND ASSURANCES** *The Proposer must complete and sign this Technical Proposal Transmittal. It must be signed, in the space below, by an individual empowered to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the individual is not the Proposer's chief executive, attach evidence showing the individual's authority to bind the proposing entity.*

**The Proposer does hereby affirm and expressly declare confirmation, certification, and assurance of the following:**

1. This proposal constitutes a commitment to provide all goods and/or services as defined in the RFP Attachment 6.2, *Pro Forma* Contract, Scope of Goods and/or Services for the total contract period and confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in the RFP Attachment 6.2, *Pro Forma* Contract. A Proposal that limits or changes any of the terms or conditions contained in the *Pro Forma* Contract may be considered by the Institution, in its sole discretion, non-responsive and may be rejected.
2. The information detailed in the proposal submitted herewith in response to the RFP is accurate.
3. The proposal submitted herewith in response to the RFP shall remain valid for at one hundred twenty (120) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
4. The Proposer shall comply with all applicable State and Federal laws and regulations, including Institution policies and guidelines in the submission of its Proposal and, if the successful Proposer, in the performance of the Contract.
5. The Proposer shall comply with all of the provisions in the subject RFP.
6. The Proposer shall provide a performance bond in accordance with the requirements of the RFP. Failure to provide the Institution with the required performance bond will be cause for rejection of proposal.
7. **The Proposer \_\_\_ does or \_\_\_ does not agree that this proposal and current contract pricing, if requested, is available to other State of Tennessee Universities/UT Institutions, the Tennessee Board of Regents System and State of Tennessee departments for the same time period it is available to the Institution. A listing of these institutions is provided in Attachment 6.8.**
8. The Proposer certifies, by signature below and submission of this proposal, to the best of its knowledge and belief, that it and its principals:
  - a. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal or State department or agency;
  - b. have not within a three (3) year period preceding this Contract been convicted of, or had a civil judgment rendered against them from commission of fraud, or a criminal offense in connection with, obtaining attempting to obtain, or performing a public (Federal, State, or Local) transaction or grant under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification, or destruction of records, making false statements, or receiving stolen property;
  - c. are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or Local) with commission of any of the offenses listed in section b. of this certification; and
  - d. have not within a three (3) year period preceding this Contract had one or more public transactions (Federal, State, or Local) terminated for cause or default.
9. The Proposer understands and agrees that Proposer shall be paid by **ACH payment. Payment terms are Net 30. Deposits and prepayments are not allowed.**
10. By submission of this Proposal, each Proposer and each person signing on behalf of any Proposer certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization under penalty of perjury, that to the best of its knowledge and belief that each Proposer is not on the list created pursuant to § 12-12-106 (Iran Divestment Act). For reference purposes, the list is currently available at: <https://www.tn.gov/generalservices/procurement/central-procurement-office-cpo-/state-agencies-/statewide-contract-instruction--swc-.html>

**SIGNATURE & DATE:** \_\_\_\_\_

## ATTACHMENT 6.4

### RFP REQUIREMENTS

#### Overview

East Tennessee State University (hereinafter Institution) is soliciting proposals from qualified proposers for the procurement of custodial services including staffing, cleaning supplies, and equipment. Please see Attachment A for a more in-depth breakdown of what will be expected.

The Contract resulting from this Request for Proposal (RFP) shall be for a maximum period of two (2) years, with the opportunity for yearly renewal for up to a maximum total of no more than five years.

The following are requirements to respond to this Request for Proposal and should be used as a strict guideline in the preparation of a proposal. Each Proposer must use the Technical Proposal and Evaluation Guide (Attachment 6.5) to organize, reference, and draft its Technical Proposal. **Each Proposer must duplicate the Technical Proposal and Evaluation Guide and use it as a table of contents covering the Technical Proposal (adding proposal page numbers as appropriate).** The order of the response to the Technical Proposal and Evaluation Guide must be preserved.

The Institution expects all Proposers to submit a complete and thorough response to the specifications identified in this RFP. In response to each specification, Proposers must clearly identify the specification to which they are responding and thoroughly explain how their solution fulfills the requirement of that specification.

Contractor responsibilities include custodial services for the three East Tennessee State University Health Family Medicine Clinics located in Johnson City, Bristol, and Kingsport, Tennessee. Attention to detail and cleanliness is required. Supplies should be replaced properly and cleaning schedules adhered to. These are medical clinics and should reflect a high standard of cleanliness.

#### **Section 1: Introduction**

This request for proposal (RFP) is being issued to solicit proposals for the janitorial services for the ETSU Health Family Medicine Clinics listed below:

1. ETSU Health Family Medicine Associates -(JCFM)– approximately 12,100 square feet
  - a. 917 W Walnut St Johnson City, TN 37604
2. ETSU Health Family Physicians of Bristol – (BFM) – approximately 19,351 square feet
  - a. 208 Medical Park Blvd Bristol, TN 37620
3. ETSU Health Family Physicians of Kingsport – (KFM) – approximately 14,302 square feet
  - a. 102 E Ravine Rd Kingsport, TN 37660
4. ETSU Health Support Clinic – (ETSUSC) - approximately 5,168 square feet
  - a. 2 Professional Park Suite 11 & 13 Johnson City, TN 37604

**PROJECT DESCRIPTION:** ETSU Health Family Medicine Associates seeks a vendor to perform janitorial services in all three of the above listed medical clinics. Work to be performed after clinic hours between 5:30pm – 6:30am. Our current contract will be ending August 2, 2024.

**\*All ETSU Family Medicine Clinics and affiliates are designated as NON-SMOKING areas. All ETSU Family Medicine Clinics and affiliates are State of Tennessee entities and state governing laws apply.\***

**SCHEDULES:** The services proposed must be completed in a timely fashion in accordance to the schedule listed in Exhibit A.

**INSURANCE:** The awarded vendor shall provide evidence of insurance as required by ETSU. This includes Workers Compensation, Liability, and Property Damage.

**ADDENDA:** If an addendum is issued, vendors must acknowledge receipt. It is the vendors responsibility to ensure that they have received all paperwork.

## **Section 2A - Scope of Work – ETSU HEALTH FAMILY MEDICINE CLINICS**

### **CLEANING SPECIFICATIONS AND GUIDELINES**

All consumable products supplied by vendor (toilet paper, paper towels, soap, trash can liners, replacement toilet paper holders, replacement soap dispensers). Cleaning supplies and equipment will be supplied by the vendor. Work to be performed after clinic hours between 5:30pm – 6:30am.

**Services to include but not limited to the following:**

Service Areas – details in Exhibit A

- Exam Rooms/Patient Areas/Hallways/Walkways
- Laboratory Area
- Nurses Area/Hallways/Walkways
- Offices/Hallways/Walkways (Faculty/Staff/Front/Precepting)
- Classroom/Conference/Lounge Areas
- Kitchen/Break Areas
- Rest Rooms
- Modular Building (Johnson City only)
- Elevator (Kingsport only)
- Miscellaneous Services

**DAILY SERVICES - PUBLIC AREAS: (5) NIGHTS/WEEK, MONDAY THROUGH FRIDAY.**  
Work to be performed after clinic hours between 5:30pm – 6:30am:

#### **Exam Rooms/Patient Areas/Hallways/Walkways**

1. Clean telephone handsets with disinfectant
2. Clean doors and windows
3. Clean & sanitize sinks/faucets

4. Wipe/Clean all door handles
5. Clean walls and switch plates
6. Clean counters and backsplashes
7. Clean light fixtures
8. Floors mopped and sanitized per manufacturers specifications
9. Remove trash and clean trash cans
10. High dusting
11. DO NOT unplug equipment or move out of place

#### **Laboratory**

1. Clean telephone handsets with disinfectant
2. Clean doors and windows
3. Clean & sanitize sinks/faucets
4. Wipe/Clean all door handles
5. Clean walls and switch plates
6. Clean counters and backsplashes
7. Clean light fixtures
8. Floors mopped and sanitized per manufacturers specifications
9. Remove trash and clean trash cans
10. High dusting
11. DO NOT unplug equipment or move out of place

#### **Nurses Areas/Hallways/Walkways**

1. Clean and dust open areas of counters, back splashes and tables at nurses' counters.
2. Clean windowsills
3. Clean cabinet fronts
4. Clean walls and switch plates
5. Clean doors and wipe knobs
6. Clean telephone handsets with disinfectant
7. Remove trash and clean trash cans
8. Wipe down chairs, baby scales and adult scales
9. Floors mopped and sanitized per manufacturers specifications. Wheeled equipment may be moved and returned to position
10. Clean/vacuum all ceiling/wall vents
11. High dusting

#### **Offices/Hallways/Walkways (Faculty/Staff/Front/Precepting)**

1. Vacuum clean all carpet areas, place mats, spot clean major stains.
2. Vinyl/tiled floors will be cleaned as needed to present an attractive appearance at all times per manufacturers specifications.
3. Dust all ledges and other flat surfaces including windowsills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.

4. Remove fingerprints, smudges and stains on building directories, door frames, wall switches, relights and glass partitions. Clean any door handles/knobs.
5. Clean all wall coverings and painted surfaces.
6. Clean, disinfect and polish all drinking fountains.
7. Maintain janitor closet in a clean and orderly condition.
8. Turn off all lights, leaving on only the emergency lights.
9. Dust signs with dry clean cloth.

### **Classrooms/Conference Rooms/Lounge Areas**

1. Vacuum clean all carpet areas, place mats, spot clean major stains.
2. Vinyl/tiled floors will be cleaned as needed to present an attractive appearance at all times per manufacturers specifications.
3. Dust all ledges and other flat surfaces including windowsills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
4. Remove fingerprints, smudges and stains on building directories, door frames, wall switches, relights and glass partitions. Clean any door handles/knobs.
5. Clean all wall coverings and painted surfaces.
6. Clean, disinfect and polish all drinking fountains.
7. Maintain janitor closet in a clean and orderly condition.
8. Turn off all lights, leaving on only the emergency lights.
9. Dust signs with dry clean cloth.

### **Kitchen/Break Areas**

1. Vacuum clean all carpet areas, place mats, spot clean major stains.
2. Vinyl/tiled floors will be cleaned as needed to present an attractive appearance at all times per manufacturers specifications.
3. Dust all ledges and other flat surfaces including windowsills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
4. Remove fingerprints, smudges and stains on, door frames, wall switches, relights and glass partitions. Clean any door handles/knobs.
5. Clean all wall coverings and painted surfaces.
6. Clean, disinfect and polish all drinking fountains.
7. Wipe down Stove as needed (see exhibit A)
8. Refrigerator to be cleaned monthly (see exhibit A)
9. Put any dishes/utensils/glasses/cups in dishwasher. Start dishwasher if needed. (We try to clean up after ourselves but sometimes it gets busy)

### **Restrooms**

1. Flooring will be mopped per manufacturers specifications, nightly, removing any mop sludge accumulated on toilet base, wall and partitions.

2. Clean and polish mirrors, clean all surfaces/shelving.
3. Clean and polish plumbing piping, toilet seat hinges and other metal work.
4. Thoroughly clean, with disinfectant soap, sinks, basins, urinals and toilet bowls; remove stains and make certain to clean under sides of rims.
5. Low ledges, sills, tops of partitions to be cleaned with damp treated cloth.
6. Damp wipe and wash with disinfectant all baby-changing tables. All areas should be wiped down, clean walls including all partitions next to toilets, urinals, sinks and door handles/knobs. Notify Center Manager in writing, etc. items that cannot be removed.
7. Trash cans, including sanitary napkin disposal areas, must be emptied, cleaned and disinfected regularly.
8. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked nightly

### **Modular Building (Johnson City Only)**

#### **Office//Restrooms/Break Area/Hallways**

1. Vacuum clean all carpet areas, place mats, spot clean major stains.
2. Vinyl/tiled floors will be cleaned as needed to present an attractive appearance at all times per manufacturers specifications.
3. Dust all ledges and other flat surfaces including windowsills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
4. Remove fingerprints, smudges and stains on, door frames, wall switches, relights and glass partitions. Clean any door handles/knobs.
5. Clean all wall coverings and painted surfaces.
6. Clean, disinfect and polish all drinking fountains.
7. Wipe down Stove as needed (see exhibit A)
8. Refrigerator to be cleaned monthly (see exhibit A)
9. Put any dishes/utensils/glasses/cups in dishwasher. Start dishwasher if needed. (We try to clean up after ourselves but sometimes it gets busy)
10. Restroom - Flooring will be mopped per manufacturers specifications, nightly, removing any mop sludge accumulated on toilet base, wall and partitions.
11. Restroom - Clean and polish mirrors, clean all surfaces/shelving.
12. Restroom - Clean and polish plumbing piping, toilet seat hinges and other metal work.
13. Restroom - Thoroughly clean, with disinfectant soap, sinks, basins, urinals and toilet bowls; remove stains and make certain to clean under sides of rims.
14. Restroom - Low ledges, sills, tops of partitions to be cleaned with damp treated cloth.
15. Restroom - Damp wipe and wash with disinfectant all baby-changing tables. All areas should be wiped down, clean walls including all partitions next to toilets, urinals, sinks and door handles/knobs. Notify Center Manager in writing, etc. items that cannot be removed.
16. Restroom - Trash cans, including sanitary napkin disposal areas, must be emptied, cleaned and disinfected regularly.
17. Restroom - Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked nightly



**Elevator (Kingsport only)**

1. Floor will be vacuumed nightly including all corners WITH edges, spot clean if needed.
2. Elevator stainless steel wiped cleaned.
3. Walls and rails wiped clean with treated cloth.
4. Clean and polish exterior of all elevator doors and trim.
5. Elevator door tracks vacuumed nightly.

**Miscellaneous**

**Exterior Entrance Areas**

1. Sweep and vacuum walk off mats.
2. Empty and dry polish all trash cans if needed, wipe or wash outside of plastic cans
3. Clean and polish glass on all entrance doors both sides.
4. Clean door facings and door handles/knobs; use sanitizing cleaner on door handles/knobs
5. Walk exterior sidewalks and parking lot; remove all trash

**SECTION 2B - Consumable supplies**

All consumable products will be supplied by vendor to include but not limited to the following:

1. Paper towels
2. Toilet Tissue – 2-ply
3. Foam Soap – approved by clinics (must not drip from dispensers)
4. Trash can liners (various sizes throughout clinic)
5. Replace broken/damaged paper towel holders and toilet paper holders

**Exhibit A**

JOHNSON CITY Cleaning Specification		A: Exam Rooms/Patient Areas/Hallways/Walkways		Weekly Frequency					
Duty	CLEANING REQUIREMENTS	1X	2X	3X	4X	5X	Other		
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X			
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (TV Poles, window sills, ledges, television sets, phones, etc.)					X			
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X			
Clean Bathroom Type Fixtures	Thoroughly clean and disinfect all sinks, toilets, mirrors, paper towel dispensers, soap dispensers, etc.					X			
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X			
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X			
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X			
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X			
Water Fountains	Clean and sanitize					X			
Low-level glass/windows	Clean and remove finger marks from all interior glass partitions, door panels, mirrors, interior of exterior windows					X			
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X			
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X					
Low Dust	Dust all low ledges, furniture and equipment from floor including office/nurses desks- you do not have to move items on desks including office/nurses desks- you do not have to move items on desks			X					
Spot Clean carpets	Spray/Spot clean all carpeted areas. Weekly or when damaged is noticed.	X							
Light Fixture Covers	Remove covers and clean as necessary						Monthly		
Polish/Wax tile floors	Polish/wax tiles floors (BFM/KFM only) per manufacturers specifications						6 months		
Shampoo Carpets	Top shampoo or heavy deep extraction						6 months		
Wash Walls	Wash completely all interior wall surfaces						Yearly		
EQUIPMENT DOES NOT HAVE TO BE CLEANED/MOVED									

Cleaning Specification Duty	Laboratory CLEANING REQUIREMENTS	Weekly Frequency					
		1X	2X	3X	4X	5X	Other
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X	
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (TV Poles, window sills, ledges, television sets, phones, etc.)					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Clean Bathroom Type Fixtures	Thoroughly clean and disinfect all sinks, toilets, mirrors, paper towel dispensers, soap dispensers, etc.					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X	
Low-level glass/windows	Clean and remove finger marks from all interior glass partitions, door panels, mirrors, interior of exterior windows					X	
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X	
Low Dust	Dust all low ledges, furniture and equipment to a height of 6' from floor			X			
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Light Fixture Covers	Remove covers and clean as necessary						Monthly
Polish/Wax tile floors	Polish/wax tiles floors (BFM/KFM only) per manufacturers specifications						6 months
Wash Walls	Wash completely all interior wall surfaces						Yearly
EQUIPMENT DOES NOT HAVE TO BE CLEANED							

Cleaning Specification	Nurse Areas/Hallways/Walkways	Weekly Frequency					
Duty	CLEANING REQUIREMENTS	1X	2X	3X	4X	5X	Other
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X	
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (IV Poles, window sills, ledges, television sets, phones, etc.)					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Clean Bathroom Type Fixtures	Thoroughly clean and disinfect all sinks, toilets, mirrors, paper towel dispensers, soap dispensers, etc.					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X	
Water Fountains	Clean and sanitize					X	
Dishes/utensils/Cups/Glasses	Take and dishes, utensils, cups or glasses are found in these areas (other than personal drinking bottles) to the kitchen and place in dishwasher or hand wash.					X	
Low-level glass/windows	Clean and remove finger marks from all interior glass partitions, door panels, mirrors, interior of exterior windows					X	
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X	
Low Dust	Dust all low ledges, furniture and equipment to a height of 6' from floor including office/nurses desks- you do not have to move items on desks including office/nurses desks- you do not have to move items on desks			X			
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
Stairs/Outside Lights	Sweep all stairs and landings. Dust and clean all light fixtures inside and out including spider webs and bugs in covers.			X			
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Spot Clean carpets	Spray/Spot clean all carpeted areas. Weekly or when damaged is noticed.	X					
Light Fixture Covers	Remove covers and clean as necessary						Monthly
Shampoo Carpets	Top shampoo or heavy deep extraction						6 months
Wash Walls	Wash completely all interior wall surfaces						Yearly
EQUIPMENT DOES NOT HAVE TO BE CLEANED							

Cleaning Specification Duty	Offices/Hallways/Walkways (Faculty, Staff, Preceptors, Front) CLEANING REQUIREMENTS	Weekly Frequency					
		1X	2X	3X	4X	5X	Other
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Clean Bathroom Type Fixtures	Thoroughly clean and disinfect all sinks, toilets, mirrors, paper towel dispensers, soap dispensers, etc.					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X	
Water Fountains	Clean and sanitize					X	
Dishes/utensils/Cups/Glasses	Take and dishes, utensils, cups or glasses are found in these areas (other than personal drinking bottles) to the kitchen and place in dishwasher or hand wash.					X	
Low-level glass	Clean and remove finger marks from low level interior glass partitions, door panels, mirrors, etc.					X	
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X	
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
Low Dust	Dust all low ledges, furniture and equipment to a height of 6' from floor including office/nurses desks- you do not have to move items on desks including office/nurses desks- you do not have to move items on desks			X			
Stairs/Outside Lights	Sweep all stairs and landings. Dust and clean all light fixtures inside and out including spider webs and bugs in covers.			X			
Windows	Clean interior of exterior glass windows	X					
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Spot Clean carpets	Spray/Spot clean all carpeted areas. Weekly or when damaged is noticed.	X					
Light Fixture Covers	Remove covers and clean as necessary						Monthly
Shampoo Carpets	Top shampoo or heavy deep extraction						6 months
Wash Walls	Wash completely all interior wall surfaces						Yearly
EQUIPMENT DOES NOT HAVE TO BE CLEANED							



Cleaning Specification Duty	Kitchen/Breaks Areas CLEANING REQUIREMENTS	Weekly Frequency					
		1X	2X	3X	4X	5X	Other
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X	
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (TV Poles, window sills, ledges, television sets, phones, etc.)					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X	
Water Fountains	Clean and sanitize					X	
Sink	Any dishes left in the sink should be washed and placed on the counter to dry or placed in the dishwasher. We try to take care of them ourselves but sometimes time doesn't allow. Clean sink with manufacturer approved cleaner.					X	
Low-level glass/windows	Clean and remove finger marks from all interior glass partitions, door panels, mirrors, interior of exterior windows					X	
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
Low Dust	Dust all low ledges, countertops, furniture and equipment to a height of 6' from floor			X			
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Stove & Refrigerator	Inform Center Manager when you plan to clean the refrigerator so people can mark containers to keep. Throw away unmarked items and wipe out as necessary. Wipe/clean stove as needed						Monthly
Polish/Wax tile floors	Polish/wax tiles floors (BFM/KFM only) per manufacturers specifications						6 months
Wash Walls	Wash completely all interior wall surfaces						Yearly

Cleaning Specification Duty	Restrooms CLEANING REQUIREMENTS	Weekly Frequency					
		1X	2X	3X	4X	5X	Other
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X	
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (TV Poles, window sills, ledges, television sets, phones, etc.)					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Clean Bathroom Type Fixtures	Thoroughly clean and disinfect all sinks, toilets, mirrors, paper towel dispensers, soap dispensers, etc.					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X	
Low-level glass	Clean and remove finger marks from low level interior glass partitions, door panels, mirrors, etc.					X	
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X	
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
Low Dust	Dust all low ledges, furniture and equipment to a height of 6' from floor including office/nurses desks- you do not have to move items on desks			X			
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Light Fixture Covers	Remove covers and clean as necessary						Monthly
Polish/Wax tile floors	Polish/wax tiles floors (BFM/KFM only) per manufacturers specifications						6 months
Wash Walls	Wash completely all interior wall surfaces						Yearly

Cleaning Specification	Elevator (Kingsport Only)	Weekly Frequency					
Duty	CLEANING REQUIREMENTS	1X	2X	3X	4X	5X	Other
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (IV Poles, window sills, ledges, television sets, phones, etc.)					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X	
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
Low Dust	Dust all low ledges, furniture and equipment to a height of 6' from floor including office/nurses desks- you do not have to move items on desks			X			
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Light Fixture Covers	Remove covers and clean as necessary						Monthly
Wash Walls	Wash completely all interior wall surfaces						Yearly



Cleaning Specification Duty	Modular Trailer (JCFM ONLY) CLEANING REQUIREMENTS	Weekly Frequency					
		1X	2X	3X	4X	5X	Other
Empty Waste Receptacles	Empty and clean all was containers. Replace liners					X	
Sanitize All Horizontal Surfaces	Damp wipe with germicidal solution all exposed areas of exam tables, chairs, cabinets, miscellaneous furniture, rolling stock, (TV Poles, window sills, ledges, television sets, phones, etc.)					X	
Sanitize All Vertical Surfaces	Damp wipe with germicidal solutions all exposed walls, doors, door knobs/handles, light switch covers and wall vents					X	
Clean Bathroom Type Fixtures	Thoroughly clean and disinfect all sinks, toilets, mirrors, paper towel dispensers, soap dispensers, etc.					X	
Dust/Vacuum Floors	Dust mop all hard surfaces with dust control tool. Dust mopping to include corners, baseboards and under furniture. Vacuum carpeted floors					X	
Damp Mop Floors	Damp mop all hard-surfaced floors with manufacturer approved cleaners					X	
Baseboards	Keep baseboards free of dust, splash marks and finishing compounds.					X	
Replenish Supplies	Replenish hand soap, paper towels, toilet tissue. Refill wall mounted hand sanitizers as needed					X	
Water Fountains	Clean and sanitize					X	
Sink	Any dishes left in the sink should be washed and placed on the counter to dry or placed in the dishwasher. We try to take care of them ourselves but sometimes time doesn't allow. Clean sink with manufacturer approved cleaner.					X	
Dishes/utensils/Cups/Glasses	Take and dishes, utensils, cups or glasses are found in these areas (other than personal drinking bottles) to the kitchen and place in dishwasher or hand wash.					X	
Low-level glass	Clean and remove finger marks from low level interior glass partitions, door panels, mirrors, etc.					X	
Light Fixtures	Remove cob webs, dust, etc. from light fixtures.					X	
Stainless Steel	Damp wipe, clean and polish stainless steel and other metal railings, wall corner coverings, door handles, door frames and foot plates.			X			
Low Dust	Dust all low ledges, furniture and equipment to a height of 6' from floor including office/nurses desks- you do not have to move items on desks including office/nurses desks- you do not have to move items on desks			X			
Stairs/Outside Lights	Sweep all stairs and landings. Dust and clean all light fixtures inside and out including spider webs and bugs in covers.			X			
High Dust Above Eye Level	Dust ledges over eye level including over exam table lights, tops of picture frames and ceiling vents	X					
Windows	Clean interior of exterior glass windows	X					
Spot Clean carpets	Spray/Spot clean all carpeted areas. Weekly or when damage is noticed.	X					
Stove & Refrigerator	Inform Center Manager when you plan to clean the refrigerator so people can mark containers to keep. Throw away unmarked items and wipe out as necessary. Wipe/clean stove as needed						Monthly
Light Fixture Covers	Remove covers and clean as necessary						Monthly
Shampoo Carpets	Top shampoo or heavy deep extraction						6 months
Wash Walls	Wash completely all interior wall surfaces						Yearly

Cleaning Specification	Entrance/Exit Areas		Weekly Frequency					
	CLEANING REQUIREMENTS		1X	2X	3X	4X	5X	Other
Sweep/vacuum entry and exit floor mats							X	
Empty trash cans/clean polish							X	
Clean/sanitize all door frames/knobs/handles							X	
Clean all glass doors/windows in entry/exit areas - both sides							X	
During winter months, if ice/snow is expected, apply ice melt to employee and patient entrances/steps							X	

Cleaning Specification	Outside Grounds		Weekly Frequency					
	CLEANING REQUIREMENTS		1X	2X	3X	4X	5X	Other
Sweep outside entrances & sidewalks around entire building (this can be done with a blower)							X	
Pick up trash around entire building, to include walkways, parking areas, and in the mulched areas around property							X	
Empty all outside trash cans/clean polish							X	
During winter months, if ice/snow is expected, apply ice melt to employee and patient entrances/steps								Winter

### Interior

\*Soap dispensers, paper towel holders and toilet paper holders are to be checked daily. If the dispenser is low on supply, please refill or leave a refill so we can refill on our own. We should not have to wait days to have these products refilled.

### Items to be supplied by vendor: Supplies can be kept in custodial closets.

\*Soap, toilet tissue and paper towels will be provided by vendor and included in pricing

\*Cleaning supplies required to perform job functions including but not limited to mops, cleaners, disinfectants, vacuums included in pricing

**Cleaning crew must clean up after themselves as well. No food wrappers, drink bottles, etc. are to be left around the clinic.**

**ALL ETSU Family Medicine Clinics and affiliated areas are all designated NO SMOKING areas.**

## ATTACHMENT 6.5

<b>TECHNICAL PROPOSAL &amp; EVALUATION GUIDE — SECTION A</b>			
<b>SECTION A — MANDATORY REQUIREMENTS</b>			
<p style="text-align: center;"><b>TECHNICAL PROPOSAL &amp; EVALUATION GUIDE</b></p> <p><b>SECTION A: MANDATORY REQUIREMENTS.</b> The Proposer must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Proposer must also detail the proposal page number for each item in the appropriate space below.</p> <p>The RFP Coordinator will review the Proposal to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Chief Procurement Officer must review the Proposal and attach a written determination. A determination that a proposal is non-responsive must be approved by the Chief Business Officer before notice may be sent out that the Proposal has been rejected. In addition to the Mandatory Requirement Items, the RFP Coordinator will review each Proposal for compliance with <u>all</u> RFP requirements.</p>			
<b>PROPOSER LEGAL ENTITY NAME:</b>			
<ul style="list-style-type: none"> <li>The Proposal must be delivered to the Institution no later than the Proposal Deadline specified in the RFP Section 2, Schedule of Events.</li> <li>The Technical Proposal and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).</li> <li>The Technical Proposal must NOT contain cost or pricing information of any type.</li> <li>The Technical Proposal must NOT contain any restrictions of the rights of the State/Institution or other qualification of the Proposal.</li> <li>A Proposer must NOT submit alternate Proposals.</li> <li>A Proposer must NOT submit multiple Proposals in different forms (as a prime and a sub-contractor).</li> </ul>			
Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
	<b>A.1.</b>	Provide the Proposal Transmittal and Statement of Certifications and Assurances (RFP Attachment 6.3.) completed and signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
	<b>A.2.</b>	Provide a statement, based upon reasonable inquiry, of whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest ( <i>e.g.</i> , employment by the State of Tennessee or Institution) and, if so, the nature of that conflict.  NOTE: Determination of conflict of interest shall be solely within the discretion of the Institution, and the Institution reserves the right to cancel any award.	

	<b>A.6.</b>	Provide an Ownership Ethnicity Form (Attachment 6.1).	
	<b>A.7.</b>	Provide a copy of a current certificate of liability insurance. If Proposer's current limits/coverages do not meet the requirements of Section 4.8 above, prior to contract award, the successful Proposer will be required to submit a valid, current certificate of insurance that meets the requirements of Section 4.8.	

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION B		
PROPOSER NAME:		
SECTION B — QUALIFICATIONS & EXPERIENCE		
<p>The Proposer must address ALL Qualifications and Experience section items and provide, in sequence, the information and documentation as required (referenced with the associated item references). A Proposal Evaluation Team, made up of three or more Institution employees, will independently evaluate and score the proposal's "qualifications and experience" responses.</p>		
Proposal Page # (completed by Proposer)	Qualifications & Experience Items	Points Awarded
	<b>B.1</b> Describe the Proposer's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, email address and telephone number of the person the Institution should contact regarding the proposal.	
	<b>B.2</b> Provide a statement of whether there have been any potential or any mergers, acquisitions, or sales of the Proposer's company within the last ten years, and if so, an explanation providing relevant details.	
	<b>B.3</b> Provide a statement of whether the Proposer or any of the Proposer's principals, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony, and if so, an explanation providing relevant details.	
	<b>B.4</b> Provide a statement of whether there is any pending litigation against the Proposer; and if such litigation exists, an attached opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a contract under this RFP.	
	<b>B.5</b> Provide a statement of whether, in the last ten years, Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details.	
	<b>B.6</b> Provide a statement of whether there are any pending Securities Exchange Commission investigations involving the Proposer, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) will impair the Proposer's performance in a contract under this RFP.	
	<b>B.7</b> Provide a brief, descriptive statement indicating the Proposer's credentials to deliver the requested goods and/or services.	

	<b>B.8</b>	Indicate how long the Proposer has been providing the requested goods and/or services and include the number of years in business.	
	<b>B.9</b>	Indicate the Proposer organization's client base and location of offices (list all offices in the State of Tennessee).	
	<b>B.10</b>	Provide a narrative description of the proposed project team and its organizational structure, list its members, and include related experience. (The Institution reserves the right to approve any changes in the proposed project team). Information about each project team member shall include, but not be limited to, the following: 1. Contact Name 2. Title 3. Years with the Proposer's firm.	
	<b>B.11</b>	Provide a statement of whether the Proposer intends to use subcontractors, and if so, the names and mailing addresses of the committed subcontractors and a description of the scope and portions of the work the subcontractors will perform.	
	<b>B.12</b>	Provide customer references for similar projects representing both three of the larger accounts currently serviced by the vendor as well as a list, if any, of all current contracts with the Institution or other Tennessee Institutions of Higher Education and all those completed within the previous five year period.  Each reference must include: <ul style="list-style-type: none"> <li>the company name and business address;</li> <li>the name, title, email address and telephone number of the company contact knowledgeable about the project work; and</li> <li>a brief description of the service provided and the period of service.</li> </ul> The list of contracts with the Institution or higher education must include: <ul style="list-style-type: none"> <li>the contract number;</li> <li>the contract term; and</li> <li>the procuring Institution or agency for each reference.</li> </ul> <p><b><i>Each evaluator will generally consider the results of reference inquiries by the Institution regarding <u>all</u> references provided (both Institution and non-Institution). Current or prior contracts with the Institution are not a prerequisite and are not required for the maximum evaluation score possible, and the existence of such contracts with the Institution will not automatically result in the addition or deduction of evaluation points.</i></b></p> <p><b><i>The Institution is under <u>no</u> obligation to clarify any reference information.</i></b></p>	
(Maximum Section B Score = 120)			

TECHNICAL PROPOSAL & EVALUATION GUIDE — SECTION C		
<p>The Proposer must address ALL Technical Approach section items and provide, in sequence, the information and documentation as required (with the associated item references). A Proposal Evaluation Team, made up of three or more Institution employees, will independently evaluate and score the proposal's response to each item.</p>		
Technical Requirements		Points Awarded
Provide a narrative that illustrates how the Proposer will complete the scope of services, accomplish required objectives, and meet the Institution's project deadlines.		
<b>C.1</b>	Provide your organizational chart, including frontline staff (custodians and other support staff), on-site supervisors and managers, and how these personnel relate to the Company's management hierarchy.	
<b>C.2</b>	Provide a proposed transition plan for ETSU's possible conversion to new custodial services. Include a schedule of implementation.	
<b>C.3</b>	<p>Describe proposed staffing based on a per building basis. All staffing shall be done in a manner so as to comply with APPA Level 1, HIPAA, OSHA, CDC and FDA requirements for medical facilities. Employee shifts are between 5:30pm and 6:30AM, Monday - Friday. Proposals not meeting such standards shall be considered nonresponsive to bid requirements and may be rejected without further consideration.</p> <p>Discuss staffing plan(s) for both regular shift and emergency shifts should they be required.</p> <p>Discuss work schedules for all other non-daily services (deep cleaning, dusting, etc.)</p> <p>Discuss procedures used in maintaining available relief personnel in the event of absenteeism of regular staff member in order to meet contractual service requirements. We are a medical facility and cleaning has to be done daily, Monday – Friday.</p>	
<b>C.4</b>	Provide any certifications, memberships and associations you may have.	
<b>C.5</b>	Staff & Management Training: Provide information regarding Proposer's personnel training (both initial and ongoing). Include any HIPAA, OSHA, FDA or CDC training as well.	
<b>C.6</b>	Explain quality control measures, including but not limited to how, when and by whom inspections will be performed in the facilities. Include any scoring/rating procedures that will be used by staff responsible for facility inspections. Include any form(s) that may be used during inspections and samples of report(s)	

	generated by Proposer to verify that contractual service requirements are being met.	
<b>C.7</b>	Excluding customary general cleaning supplies and equipment, include a list of Deep Cleaning equipment (such as scrubbers, carpet extractors, etc.) that would be provided to Contractor's staff to maintain campus facilities. Include any equipment that would increase staff productivity and/or better facilitate cleaning standards. How is equipment maintained in good order.	
<b>C.8</b>	Identify efforts in "green cleaning." Green cleaning is defined as cleaning to protect health without harming the environment.	
<b>C.9</b>	Describe security procedures practiced by Proposer to protect/safeguard University assets and facilities during performance of services. Describe process and procedure for distributing keys/access control devices to employees for control purposes and the safekeeping of those keys/access devices.	
<b>C.10</b>	Describe the process or procedure for customer billing.	
<b>C.11</b>	Describe policies and procedures regarding workplace safety and the safety training provided to employees.	
<b>C.12</b>	Describe procedures regarding customer complaint – process for reporting and resolution.	
	<i>(Maximum Section C Score = 120)</i>	



## ATTACHMENT 6.6

COST PROPOSAL & SCORING GUIDE					
<b>NOTICE TO PROPOSER: This Cost Proposal MUST be completed EXACTLY as shown.</b>					
<b>PROPOSER NAME:</b>					
<b>SIGNATURE &amp; DATE:</b>					
<p><i>NOTE: The signatory must be an individual or a company officer empowered to contractually bind the Proposer. If the Signatory is not the Proposer company president, evidence SHALL be attached showing the Signatory's authority to bind the Proposer.</i></p>					
<p align="center"><b>COST PROPOSAL SCHEDULE</b></p> <p>The proposed cost, detailed below, shall indicate the proposed price for providing the entire scope of service including all goods and/or services as defined in the RFP Attachment 6.2. <i>Pro Forma</i> Contract, Scope of Goods and/or services for the total contract period. The proposed cost and the submitted technical proposal associated with this cost shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the Institution. All monetary amounts are United States currency.</p> <p align="center"><b>COST PROPOSAL SCHEDULE</b></p> <p>Using the attached Cost Sheets, provide pricing for cleaning services per the specifications outlined in the RFP. Each category and sub-category (as applicable) shall be separately calculated and the low cost Proposer will receive the allotted maximum number of points for the category (or sub-category) and the remaining proposers will receive a pro-rata share thereof. Each proposer's category scores will then be totaled to determine the overall number of cost points awarded to that Proposer.</p> <p><u>Cost Sheet 1:</u> APPA STANDARD SPACE CATEGORIES. (Point Value for Cost Proposal Evaluation: 5 points). Insert a cost per square foot for each of the clinics indicated.</p> <p><u>Cost Sheet 2:</u> GENERAL CLEANING SERVICES (Point Value for Cost Proposal Evaluation: 20 points). Insert the annual cost for all three of the categories (Cleaning Supplies and Equipment, Expendable Supplies/Consumables, and Personnel) combined per building as identified.</p>					
	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>Cost Item Description</b>					
The Proposers costs for this RFP must be addressed by line item, as follows:					
<b>D.1</b> Cost per hour per person					
<b>D.2</b> Cost per background check					
<b>D.3</b> Cost of Carpet Cleaning – 4 x per year					
<b>D.4</b> Cost of Window Cleaning – 2 x per year					
<b>D.5</b> Cost of High Dusting – 12 x per year					
<b>D.6</b> Cost of cleaning – 5 x per week/per month/yearly					

<b>D.7</b> Cost of Consumable supplies (foam soap refills, toilet paper, paper towels, trash can liners)					
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<i>The RFP Coordinator shall use the evaluation cost amount derived from the proposed cost amounts above and the following formula to calculate the <b>COST PROPOSAL SCORE</b>. Calculations shall result in numbers rounded to two decimal places.</i>		<b>Evaluation Cost Amount:</b> <i>(sum of all weighted cost amounts above)</i>
$\frac{\text{Lowest Evaluation Cost Amount}}{\text{Evaluation Cost Amount Being Evaluated}}$	<b>X 130</b> <i>(maximum section score)</i>	<b>= SCORE:</b>

**COST SHEET 1**

**APPA STANDARD SPACE CATEGORIES**

Please list below the Square foot prices for cleaning spaces as defined below.

Family Medicine Clinic Location	PRICE PER SQUARE FOOT
Johnson City, TN (12,100 sq ft)	
Bristol, TN (19,351 sq ft)	
Kingsport, TN (14,302 sq ft)	
Johnson City, TN (5,168 sq ft)	

**COST SHEET 2**  
**GENERAL CLEANING SERVICES**

Please list below a total cost for each clinic as identified.

The total cost per building includes the total annual cost, including:

A) All supplies & equipment necessary to accomplish the cleaning requirements as specified along with additional overhead cost & profits applied.

B) Supplies consumed by building patrons such as toilet paper, paper hand towels, hand soap for restrooms and exam rooms, etc. along with any additional overhead, costs, and profits applied.

C) All direct and indirect personnel along with any additional overhead, costs, and profits applied.

Name of Clinic	Total Cleanable Square Footage	APPA Level	Total Cost per Building per Year
Johnson City Family Medicine Clinic	12,100	1	
Bristol Family Medicine Clinic	19,351	1	
Kingsport Family Medicine Clinic	14,302	1	

## ATTACHMENT 6.7

### Score Summary Matrix (Optional – use our electronic version in the recap)

	<i>PROPOSER NAME</i>	<i>PROPOSER NAME</i>	<i>PROPOSER NAME</i>
<b>QUALIFICATIONS &amp; EXPERIENCE</b> (maximum: § 5.1. NUMBER)			
<i>EVALUATOR A</i>			
<i>EVALUATOR B</i>			
<i>REPEAT AS NECESSARY</i>			
	<b>AVERAGE/ TOTAL:</b>	<b>AVERAGE/ TOTAL:</b>	<b>AVERAGE/ TOTAL:</b>
<b>TECHNICAL QUALIFICATIONS, EXPERIENCE &amp; APPROACH</b> (maximum: § 5.1. NUMBER)			
<i>EVALUATOR A</i>			
<i>EVALUATOR B</i>			
<i>REPEAT AS NECESSARY</i>			
	<b>AVERAGE/ TOTAL:</b>	<b>AVERAGE/ TOTAL:</b>	<b>AVERAGE/ TOTAL:</b>
<b>COST PROPOSAL</b> (maximum: § 5.1. NUMBER)	<b>SCORE:</b>	<b>SCORE:</b>	<b>SCORE:</b>
<b>TOTAL RESPONSE EVALUATION SCORE:</b> (maximum: NUMBER)			

## ATTACHMENT 6.8

### *LISTING OF SYSTEM INSTITUTIONS THE UT SYSTEMS OF HIGHER EDUCATION AND STATE OF TENNESSEE*

#### **Locally Governed Universities**

Austin Peay State University  
East Tennessee State University  
Middle Tennessee State University  
Tennessee State University  
Tennessee Technological University  
University of Memphis

University of Tennessee – Chattanooga  
University of Tennessee – Knoxville  
University of Tennessee – Martin  
University of Tennessee – Memphis  
University of Tennessee – Tullahoma

#### **Tennessee Board of Regents, System Office**

Chattanooga State Community College  
Cleveland State Community College  
    TCAT-Athens  
Columbia State Community College  
    TCAT-Pulaski  
    TCAT-Hohenwald  
Dyersburg State Community College  
Jackson State Community College  
    TCAT-Jackson  
    TCAT-Whiteville  
    TCAT-Crump  
    TCAT-McKenzie  
    TCAT-Paris  
    TCAT-Newbern  
    TCAT-Ripley  
    TCAT-Covington  
Motlow State Community College  
    TCAT-Shelbyville  
    TCAT-Murfreesboro  
    TCAT-McMinnville  
Nashville State Community College  
    TCAT-Nashville  
    TCAT-Dickson  
Northeast State Community College  
    TCAT-Elizabethton  
Pellissippi State Community College  
    TCAT-Knoxville  
Roane State Community College  
    TCAT-Oneida/Huntsville  
    TCAT-Harriman  
    TCAT-Jacksboro  
    TCAT-Crossville  
Southwest Tennessee Community College  
    TCAT-Memphis  
Volunteer State Community College  
    TCAT-Livingston  
    TCAT-Hartsville  
Walters State Community College  
    TCAT-Morristown

#### **State of Tennessee Departments**

**Attachment 6.9**

**East Tennessee State University**  
**Vendor Application Form**  
**General Instructions**

1. **Company Name and Bid Address.** Enter your company's name and the mailing address to where bids are to be mailed.
2. **Address to which payments are to be mailed.** Enter your company's mailing address where payments are to be mailed. If the same as the bid address, leave blank.
3. **Telephone (toll free).** Enter your company's toll-free telephone number.
4. **Telephone (other).** Enter your company's other (toll) telephone number.
5. **Fax.** Enter your company's fax number.
6. **Name of Contact Person.** Enter the name of the person who will serve as the company's contact person for bid purposes.
7. **Email Address of Contact Person.** Enter the email address of the person listed in #6.
8. **Company URL.** Enter your company's web address (URL).
9. **Federal Identification Number (FEIN):** Enter your company's federal identification number (FEIN).
10. **Social Security Number.** If applicant is an individual or if your company does not have an FEIN, enter your social security number.
11. **Type of Organization.** Choose and select one of the listed types of organizations that best describes your company.
12. **Kind of Ownership.** Choose and select one of the listed kinds of ownership that apply to your company. (See Minority and Woman Owned Business Ownership Clarifications below.)
13. **Minority Ethnicity Code.** For classification purposes to satisfy purchasing and reporting requirements of the State of Tennessee, this information is needed. Choose and select one of the listed minority ethnicity codes that describes your company's ownership. (See Minority Business Ownership Clarification below.)
14. **Annual Gross Sales.** For classification purposes to satisfy purchasing and reporting requirements of the State of Tennessee, this information is needed. Please choose and select one of the listed sales volume categories that best describes your company's annual gross sales amount. (See Small Business Ownership Clarification below.)
15. **Type of Business.** For classification purposes to satisfy purchasing and reporting requirements of the State of Tennessee, this information is needed. Choose and select one of the listed types of businesses that best describes your company. (See Small Business Ownership Clarification below.)
16. **Number of Employees.** For classification purposes to satisfy purchasing and reporting requirements of the State of Tennessee, this information is needed. Please specify the number of employees currently employed with your company. (See Small Business Ownership Clarification below.)
17. **Is Contractor or Contractor's parent company located outside the U.S.?** ☐ Yes ☐ No
18. **Excluded from Federal Procurement or Non-procurement Programs.** Are you or any of the principals of your company presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded by any federal department agency from participation in bid processes? Answer yes or no.
19. **Preference for Reporting Purposes.** If your company qualifies in multiple categories as small, woman owned and/or minority, please specify in which category that you desire for your company to be considered for reporting and classification purposes.
20. **Comments.** List any additional information that you may wish to add to the application.
21. **Commodities.** As part of the vendor application process, please specify the commodities (goods and/or services) that are available for purchase from the applicant. The commodity code listing is enclosed.
22. **Certification.** Sign form and provide information as requested.

**\*Minority Ownership Clarification:**

"Minority owned business" means a business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background.

"Minority" means a person who is a citizen or lawful permanent resident of the United States and who is:

- a) African American (a person having origins in any of the black racial groups of Africa);
- b) Hispanic (a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race);
- c) Asian American (a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands); or
- d) Native American (a person having origins in any of the original peoples of North America).

**\*\*Woman-Owned Business Clarification:**

A "woman-owned business" means a woman owned business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one or more women; or, in the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more women and whose management and daily business operations are under the control of one (1) or more women

**\*\*\*Small Business Ownership Clarification:**

A "small business" means a business that is independently owned and operated for profit, is not dominant in its field of operation and is not an affiliate or subsidiary of a business dominant in its field of operation.

The Governor's Office of Diversity Business Enterprise establishes small business guidelines on industry size standards. The criteria guidelines are required to be met in order for a business to be considered small. The annual receipts or number of employees indicates the maximum allowed for a small business concern and its affiliates to be considered small.

**\*\*\*\*Service-Disabled Veteran Business Enterprise (SDVBE) Clarification**

Tennessee Service-Disabled Veteran owned mean any person who served honorably on active duty in the Armed Forces of the United States with at least a twenty percent (20%) disability that is service-connected meaning that such disability was incurred or aggravated in the line of duty in the active military, naval or air service. "Tennessee service disabled veteran owned business" means a service-disabled veteran owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function.

Tennessee Service-Disabled Veteran owned means a service-disabled owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function, and

- 1. is at least fifty-one percent (51%) owned and controlled by one (1) or more service-disabled owned veterans;
- 2. In the case of a business solely owned by (1) service-disabled veteran and such person's spouse, is at least fifty percent (50) owned and controlled by the service-disabled veteran; or
- 3. In the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more service-disabled veteran and whose management and daily business operations are under the control of one (1) or more service-disabled veteran.

TYPE OF BUSINESS	ANNUAL GROSS SALES	NO. OF EMPLOYEES
Agriculture, Forestry, Fishing	\$500,000	9
Architectural / Design / Engineering	\$2,000,000	30
Construction	\$2,000,000	30
Educational	\$1,000,000	9
Finance, Insurance & Real Estate	\$1,000,000	9
Information Systems / Technology	\$2,000,000	30
Manufacturing	\$2,000,000	99
Marketing / Communications / Public Relations	\$2,000,000	30
Medical / Healthcare	\$2,000,000	30
Mining	\$1,000,000	49
Retail Trade	\$750,000	9
Service Industry	\$500,000	9
Transportation, Commerce & Utilities	\$1,000,000	9
Wholesale Trade	\$1,000,000	19



**ATTACHMENT 6.10**



**East Tennessee State University  
Vendor Application**

**Procurement & Contract Services**

**P.O. Box 70729**

**Johnson City, TN 37614-1710**

**[www.etsu.edu/procurement](http://www.etsu.edu/procurement)**

**Phone: 423.439.5504**

**Fax application to: 423.439.5746 or  
email to [sealard@etsu.edu](mailto:sealard@etsu.edu)**

1. Company Name & Bid Address (Info will be verified against IRS records & vendor name)	2. Address to which payments are to be mailed (if same as #1, leave blank)
3. Telephone (toll free)	4. Telephone (other)
5. Fax	6. Name of Contact Person
7. Email Address of Contact Person	8. Company URL
9. Federal Identification Number (FEIN) Note: Company name must match IRS records	10. Social Security Number (if no FEIN)
11. Type of Organization (Check one) <input type="checkbox"/> Individual <input type="checkbox"/> Foreign Individual <input type="checkbox"/> Partnership <input type="checkbox"/> Medical/Health Corp State of Incorporation: Year of Incorporation:	12. Kind of Ownership (Check all that apply): <input type="checkbox"/> Govt. (GO) <input type="checkbox"/> Minority <input type="checkbox"/> Non-Profit (NO) <input type="checkbox"/> Woman (WO) <input type="checkbox"/> Majority (MJ) <input type="checkbox"/> Small (SM) <input type="checkbox"/> Service-Disabled Veteran
13. Minority Ethnicity Code (Check One): <input type="checkbox"/> African American (MA) <input type="checkbox"/> Native American (MN) <input type="checkbox"/> Hispanic American (MH) <input type="checkbox"/> Asian American (MS) <input type="checkbox"/> Other Minority (MO) Specify: _____	14. Preference for reporting purposes: <input type="checkbox"/> Small <input type="checkbox"/> Minority <input type="checkbox"/> Woman-Owned <input checked="" type="checkbox"/> Service-Disabled Veteran <input type="checkbox"/> Disabled-Owned
15. Type of Business (Check one):	16. Number of Employees <input type="text"/>

<input type="checkbox"/> Agriculture, Forestry, Fishing <input type="checkbox"/> Construction <input type="checkbox"/> Marketing/Communications/Public Relations <input type="checkbox"/> Architectural/Design/Engineering <input type="checkbox"/> Educational <input type="checkbox"/> Medical/Healthcare <input type="checkbox"/> Manufacturing (Continued) <input type="checkbox"/> Mining <input type="checkbox"/> Retail Trade <input type="checkbox"/> Finance, Insurance & Real Estate <input type="checkbox"/> Service Industry <input type="checkbox"/> Information Systems/Technology <input type="checkbox"/> Wholesale Trade <input type="checkbox"/> Transportation, Commerce & Utilities	<p>17. Is Contractor or Contractor's parent company located outside the U.S.? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, state Country: _____</p> <p>18. Excluded from Federal Procurement or Nonprocurement Programs? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><a href="https://www.sam.gov/portal/SAM/#1">https://www.sam.gov/portal/SAM/#1</a></p> <p>19. Annual Gross Sales: _____</p>
<p>20. Commodities: List goods and services for which your company wishes to receive bid opportunities. If additional space is needed please attach a separate sheet to the vendor application.</p>	

20. *	
SECTION A – CONTRACTOR IS AN INDIVIDUAL	SECTION B – CONTRACTOR IS A COMPANY (e.g. sole proprietorship, partnership, or corporation)
<p>Is or has the Contractor been a state employee?</p> <p><input type="checkbox"/> NO (no additional information required)  <input type="checkbox"/> YES</p>	<p>Does an individual (or an individual's immediate family member), who is or has been a state employee, own controlling interest (more than 4%) in the Contractor company?</p> <p><input type="checkbox"/> NO (no additional information required)  <input type="checkbox"/> YES</p>
<p>Was such employment within the past six months?</p> <p><input type="checkbox"/> NO  <input type="checkbox"/> YES</p>	<p>Was such employment within the past six months?</p> <p><input type="checkbox"/> NO  <input type="checkbox"/> YES</p>
<p>21. Certification: By submitting this form, I certify that I am an authorized representative of the above company and that all the information as completed above is true and accurate.</p> <p>_____ Name Title Date</p>	

\*Conflict of Interest Policy: [https://www.etsu.edu/bf/procurement/purchasing/vendor\\_information.php](https://www.etsu.edu/bf/procurement/purchasing/vendor_information.php)

East Tennessee State University does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs and activities sponsored by ETSU.

## ATTACHMENT 6.11

### Proposer Checklist for Prevention of Common RFP Mistakes that lead to Proposal Rejection

1. Attachment 6.5 – Mandatory Requirements: MUST BE PROVIDED IN FORMAT REQUESTED

STATED BY EACH REQUIREMENT

\_\_\_ Bank Reference (Attachment 6.5A. 3.)

- Letter Format on bank letterhead
- Signed within last three (3) months by authorized representative of bank

Positive Credit Verification (Attachment 6.5A.4.):

\_\_\_ Two (2) positive credit references

- Letter Format
- Prepared and signed within last three (3) months by vendors with whom Proposer has done business

**AND**

\_\_\_ Official document or letter from accredited credit bureau within last three (3) months (Attachment 6.5 A.5.a.) Not Acceptable: Marketing materials which state credit rating

\_\_\_ Current Certificate of Insurance with RFP (Attachment 6.5A.7.)

- Acknowledgement:
  - If Proposer does not have required insurance limits at time of submission, Proposer must still submit valid and current insurance certificate.
  - However, successful Proposer will have an opportunity to submit certificate with required limits prior to ETSU awarding the contract.

\_\_\_ Completed Minority/Ethnicity Form (Attachment 6.5A.6.)

\_\_\_ Statement regarding Conflict of Interest (Attachment 6.5A.2.)

\_\_\_ Signed and dated "Proposal Transmittal and Statement of Certifications and Assurances" form (Attachment 6.3)

2. Submission of Proposal

\_\_\_ On-Time Submittal (§1.9; Attachment 6.5.A.)

- Deadline is in Section 2 – Schedule of Events
- Submission by deadline includes Technical Proposal and Cost Proposal
- Late Proposals will be IMMEDIATELY DISQUALIFIED (Attachment 6.5. A.)

\_\_\_ Separately Sealed Cost & Technical Proposals (Attachment 6.5.A.)

\_\_\_ **NO Cost Data** of **ANY** type (required cost or optional cost) in Technical Proposal (§§3.21, 3.3, Attachment 6.5. A.)

- **Including ANY costs in Technical Proposal may result in IMMEDIATE DISQUALIFICATION**

\_\_\_ A proposer may not submit alternate proposals unless requested and must not submit one proposal as the prime contractor and another as a sub-contractor

3. Pro Forma Agreement

\_\_\_ Review any "Comments" to the Pro Forma Agreement

\* This checklist does not represent either a complete list of, or replacement for, the mandatory requirements listed in the RFP. This checklist is **ONLY A TOOL** meant to assist in the prevention of disqualification.

\*\* Please also note that notations on proposals that materials submitted be kept confidential will not be honored. All bid documents and contracts become public records.