

REQUEST FOR PROPOSAL – JANITORIAL SERVICES**Issued – 2/9/22**

Sealed Proposals for the Supply of the Labor, Materials and Equipment necessary to provide both “Event” and “Non Event” Janitorial Services at the NOW ARENA, for a Three (3) year period. Received by Spectra Venue Management, 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192 until 12:00 noon, local time on:

Closes – 03/02/2022**Purpose**

Spectra Venue Management, as agent for the Village of Hoffman Estates at the NOW Arena, is seeking Proposals for the provision of both event and non-event Janitorial services at the NOW Arena.

Facility Information

The NOW Arena is a multi-purpose facility whose focus is on both entertainment and sports. The facility is an arena, which will host approximately 90 events per year. The arena is located at 5333 Prairie Stone Parkway, Hoffman Estates, IL. The facility seats approximately 4,000 for Windy City Bulls G-League Basketball Games and up to 10,000 for concerts, family shows and other events.

The NOW Arena is the home of the Windy City Bulls G-League Basketball team. The facility’s season will also feature concerts, theatrical shows, athletic events, dirt shows, community events and family shows.

Note: The noted number of events and event attendances are estimated numbers only and should not be construed as a guarantee of actual events or attendances.

Management

Spectra Venue Management specializes in providing management and consulting services in the public assembly facility management industry. Spectra Venue Management is owned by Oak View Group and provides management and consulting services to clients in over 65 locations across the United States, Canada and in Asia.

Location

The NOW Arena is located at 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192.

Information

-

- Any Proposal received by Spectra Venue Management after the specified closing time will be returned unopened to the respondent

- A respondent who has already submitted a Proposal may submit a further Proposal at any time until the official closing time. The most recent response to the RFP will be seen to be the respondent’s only submission
- A respondent may withdraw a submitted Proposal at any time up to the official closing time by submitting a letter bearing the same signature and/or seal as submitted in the original Proposal. Withdrawal requests received after the Proposal closing time will not be considered
- Any changes to the terms, conditions or specifications required before RFP closing will be issued as a written Addendum. Respondent’s are required to acknowledge receipt of each addendums on the RFP form
- Respondent’s are required to include all terms and conditions with their Proposal
- Spectra Venue Management reserves the right to accept or reject any and Proposals
- Proposals are to remain firm for a period of 45 days from the date of RFP close

Green Consideration

As a good corporate partner and responsible civic neighbor, the NOW Arena and Spectra Venue Management are committed to the safeguarding and conservation of our natural resources. We are steadfast in our commitment to be an industry leader in energy and environmental preservation and conservation. To that end, we are seeking a corporate partner who shares in that vision. Preferential consideration will be given to respondent’s who can demonstrate a proven track record in that regard and who can provide cost effective services which are environmentally friendly.

Schedule

The following is an approximate time line for the Supply of the Labor, Materials and Equipment necessary to provide both “Event” and “Non Event” Janitorial Services for the NOW Arena.

RFP Posted Date	Wednesday, February 9, 2022
Site Visit	Friday, February 18, 2022
Q & A Response Close (12:00 Noon)	Thursday, February 24, 2022
RFP Proposal Closing Date (12:00 Noon)	Wednesday, March 2, 2022
Contract Awarded	Monday, March 21, 2022
Contract Start	Monday, April 4, 2022

Submittals

Proposals in a sealed envelope should be received no later than 12:00 noon on Wednesday, March 2, 2022. Three (3) copies of the Proposals should be mailed, couriered or hand delivered to:

NOW Arena
5333 Prairie Stone Parkway, Hoffman Estates, IL 60178

Attention: Lauren Kincannon, Director of Events

- It is the respondent s responsibility to ensure that the bid is received by the closing date and time
- A RFP response cannot be withdrawn once it has been formally submitted and opened
- The cost associated with responding to the Request for Proposal is solely that of the respondent. Neither Spectra Venue Management nor its partners accept responsibility for any costs incurred by the respondent during this process.
- All submitted Proposals will become the property of Spectra Venue Management.

Spectra Venue Management's Rights

Proposal reserves the right to:

- Spectra reserves the right to reject any and all Proposals
- Render a Proposal unfit if the respondent fails to follow the RFP format
- Waive minor deviations from the specifications stated in the RFP when the acceptance or rejection is in Spectra Venue Management's best interest
- Require the respondent to submit additional appropriate information
- Inspect the respondents offices and/or other contracts they may currently serve
- Negotiate with the company that is the successful respondent
- Negotiate with another respondent, if in Spectra Venue Management's opinion negotiations with the first respondent are not moving towards an acceptable agreement

Questions and Answers

Any questions in respect to this RFP should be submitted by email to Lauren Kincannon, Director of Events at lauren.kincannon@nowarena.com. The answers to all questions will be distributed to all respondent's via email. Questions submitted after 12:00 noon Wednesday, March 2, 2022 will receive no response.

Evaluation

If necessary, the respondent's may be "short-listed" and the "short-listed" respondent's may be asked to make a presentation. The presentations will be limited to 15 minutes with an additional 15 minutes for questions and answers.

It is intended that the "short-listed" respondent's will be asked to make their presentation within three (3) days of the RFP closing date.

Quotation Content

In order to be considered, the respondent's Proposal must contain the requested information. Spectra Venue Management reserves the right to reject any Proposals, which are incomplete. Respondent s are allowed to submit an alternate Proposal if they feel they can better serve the facility needs with an optional service, which may be different than the stated specifications. However, the respondent s are still required to submit a Proposal as per the required specifications listed below.

Company Identification

- Provide the name, address and telephone number of the company. The name, address and telephone numbers of each of the owners of the company. If the company is a corporation, the names and addresses of the principal shareholders and the corporate officers must be provided.

Description of Company

- Provide the history of the company, mission statement and/or goals and its future plans

- Company Supervision and Management
- List the qualifications of the senior company officials. Also, list the qualifications of potential supervisor(s) who may be assigned to this account

Supervision

- Describe the methods of corporate supervision intended to be used at this site
- The Director of Events will be the primary contact/interface with Spectra Venue Management

Current and Completed Contracts

- List any current and completed contracts along with their approximate dollar amount that may be considered comparable to this project

Industry Experience

- Describe the company's experience in arena and multi-purpose entertainment facilities

References

- Provide a list of at least three (3) local business references that Spectra Venue Management may contact and visit their job site

Financial Statement

- Provide a financial statement of the company for at least the last two financial years

Business Related Awards/Citations

- List any business awards or citations that the company has received

Non-Collusion Affidavit

- Submit a non-collusion affidavit signed by an official of the company. The affidavit must state that the respondent has not and/or has not caused another respondent to submit a collusive bid of any type.

Spectra Venue Management Advertising

The company selected to negotiate with, will be asked to participate in one of the many company sponsorship packages that Spectra Venue Management has available. This participation will have a bearing on the selection process. Please provide the appropriate contact with your company. It is requested that this information be provided as soon as possible in advance of the RFP response. This will allow sponsorship opportunities to be discussed and taken into consideration in a timely manner relative to the selection process.

Requirements at Time of Closing

- Completed Quotation Form

- List of all cleaning equipment (Indicate if Energy Star Rated)
- Equipment replacement program
- Health and Safety Policy
- Labor Pool
- Uniform Policy
- Non Event Cleaner - Hourly Charge Rate
- Non Event Supervisor - Hourly Charge Rate
- Event Cleaner - Hourly Charge Rate
- Event Supervisor - Hourly Charge Rate
- Post Event Supervisor – Hourly Rate Charge
- Post Event Cleaner – Hourly Charge Rate

Failure to provide the above noted information may at Spectra Venue Management's discretion cause the Proposal to be rejected.

Proposal Form

The Proposal form must be completed in ink, in full, signed and returned in a sealed envelope clearly marked with the name and address of the respondent, and the RFP number addressed to Spectra Venue Management, 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192.

Cleaning Products

- There will be a separate RFP for cleaning products. It is Spectra Venue Management's intent to provide all necessary cleaning chemicals, paper products, and liners required to service the facilities.

Note: While Spectra Venue Management will be responsible for the acquisition of hand soaps, paper products and garbage bags the contractor's supervisor will be required to monitor stock levels and ensure the NOW Arena Management is aware when replacement inventory is required.

List of Equipment

The successful respondent is required to supply all the equipment necessary to clean the buildings, except as noted below. While this is in no way intended to be a complete list of equipment needed it should be viewed as a very good guideline for expected equipment needs. In addition to hand-held cleaning devices such as spray bottles, mops, wringers, buckets and wet floor signs it is expected that successful respondent will clean the building as quickly and efficiently as possible using at least the following type of equipment:

- Industrial Exterior Manual Sweeper x 1
- Carpet Cleaner – Water Extractor x 2
- High Speed Floor Burnisher x 1
- Dual Speed Rotary Floor Machines x 1
- Wet / Dry HEPA Vacuums x 3
- Janitorial Carts x 3
- Ladders x 1 (light weight 21ft multi positional telescopic)

Please note the following equipment will be provided by NOW Arena:

- (1) Rider Automatic Floor Scrubber x 1
- (2) Leaf Blower x 1

- (3) Compact HEPA Vacuums x 2
- (4) Portable / Back Pack Vacuum x 1

List all the types of equipment as part of the respondent's submission that will be used to clean the building. The equipment or its replacement is to remain in the building for the duration of the cleaning contract.

The respondent is free to list any other equipment not listed above that the respondent will provide in order to accomplish the scope of this RFP in an efficient and effective manner.

Equipment Condition

It is expected that all cleaning and safety equipment will be in at least "excellent" condition when first brought to the building and will be maintained in such condition for the duration of the contract.

Any equipment that is not new and is to be brought to the building will require the prior approval of the Director of Events. The use of used equipment in the building is at the sole discretion of the Director of Events. The Director of Events reserves the right to refuse or at any time take out of service any equipment which is deemed a hazard.

Equipment Replacement Program

Respondents are required to state the normal replacement schedule for each piece of equipment that is to be used in the building.

Health and Safety Policy

As part of their Proposal the respondent's are required to submit the following information:

- Health and Safety Policy
- List of mandatory health and safety training that the respondent provides to their employees
- Procedures in the event of injury, accident, fire and any type of emergency
- Proof that the contractor's staff have received or will receive training in each job related task
- A list of employees that possess a valid First Aid Certificate and/or CPR certificate

Note: the successful respondent will be presented with Spectra Venue Management policies in regards to Health, Fire and Life safety and will be expected to adhere to these policies as a minimally accepted standard.

Labor Pool

Each respondent is required to show the size of the labor pool available to them and their strategy to hire personnel for this account. Each respondent is also responsible to show the average size of their local labor pool over the past three (3) years.

Uniform Policy

Describe the type of uniforms to be worn by the Non Event and Event Janitors. Describe the uniforms (if any) to be worn by the Post Event cleaning staff. Describe the company's approach to its employees' appearance. Respondent's may be required to make their uniforms available for

viewing at any time throughout this RFP process. It is expected that everyone wear black pants and an approved uniform top.

Charge Rates

It is intended that the fee for Janitorial services be as:

- Hourly rate per employee
- No overtime charges will be accepted
- Equipment surcharge rationalized on a monthly basis between event cleaning & nonevent cleaning

The respondent's are required to submit the following:

- Non Event Cleaner - Hourly Charge Rate
- Non Event Supervisor - Hourly Charge Rate
- Event Cleaner - Hourly Charge Rate
- Event Supervisor - Hourly Charge Rate
- The hourly rate to be billed to Spectra Venue Management should include the employee's hourly wage rate, fringe burden, administration burden and any other associated costs
- The cost of equipment to be used over the term of the contract rationalized on a monthly basis for both event and non-event cleaning
- The cost of cleaning supplies to be used at the facility rationalized on a monthly nonevent and on a per event basis
- Any additional charges for labor, materials or equipment that will or could be billed Spectra Venue Management for those situations noted above
- Flat Rate for Post Clean (example: Following event respondent charge flat rate for cleaning plus per seat surcharge above a certain attendance benchmark)

Escalation

In their submission the respondent s are required to provide the escalation rate going into Year 2 and Year 3 if there is one.

Requirements At Time Of Execution

The successful respondent is required to submit the following documentation in a form satisfactory to Spectra Venue Management for execution within ten (10) working days after being notified to do so in writing:

- Insurance Documents
- Comprehensive Dishonesty, Disappearance and Destruction – Blanket Position
- A Letter of Affidavit attesting to the competency , training and certification of all staff to be assigned to this account.

Insurance

The bidder will be expected to agree to the following insurance and indemnity provisions:

Indemnification. Contractor shall indemnify, defend and hold harmless [INSERT NAME OF THE VENUE OWNER ANY OTHER REQUIRED INDEMNITEES], Global Spectrum, L.P., and The Villiage Of Hoffman Estates and Levy Restaurants and each of their respective affiliated entities, successors and assigns, and all of the officers, directors, partners, officers, agents, representatives and employees of the foregoing (collectively, the "Indemnitees") from and against any and all losses, claims, liabilities, damages, costs, and expenses (including, without limitation, reasonable attorneys' fees and court costs) arising out of, in connection with or resulting from: (i) the failure to comply with any applicable law or regulation or breach of this Agreement by Contractor or any of its employees, agents or contractors; (ii) performance of the scope of work by Contractor or any of its employees, agents or contractors; (iii) the acts or omissions, including negligence or willful misconduct, of Contractor or any of its employees, agents or contractors. This Section shall survive the expiration or earlier termination of this Agreement.

Insurance. Contractor shall obtain and maintain, at its own cost and expense, commercial general liability insurance that insures all operations of Contractor (including, without limitation, the operations of Contractor as contemplated herein) and Contractor's contractual undertaking of liability hereunder. Such insurance shall have a minimum limit of at least \$1,000,000 per occurrence, \$2,000,000 in the aggregate and shall provide coverage for bodily injury (including death), property damage, and personal and advertising injury. Contractor shall cause such insurance to be endorsed to provide that it be primary to and not contributory with any insurance coverage or self-insurance program of any of the Indemnitees. Contractor shall also cause such the Indemnitees to be added as additional insureds on such policy and contain a waiver of subrogation in favor of the additional insureds. Contractor shall also maintain, at its own cost and expense, workers' compensation insurance in respect of all of its employees, including any that are borrowed or leased. If Contractor is operating vehicles in connection with its performance of the scope of work, Contractor shall maintain, at its sole cost and expense, commercial automobile liability insurance, including coverage for the operation of owned, leased, hired and non-owned vehicles, in the minimum amount of \$1,000,000 per accident, combined single limit for personal injury and property damage. Due to the nature of the services being provided by Contractor, Spectra may require that Contractor obtain and maintain higher policy limits, policies with different coverage requirements, or other coverage lines that are not set forth in this Section 12 ("Additional Insurance"). If Additional Insurance is required, it will be set forth on an addendum to this Agreement labeled "Insurance Addendum" and such Insurance Addendum shall be incorporated into this Agreement by this reference. All policies shall be issued by insurance companies rated no less than A VII in the most recent "Bests" insurance guide and the policies shall provide that coverage cannot be canceled or that a major change in coverage cannot be implemented without 30 days prior written notice to the Indemnitees. At least 10 days prior to commencement of performance of the scope of work, Contractor shall provide evidence of the insurance required hereunder. Spectra reserves the right to prohibit Contractor or any of its approved subcontractors from performing the scope of work until such evidence has been provided.

Comprehensive Dishonesty, Disappearance and Destruction

Crime Fidelity Coverage – The successful respondent will provide Spectra Venue Management with a comprehensive Dishonesty, Disappearance and Destruction Blanket Position Policy in the amount of \$10,000 per employee.

Specifications

The purpose of this Request for Proposal is to obtain prices for the provision of both Event and Non-Event Janitorial Services for a three (3) year period at the NOW Arena. The following is an estimated number of events that will occur each year. The list is an estimate for general information purposes only. While respondents are required to use these numbers in compiling their bid Spectra Venue Management does not guarantee the number or type of events.

Type of Event	Number of Events	Number of Event Days	Estimated Attendance
Basketball	24	24	500-2500
Full Concert	6	6	6000/+
Small Concert	6	12	4000
Tournaments	5	14	2500-4000
Family Shows	4	8	2000-4000
Community Events	10	10	60-500
Graduations	17	17	2000-4000

Estimated Labor Required

Non-Event: (2) people (3) Times a Week Janitor (5 hours - Monday to Friday 7:30 am to 12:30 pm)

Daily cleaning will include the office spaces for approximately 12 F/T employees, public and family service washrooms, concourse level, entrance - interior glass, suite level, trash and restroom on the event level and other daily task.

Event Cleaning: 2 - 10 Part Time Janitors (assume 4 for the purpose of bidding)

Cleaning will include the concourses, public and family service washrooms, concourse levels, concessions and private suites. This occurs typically during afternoon and/or evening hours.

Post Event Cleaning: 5 - 15 Part Time Janitors (assume 10 for the purpose of bidding)

Post Event Cleaning is the cleaning required after each event in order that the public area of the facility is clean by the following morning. This cleaning is to be completed during the overnight hours and depending on the size and attendance of the event, it will require between 5 and 15 Janitors.

Staffing Levels will be reviewed with the Director of Events on a monthly basis. Post event cleaning typically takes place after 10pm.

Number of Events

It is anticipated that there will be approximately 90 events each year. Some events will occur on consecutive days / evenings and there may also be multiple shows on one event day. It is essential that the contractor have a large enough labor pool to support a continuing need for event and post event cleaning and perform the work in an efficient, effective and timely manner.

An example of this type of requirement is the potential for a weekend that will have: Friday night – Basketball; Saturday – Sporting Event; Sunday – Sporting Event; Monday – Community Event.

Minimum Wage

Should the minimum wage (Federal, State, County, and Village) increase during the term of the contract Spectra Venue Management is prepared to discuss the increase with the contractor with a view to renegotiating the Hourly Charge Rates.

Customer Service

The aim of Spectra Venue Management is to provide extraordinary customer service and incorporates that in to all that we do. We strive to have unparalleled customer service from the time a guest arrives at the entrance, throughout the event and until the guest leaves the building. Spectra Venue Management places great emphasis on appearance, attitudes and service levels. The Contractor's staff must project a positive attitude to help achieve the goal of the facility to serve its customers in a professional manner. The successful respondent will also be expected to participate in extraordinary customer service as a corporate partner of Spectra Venue Management. Any respondent that cannot prove the ability to deliver the image and services required will be excluded from the evaluation process. Spectra Venue Management reserves the right to sever any contract with a company that does not conform to requirements in this area.

Service Level

The successful respondent is required to provide a high level of cleaning services. The contractor will be responsible for providing a cost and time effective service that achieves that goal.

Time Keeping

The contractor's employees will be required to enter through the employee entrance located on east side of building at the beginning and end of each work period.

Specific Requirements

See Pages 12-19 at end of document.

Site Visit

An optional site visit will be available on Friday, February 18th at the arena located at the NOW Arena, 5333 Prairie Stone Parkway, Hoffman Estates, IL 60192. It is the respondent's responsibility to coordinate this site visit with Lauren Kincannon, Director of Events.

Each respondent has the opportunity to visit the site of the work before submitting their Proposal and must satisfy themselves by personal examination as to the local conditions to be met with for the completion of the work. Respondents shall make their own estimate of the facility and difficulties to be encountered. No claim shall be allowed at any time after submission of the Proposal that there was any misunderstanding of the terms and conditions of the contract relating to site / work conditions.

Failure to make the necessary examinations or investigations shall not be accepted as an excuse for any default on the part of the contractor to fulfill in every detail all the requirements of the said contract or be accepted as a basis for any claims whatsoever for extra compensation.

Contact Person

The primary contact is Lauren Kincannon, Director of Events, NOW Arena, (630)-445-3660 or lauren.kincannon@nowarena.com.

Contract Period

The contract period is for three (3) years, commencing.

Payment and Invoices

Invoices are to be sent directly to Spectra Venue Management, NOW ARENA 5333 Prairie Stone Parkway, Hoffman Estates, IL 60178 Attention: Finance Department

Detailed invoices are to be submitted as follows:

- Number of employees in each classification
- Number of hours worked by each employee
- “Non event” cleaning will be submitted monthly and will be for services performed in the previous month.
- “Event” cleaning invoices may be submitted every two weeks and will be for each specific event that occurred in the previous two weeks.
- “Non Event” invoices and “Event” cleaning invoices are to be kept separate and should be clearly identified. Event cleaning invoices must contain the name of the event for which the services were provided.
- From time to time “special” cleaning projects may be assigned. These projects must be invoiced as per event invoicing and clearly list the project for which the services were provided.
- The monthly rationalization of equipment costs is to be included on each event and non-event cleaning invoice
- The monthly rationalization cost of cleaning supplies for each event and non-event cleaning invoice
- Payment will be NET 30 days.

Respondent’s offering a discount for early payment should note the discount in their submission.

Contractor’s Responsibilities

The contractor is responsible for the performance and completion of the work in accordance with the terms of this contract. The contractor will supply all labor, materials and equipment necessary to complete this project.

The contractor is to be totally responsible for all aspects of the project and for any of their sub-contractors involved.

Qualifications

The contractor must have proven experience in cleaning large facilities and be able to demonstrate that they have a large enough labor pool that can clean the facility for all single and consecutive events. An example of which is stated in “Number of Events”

The contractor submitting a bid shall be a firm of recognized standing having at least five (5) years’ experience in this type of work.

The contractors submitting bids on this project shall include a list of recent projects at other locations where a similar service is being performed.

The contractor shall ensure that all of its supervisory personnel performing work under the contract are “competent persons”.

Scheduling

The successful contractor will meet with the Director of Events 2 weeks prior to the start of the contract to discuss scheduling, event schedule, and work to be performed.

The successful contractor will meet with the Director of Events and/or Events Manager every week to discuss performance, event schedule and invoicing for the initial two (2) months of the contract and as determined by the Director of Events thereafter.

Security

No one will be admitted to the building without said authorization or prior notification/approval for working.

During an Event – the contractor’s employees will not be allowed to “Sign In” prior to 15 minutes before their scheduled start time.

The contractor’s employees are required to wear photo identification (provided by the contractor) while they are working in the building.

The contractor shall ensure that their staff follows all NOW Arena building security policies.

Legislation & Work Standards

The contractor and their employees will be expected to comply with all appropriate legislation e.g. Health & Safety, Employment Standards Act and NOW Arena Operating Procedures that governs the work performed at the NOW Arena.

Submittals

The contractor is required to supply a list of the following information to Spectra Venue Management. The contractor is also required to ensure the list is kept current for the duration of the contract. This is in addition to the contractor’s responsibilities under the Occupational Health and Safety Act and Employment Standards Act.

- All hazardous materials being used;
- All flammable materials being used;
- Personal protective equipment to use in the performance of this contract.

Personal Protective Equipment

As part of this contract, the contractor is required to provide all the equipment necessary to complete the tasks identified in the Specific Requirements. This includes safety items required for the protection of both the worker and public.

Safety

The contractor shall perform all work and deliver all services under the contract in accordance with requirements of the OSHA / Occupational Health and Safety Act and regulations, and to the specific requirements of the NOW Arena procedures.

The contractor shall ensure the company's management, supervisors and employees are trained, qualified and possess the necessary certifications to perform all work and deliver all services in compliance with any regulatory codes, acts, laws and by-laws.

Prior to the commencement of work under this contract, the contractor shall submit Material Safety Data Sheets to Spectra Venue Management, for all hazardous materials and products likely to be used by the contractor in performing the work or delivering services. The contractor shall also maintain, at NOW Arena, Material Safety Data Sheets for all hazardous materials and products taken onto the job site. If during the life of the contract, the contractor introduces any new hazardous material or product for use in performing the work or delivering services, the contractor shall provide NOW Arena with a Material Safety Data Sheet for the material or product prior to use. The contractor also agrees to provide updated MSDS sheets for all products used by the contractor in the performance of the duties every three (3) years as dictated by the OSHA.

The contractor shall ensure that containers for any hazardous materials or products taken onto the NOW Arena are labeled in accordance with requirements of the Hazardous Materials Information System Regulation, and if used for containment of flammable liquids, conform with the appropriate requirements pertaining to flammable liquids handling and storage.

When performing work or supplying services under this contract, the contractor shall ensure that its personnel have access to a First Aid Kit. The First Aid Kit which shall be supplied by the contractor will comply with requirements of the appropriate First Aid Regulations.

Should any accident or injury occur during the contractor's performance of work at the NOW Arena, the contractor is to immediately contact the Director of Events or Event Manager in charge of the event. In addition to the legislated reporting requirements the contractor will be required to prepare a written Spectra Venue Management Incident Report and submit to the Director of Events describing the accident what immediate actions were taken and what preventative measures were taken to ensure the incident or similar incidents do not occur again.

Vaccination Requirement

NOW Arena is a vaccine mandated work place.

Fire Safety

The contractor's staff may be required to assist the building staff in the event of fire or an evacuation.

Subject to the above the contractor's employees will observe all building fire alarms and is expected to evacuate the building when the building fire alarm is activated.

Damage Caused by the Contractor's Staff

The contractor will be responsible for any damage and/or loss of food product caused by their staff. Any repairs made necessary as a result of damage caused by the contractor's staff and/or the cost to replace lost/spoiled product are the total responsibility of the contractor.

Clean-Up

In addition to the cleaning requirements noted in the Specific Requirements the contractor is also responsible for leaving their work / storage area in a reasonably neat, clean and safe condition throughout the contract period. All products must be stored in a safe manner.

All cleaning materials and cleaning equipment stored on site are the responsibility of the contractor.

No partially used cleaning materials can be left in an unsecured location. All supplies are to secure at the end of each shift.

Cancellation

Spectra Venue Management reserves the right to cancel this contract with 30 days written notice, without penalty.

SPECIFIC REQUIREMENTS NON-EVENT CLEANING

Administration Offices/Box Offices:

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Check, Empty Garbage, Clean both restrooms
Weekly:	Vacuum offices, conference room and the common area, Mop the box office, entry way and restrooms

Level 100 Concourse and Club Concourse (including each Vomitory)

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Check, Check and empty Garbage and Sweep, Remove fingerprints from Glass
Weekly:	Damp Mop, Clean Baseboards, Scrub the concourse

Concourse Washrooms

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Check, Empty Garbage, Restock Supplies, Sweep, Sanitize Fixtures, Damp Mop, Clean Baseboards, Remove fingerprints from Glass, Clean and Polish Fixtures
Weekly:	Damp Mop, Clean Baseboards

Main Entrance Lobby

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Empty Garbage, Sweep, vacuum mats, Remove fingerprints from Glass

Suite Entrance

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Empty Garbage, Sweep, Damp Mop, Remove fingerprints from Glass

Elevators (3)

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Sweep, Remove fingerprints from stainless steel, scrub floor in Elevator

First Aid Room (including Washroom)

<u>When:</u>	<u>Duties:</u>
Weekly:	Empty Garbage, Sweep, Sanitize Fixtures, Damp Mop, Clean Baseboards, Dust
Annually:	Refinish Floor

Green Rooms (3)/Dressing Rooms (3) /Locker Rooms (3) (including Showers and Washrooms)

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Check, Empty Garbage, Restock Supplies, Sweep, Sanitize Fixtures, Damp Mop, Remove fingerprints from Glass, Clean and Polish Fixtures, Vacuum as needed
Weekly:	Dust, Clean Washroom Partitions, Clean Baseboards, disinfect showers/clean drains
Quarterly:	Scrub Rubber Flooring and Steam Clean Carpet –as Needed

Back of House/Storage Area Walkways

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Check, Sweep, Empty Garbage
Weekly:	Damp Mop, Dust

Loading Dock (interior)

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Inspection, Sweep rugs, and wipe glass on doors
Weekly:	Damp Mop, Dust

Loading Dock (exterior)

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual check trash around compactor and trash cans outside the door

Garbage Cans/Recycling Bins:

<u>When:</u>	<u>Duties:</u>
Quarterly:	Wash and Disinfect all Concourse Garbage Cans and In House Recycling Bins

Accessibility Platforms (100 level & 200 level)

<u>When:</u>	<u>Duties:</u>
Mon, Wed, Fri:	Visual Check
Weekly:	Visual Check, Vacuum, Dust, Clean Baseboards

Lower Level Suites (25) on the 100 level:

<u>When:</u>	<u>Duties:</u>
Weekly:	Visual Check, Empty Garbage, Restock Supplies, Clean and Polish Fixtures, Dust, Vacuum, Clean Baseboards
Monthly:	High Dusting
As Needed:	"Steam Clean" Carpet, "Steam Clean" Seats, Clean Walls

Bridge Level (200 Level):

<u>When:</u>	<u>Duties:</u>
Weekly:	Visual Check, Empty Garbage, Restock Supplies, Clean and Polish Fixtures, Dust, Vacuum, Clean Baseboards
Monthly:	High Dusting

Upper Level Suites (43) & Restrooms on the Suite Level:

<u>When:</u>	<u>Duties:</u>
Weekly:	Visual Check, Empty Garbage, Restock Supplies, Clean and Polish Fixtures, Dust, Vacuum, Clean Baseboards
Monthly:	High Dusting
As Needed:	"Steam Clean" Carpet, "Steam Clean" Seats, Clean Walls

NOTE: Duties can adjust and be dictated on the event schedule as well.

EVENT CLEANING

If the Day Cleaning and Post Event cleaning are completed properly, the amount of work to be completed prior to an event should be minimal. The major requirement will be to check and ensure that the building is ready to be opened to the public.

Event Janitors are required to report for duty based on the times scheduled between the Arena Management and Cleaning Management. The event cleaning services are:

PRIOR TO THE EVENT

- Check Entrance Lobbies and clean as necessary
- Check glass at all entrances and clean as necessary
- Check elevator lobbies and clean stainless steel as necessary
- Check all public washrooms and family service washrooms and spot clean as necessary and replenish hand soap and paper products as necessary
- Check concourse and spot clean as necessary
- Check seating area and spot mop as needed
- Ensure that all Back of House hallways are swept and tidy
- Visually inspect each suite for overall cleanliness

Note: The Event Lead and Non Event Cleaner will also be required to respond to any items which require attention specified by the Manager on Duty and/or other Spectra Venue Management Staff.

DURING THE EVENT

- Monitor the concourse and ensure it is kept free of debris and spills. Clean as required.
- Check garbage containers. Empty as required.
- Following intermissions check garbage containers. Empty as required.
- Continuously check all public washrooms and family service washrooms and spot clean as necessary.
- Replenish hand soap and paper products as necessary.
- Respond to radio calls related to housekeeping issues.
- Other duties as assigned by Spectra Venue Management.

NOTE: AT NO TIME ARE CLEANERS TO NEGLECT THEIR DUTIES TO WATCH THE EVENT!**POST EVENT CLEANING**

Event cleaning is necessary immediately following every sporting or entertainment event at the facility. The intent is that event cleaning will be conducted independently from the "Non-Event" cleaning. Event cleaning will occur at night following each event. For a successful post-event clean the buildings will be returned to pre-event state. Each space requiring cleaning will vary dependent upon event but it is imperative that the buildings are in a clean state and event ready within 6 hours of end of previous event.

It is intended that the successful contractor have a sufficient work force to ensure that the post event cleaning is complete within a 6-hour period. The contractor is required (in consultation with the Director of Events) to size its workforce so that the work is completed within the allotted time.

SPECIAL CLEANING

Special Cleaning are cleaning tasks that will be completed on a monthly basis or on as required basis. The work will be requested by the Director of Events and coordinated and managed by the contractor's supervisor.

Examples of this type of work are: pressure washing seating bowls, thoroughly cleaning seating, cleaning below the retractable seats.

PROPOSAL FORM

We the undersigned hereby offer provide services for the Event and Non Event Janitorial Services for the NOW Arena in accordance with the details outlined in RFP at a cost of:

Description	Bid
Hourly Rate per employee to be billed to Spectra Venue Management	
Non Event Cleaner	
Non Event Supervisor	
Event Cleaner	
Event Supervisor	
Post Event Cleaner	
Post Event Supervisor	
Post Event Clean Flat Rate	
Hourly Rate paid to each Employee	
Non Event Cleaner	
Non Event Supervisor	
Event Cleaner	
Event Supervisor	
Post Event Cleaner	
Post Event Supervisor	
Other Required Information	
Overtime Rates that may apply (be specific)	
Equipment Cost rationalized on a monthly basis for each event)	
Non Event Equipment Cost rationalized on a monthly basis	
Cost of Supplies rationalized on a monthly basis	
Escalation % for Year 2	
Escalation % for Year 3	
Additional Charges (if any, be specific)	

State references where similar projects have been completed.

Location	Contact Name	Phone No.

Subcontractors if any: _____

Attachments

ATTACHMENTS	√
Letter of Agreement to Bond or an Irrevocable Letter of Guarantee	
List of all Cleaning Products	
List of Cleaning Equipment	
Equipment Replacement Schedule	
Health & Safety Policy	
Labor Pool	
Uniform Policy	

		Equipment List		
	Energy Star Rated (Yes or No)			
Rider Automatic Floor Scrubber				
Escalator Cleaner				
Industrial Manual Sweeper				
Carpet Cleaner/Water Extractor				

High Speed Floor Burnisher				
Rotary Floor Machine				
Compact HEPA Vacuums				
Portable Back Pack Vacuum				
Wet/Dry HEPA Vacuum				
Leaf Blower				

Note: Add Separate Sheet for Product and/or Equipment Not Covered

We declare that no person, or firm other than the one whose signature or the signature of whose proper officers and the seal is or are attached below, has any interest in this Quotation.

We also declare that this Quotation is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person making a bid for the same work and is in all respects fair without collusion for fraud.

Addendum numbers _____ have been considered when completing the Quotation.

Submitted By: _____

Address: _____

ZIP Code: _____

Signature: _____ Title _____

Name (Please Print or Type): _____

Telephone Number ()

Fax Number ()

Date of Quotation _____