



Wake Forest Baptist Medical Center
Office of Strategic Sourcing

REQUEST FOR PROPOSAL (RFP)

for provision of
ENVIRONMENTAL SERVICES
for
WAKE FOREST BAPTIST MEDICAL CENTER
and
WAKE FOREST UNIVERSITY REAL ESTATE

DEADLINE: FRIDAY, APRIL 5, 2013 at 3:00 PM EDT

Wake Forest Baptist Medical Center
Office of Strategic Sourcing
Medical Center Boulevard
Winston-Salem, NC 27157

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A. SCOPE OF REQUEST

Wake Forest Baptist Medical Center

Wake Forest University Baptist Medical Center, a nonprofit North Carolina corporation, herein referred to by the corporate trade name of Wake Forest Baptist Medical Center (WFBMC), is one of the nation's preeminent academic medical centers. It is an integrated health care system that operates 1,004 acute care, rehabilitation and psychiatric care beds, outpatient services, and community health and information centers. The Medical Center has 21 subsidiary or affiliate hospitals and operates more than 120 outreach activities throughout the region, including satellite clinics, health fairs, consulting services and medical director services. It provides a continuum of care that includes primary care centers, outpatient rehabilitation and dialysis centers. Although its primary service area is a 24-county region in northwestern North Carolina and southwestern Virginia, Wake Forest Baptist in the year ending June 30, 2010, served patients from 96 (of 100) North Carolina counties, all 50 states, the District of Columbia, and several foreign countries.

On July 1, 2010, Wake Forest Baptist became a legally integrated Medical Center. Under this structure, WFBMC (through its Board and consolidated management team) operates all aspects of Wake Forest Baptist Medical Center (also known as North Carolina Baptist Hospital) and Wake Forest School of Medicine (also known as Wake Forest University Health Sciences).

The system's main components are: a. Wake Forest School of Medicine; b. Wake Forest Baptist Health, the integrated clinical operations that includes Lexington Medical Center, Davie Hospital, Brenner Children's Hospital, physician practices and other clinical facilities; and c. the Wake Innovation division, which includes downtown research offices and facilities.

Wake Forest University

In 1834, the school was founded as Wake Forest Institute. Located in the town of Wake Forest, North Carolina, the school was rechartered as Wake Forest College in 1838. In 1946, the Trustees of Wake Forest College and the Baptist State Convention of North Carolina accepted a proposal by the Z. Smith Reynolds Foundation to relocate the college in Winston-Salem. In 1956, the College moved all operations to a site contributed by Charles H. and Mary Reynolds Babcock. The old Wake Forest campus is now home to the Southeastern Baptist Theological Seminary.

Wake Forest University (WFU) is comprised of Wake Forest College, the Graduate School of Arts & Sciences, the School of Divinity, the Schools of Business, the School of Law, the School of Medicine, Reynolda House Museum of American Art, and Graylyn International Conference Center. Enrollment is approximately 4,775 undergraduate and 2,575 graduate students.

For purposes of this RFP, the combined entity of Wake Forest University Baptist Medical Center and Wake Forest University will be referred to as **WFBMC/WFU**.

B. ENTITIES TO BE COVERED BY PROPOSAL

A detailed listing of all facilities that are to be covered by the scope of the RFP can be found in APPENDIX A. Facilities not listed in APPENDIX A will be serviced by internal EVS staff and are considered out of scope. Respondent should make no assumptions for future business at sites not listed in APPENDIX A.

Submitted proposals must provide services to all entities listed in APPENDIX A. WFBMC/WFU requires that equivalent service and financial programs be offered to all entities. Respondents are expected to thoroughly explain in their proposal any exemptions or modifications requested to this requirement.

C. OBJECTIVE OF REQUEST FOR PROPOSAL

WFBMC/WFU is requesting proposals from qualified vendors to provide Environmental Services (EVS) for over 50 locations. The selected vendor must have the ability to serve an organization with the size, complexity, and geographical footprint of WFBMC/WFU. This RFP will seek to reduce costs for contracted environmental service work.

D. GENERAL INFORMATION

All respondents are expected to thoroughly review and conform to the specifications outlined in this Request for Proposal (RFP). Failure to do so is at the respondent's sole risk. It is the responsibility of the respondent to ask questions, request changes or clarifications, or otherwise advise of any language, specifications, or requirements that appear to be ambiguous, contradictory, or arbitrary. **All submitted proposals must meet or exceed the mandatory specifications listed herein.**

E. RIGHTS RESERVED BY WFBMC AND RESTRICTIONS ON RFP PROCESS

WFBMC/WFU reserves the right to reject any or all proposals or any part thereof. WFBMC/WFU, in its sole discretion, reserves the right to waive any irregularity or minor variance in any proposal received, including but not limited to obvious mathematical errors in extension of pricing, failure to date the proposal, or failing to execute any certification not considered salient to price, delivery or acceptance of an agreement award.

WFBMC/WFU will not pay for any information requested nor is it liable for costs incurred by the respondent in responding to this request. Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete and effective proposal are not necessary or desired.

Any discussion with WFBMC/WFU personnel, other than as listed as authorized contacts herein, regarding this RFP while the RFP is in progress (from the time Respondent receives this RFP until final award is made) is strictly prohibited. Such contact and discussion may result in disqualification of respondent's proposal.

WFBMC/WFU is the sole owner of all data and information contained within the RFP document and accompanying attachments. Respondent shall use this information exclusively to prepare a proposal.

Respondent should not disclose this information to any other firm or use it for any other purpose unless required by law or legal process.

F. QUESTIONS OR CLARIFICATIONS

Any and all questions or clarifications regarding specifications, requirements, or the RFP process, should be directed solely to Johnny Trevino via email at jtrevino@wakehealth.edu. Submit RFP **questions** by **Thursday, March 28, 2013 at 3:00 PM EDT**. Responses to questions will be answered via e-mail, and a copy of the response will be sent to all vendors solicited in the RFP.

G. PARTICIPATION IN RFP – RESERVED

H. PROPOSAL TERMS

Each respondent is responsible for ensuring that their bid is received at or prior to the date and time specified within this bid. Failure to meet the proposed due date and time shall be grounds for rejection.

A respondent may withdraw or modify its proposal prior to the submission deadline. Proposals submitted prior to the submission deadline may be modified or withdrawn only by written notice to WFBMC/WFU. Respondent may change or withdraw their proposal at any time prior to the submission deadline; however, no oral modifications will be permitted. Any modification to a proposal shall be contained in a sealed envelope, clearly marked with the RFP title and "Modification of Proposal" notation.

Proposals may not be withdrawn for a period of 30 days following the closing of the RFP.

All proposals must be valid for at least 180 days from the due date.

I. ADDITIONAL TERMS AND CONDITIONS

Contract Terms and Conditions, beyond those specified in the Requirements section(s) of this document, are not set forth. Respondent is invited to propose additional Terms and Conditions of a final contract. These terms will be subject to review and modifications (as approved by both parties) once proposals are received. Respondent will be permitted to withdraw their proposal should parties not arrive at mutually agreeable terms.

Submitted RFP response (subject to negotiated revisions) should be expected to be referenced in a final executed agreement. All statements, promises, and guarantees made in this RFP are considered binding and may be incorporated into a final mutually signed agreement (should such an agreement be reached).

J. REVIEW OF PROPOSALS

WFBMC/WFU intends to partner with one vendor; however, two of the sites listed in APPENDIX A (UCC and BB&T University Center) may be separately awarded ("carved out") at the sole discretion of

WFBMC/WFU. If these two sites are separately awarded, respondent is required to honor the service and pricing proposal offered for all remaining sites, without adjustment.

The awarded vendor will offer WFBMC/WFU the best financial and service package in response to the requirements contained herein. WFBMC/WFU reserves the right to select among the proposals offered or to make no award under this document, as determined most beneficial for WFBMC/WFU.

All proposals submitted shall become property of WFBMC/WFU and will remain confidential.

In considering the proposals submitted by each respondent, WFBMC/WFU will consider the following at a minimum and as applicable: the ability, capacity, and skill of the respondent to perform; the character, integrity, and quality of respondent; the quality of past performance by respondent; and the competitiveness of the respondent's financial proposal.

WFBMC/WFU reserves the right to make the final decision on its choice of proposals. Appeals will be considered on a case-by-case basis; however, the final selection of vendors rests solely with WFBMC/WFU.

K. PREPARATION AND RETURN OF PROPOSALS

Respondents must review this RFP and reply with a formal signed proposal. **ATTACHMENT A** must be submitted with the proposal and signed by a duly authorized representative of the respondent's organization. Responses are due no later than **Friday, April 5, 2013 at 3:00 PM EDT**. Proposals must be submitted in a sealed envelope/package and mailed to the address below. Proposals may also be hand carried to the Office of Strategic Sourcing located at Wake Forest Baptist Medical Center, Piedmont Plaza II, 7th floor, Suite 702.

Wake Forest Baptist Medical Center
Office of Strategic Sourcing
ATTN: Johnny Trevino
Medical Center Boulevard
Winston-Salem, NC 27157

It is the sole responsibility of the respondent to ensure the on-time delivery of all RFP responses. Delays due to shipping errors or delays will **not** be considered acceptable rationale for an untimely reply. These RFP responses may be refused at the discretion of WFBMC.

Respondent must submit **two (2) separately bound hard copies of your proposal and one (1) electronic copy (CD or flash drive)** to include, at minimum, the item(s) listed below. These items **must** be included in your proposal and submitted as a part of your response, no later than **Friday, April 5, 2013 at 3:00 PM EDT**.

- Detailed responses to section P, along with any supporting documentation.
- Detailed responses to section Q, along with any supporting documentation.
- Attachment A, signed by a duly authorized representative from respondent's organization.

- Attachment B, providing at least three (3) customer references which we may contact. References must include the name of the company/entity, length of service, contact person, and present address and phone number. Also include the project dollar value and examples of identified issues and associated cost recoveries and/or cost avoidance. Reference information shall be completed by filling out Attachment B in this RFP and returned with your proposal.
- Financial bids will be accepted via an electronic bid event on Monday, April 15, 2013 at 3:00 PM EDT. Vendor will submit the following financial bids to cover the scope of services described herein:
 - o Cost per cleanable square foot (office space, as defined herein – including all supplies and chemicals, as specified in Appendix C)
 - o Cost per cleanable square foot (clinical space, as defined herein – including all supplies and chemicals, as specified in Appendix C)
 - o Cost per cleanable square foot (research space, as defined herein – including all supplies and chemicals, as specified in Appendix C)
 - o Cost per cleanable square foot (UCC & BB&T University Center – including all supplies and chemicals – see Section N for more detail)
 - o Cost per cleanable square foot (UCC & BB&T University Center –including all supplies except those listed in APPENDIX D – see Section N for more detail)

All pricing is to be firm for the term of the Agreement. DO NOT SUBMIT PRICING WITH YOUR WRITTEN RESPONSE. Vendor is to provide in their written response any additional fees or charges that may apply that are outside of the scope of services described herein. Respondent is also to provide in their written response any financial incentives or benefits they are willing to offer.

L. FORMAT OF PROPOSAL

Greater detail, information, and supporting detail assists in the evaluation of responses. **Elaborate format and binders are neither necessary nor desired.** Legibility, clarity, and coherence are more important. It is mandatory that each respondent provides responses in the same numbering format as used in this RFP, so that responses correlate to the same section in the RFP requirements. This will make the proposal more “evaluator friendly” to the team conducting the evaluation of the proposals.

M. PRE-PROPOSAL MEETING

A pre-proposal meeting / site visit will occur on **Monday, March 25, 2013 from 3:00 PM to 7:00 PM.** The pre-proposal meeting will include visits to the following sites: UCC (office building), BB&T University Center (office building), Clemmons Medical Plaza (multispecialty clinics), Piedmont Plaza (office building), Downtown Health Plaza (clinic), and A1 Building (research/office building). Transportation will be provided by WFBMC/WFU. **Respondents are to meet at Piedmont Plaza II, 7th Floor, Suite 702,**

located at 2000 W 1st Street, Winston-Salem, NC promptly at 3:00 PM on Monday, March 25, 2013. For directions, contact Chiquita Weavil at 336-716-3359.

This pre-proposal meeting is intended to provide respondents the opportunity to tour our facilities and to gain a better understanding of the requirements of this RFP. This is the only time that this pre-proposal meeting will occur. Each vendor may send no more than two (2) individuals to this event. **This pre-bid meeting is mandatory and any response obtained for a respondent not participating in the pre-proposal meeting will not be considered.**

N. DESCRIPTION OF SERVICES TO BE PROVIDED

Vendor is to provide environmental services to all sites listed in APPENDIX A. **Facilities not listed in APPENDIX A will be serviced by internal EVS staff and are considered out of scope.** Respondent should make no assumptions for future business at sites not listed in APPENDIX A.

Awarded vendor will provide all labor, supervision, cleaning material, and equipment to deliver industry-leading quality cleaning services to the sites listed herein. The locations listed in APPENDIX A include a combination of clinical, office, and research spaces, each with unique cleaning specifications, criteria, and special considerations. Each site listed in **APPENDIX A** has been designated with one of the following classifications:

- Clinical
- Office
- Research
- Parking
- UCC/BB&T UC

Vendor is to carefully review the specific requirements for services to be rendered at each type of site (research, office, and clinical, parking, and UCC/BB&T UC), provided in APPENDIX B. These are the minimum specifications expected by WFBMC/WFU and must be provided by the awarded vendor.

For all sites except UCC and BB&T University Center, all supplies, including chemicals, are to be provided by the awarded vendor. The supplies that are required to be provided and used by the vendor at all sites except UCC and BB&T University Center are listed in **APPENDIX C**. Substitutions are **not** allowed as these supplies are required for continuity across WFBMC/WFU.

For UCC and BB&T University Center, two pricing scenarios are requested to be bid. In the first scenario all supplies, including chemicals, are to be provided by the awarded vendor. The vendor shall use Green Seal or other third-party certified cleaning products and/or those that meet appropriate ASTM standards, in performance of all cleaning and janitorial work to protect the environment and the health, safety, and wellbeing of employees and customers. All chemicals must be approved by WFBMC/WFU. All supplies, other than chemicals, are listed in **APPENDIX D** and substitutions must be approved by WFBMC/WFU. In the second pricing scenario, the vendor is responsible providing all supplies, including chemicals, other than the supplies listed in **APPENDIX D**. The vendor is asked to provide bid pricing on the supplies listed in **APPENDIX D**. These items (supplies in APPENDIX D) will not be bid as a

part of the electronic bid event as referenced in Section K; therefore, vendor is to provide this pricing as a part of their written RFP response.

O. DEFINITIONS – RESERVED

P. RESPONDENT QUALIFICATIONS AND OVERVIEW

Respondent is to provide detailed responses and supporting detail for each of the qualifications listed below. The purpose of this section is to determine the ability of the respondent to perform services described herein. Respondent shall describe and offer evidence of their ability to meet each of the qualifications or statements listed below:

1. Provide an executive summary of your organization, including: an overview of your core service offerings, organization structure, years of experience, as well as any other additional available services that could benefit our company.
2. Provide a list of geographical regions serviced by your organization. Provide demographics of existing customers along with square footage, services offered and how these process work, and any relevant special considerations.
3. Identify integrated university/healthcare customers that you currently serve nationally and in the Piedmont Triad region.
4. Provide if your company has been terminated from an engagement at any University/Medical Center in the last year. Please describe the situation in detail.
5. Provide annual reports and/or audited financial statements for the past three (3) fiscal years. Please indicate total new business at the end of each of the last three fiscal years. Include your overhead and operating margin.
6. Describe your experience serving integrated university/healthcare customers in which a variety of unique site specific requirements exists (ie. different cleaning specifications for office vs. research space). Describe your experience and breadth of knowledge in cleaning the following types of sites: office, research, and clinical.
7. Provide information on the breadth and depth of services (menu of services) currently offered to other customers.
8. Provide the average salary (hourly rate) per function of employee that will provide services under this agreement (porter, cleaner, etc) and brief description of benefits offered to your employees (staff and management).

9. Provide a rate schedule per position if WFBMC/WFU requires services for special events not included in the scope outlined in this RFP. The rate schedules should include a Day Porter, Day Maid, Supervisor, Assistant Supervisor and steam cleaning. The rate schedule should be an hourly rate, based upon a schedule up to a forty (40) hour week.
10. Provide a staffing and transition plan per site listed in **APPENDIX A**, including number of employees for each function (porter, cleaner, etc.) and appropriate supervision required to adequately service each site.
11. Provide a list of what screenings are in place for the hiring of employees to include your approach to staff hiring, education, and training.
12. What is your average employee retention rate? How do you calculate your retention rate? What strategies do you utilize to maintain high retention rates?
13. Explain management expertise for support at location(s).
14. Discuss unique technologies that you could employ to help maximize staff productivity and maximize outcome.
15. Describe your insurance, worker's compensation insurance, bonding, risk management and safety programs provided to protect customer and performance of custodial services.
16. Provide any sample reports that may be available to customer, and frequency, that detail staff attendance, inspections results whether internally or externally and/or service performance deficiencies.
17. Provide any other relevant background information.

Q. BID REQUIREMENTS AND SPECIFICATIONS

The following are the individual requirements that WFBMC/WFU **requires** from the awarded vendor. Please provide a response to each specification and explain how you will achieve this requirement. Products or services that are not provided as core to the offering (no additional cost) must be specifically indicated as such and associated pricing provided.

1. The contract term is three (3) years. Agreed upon pricing structure will remain **firm** for the duration of the agreement. Either party may terminate the agreement by providing 90 days written notice. The agreement will not automatically renew after the initial contract term.

Meets Specification? YES NO

Explain:

2. Vendor is required to report immediately to WFBMC/WFU any activity that might affect the business relationship between your company and WFBMC/WFU (i.e. any material claims or federal/state exclusions which may adversely affect vendor's ability to provide the goods or services required by this RFP). Include any pending litigation, for or against your company.

Meets Specification? YES NO

Explain:

3. Vendor **may not assign** any Agreement/Contract entered into between WFBMC/WFU and Vendor without prior notice and written approval.

Meets Specification? YES NO

Explain:

4. Vendor shall provide services that meet or exceed the specifications listed in **APPENDIX B** for the specified sites. Bid pricing shall be inclusive of providing these services as described, without exception. Describe how you will deliver on these requirements.

Meets Specification? YES NO

Explain:

5. Vendor is to **provide all supplies, including chemicals**, for all sites **except** UCC and BB&T University Center necessary for the provision of services described herein. The supplies that are required to be provided and used by the vendor are listed in **APPENDIX C**. Substitutions are not allowed as these supplies are required for continuity across WFBMC/WFU.

Meets Specification? YES NO

Explain:

6. Vendor shall deliver all services using **industry best practices** to ensure that the highest levels of quality and service are consistently met. Describe how this will be guaranteed through continuous monitoring. Also, describe your remediation plan should WFBMC/WFU report at any time that standards are not being met in accordance with industry best practices and/or in accordance with the requirements set forth herein..

Meets Specification? YES NO

Explain:

7. Vendor shall provide a **specific inspection plan** to WFBMC/WFU. The inspection(s) will be used to ensure that the areas of cleaning are conforming to WFBMC/WFU requirements. Inspection(s) will be conducted weekly and WFBMC/WFU may participate in any inspection. The written inspection report will be given to WFBMC/WFU each week. WFBMC/WFU

reserves the right to conduct inspections without prior notice. Noted deficiencies will be corrected in a timely fashion. Failure to improve deficiencies is cause for termination of contract. Vendor shall attend quarterly management meetings to review performance.

Meets Specification? YES NO

Explain:

8. Vendor will **provide all staffing (including payment of all payroll taxes), including necessary supervision**, to fulfill the requirements stated herein. Submit job descriptions with minimum qualifications for the positions of Contract/Project Manager and Assistant Supervisors that will be assigned to fulfill the requirements herein. Vendor is asked to consider hiring existing cleaning personnel, currently meeting the expectations of WFBMC/WFU at their current salary level.

Meets Specification? YES NO

Explain:

9. All **equipment** used in the delivery of services described herein should be in good working mechanical operations and must be appropriate for the function.

Meets Specification? YES NO

Explain:

10. Vendor is to continuously ensure that all individuals providing services to WFBMC may legally work in the United States – either U.S. citizens, or foreign citizens who have the necessary authorization. All assigned staff shall speak and understand the English language. All cleaning personnel **must** be bonded.

Meets Specification? YES NO

Explain:

11. Vendor is to be solely responsible for all necessary training and education of staff. Describe your training and safety program in detail (including HIPAA, equipment safety, blood born pathogen, etc)

Meets Specification? YES NO

Explain:

12. Vendor is to meet the specific **staffing and schedule requirements** of each site listed in APPENDIX A. Additionally, no work will be performed at any time without proper supervision. Since the requirements stated herein are considered a reasonable minimum, performance will be judged for the appearance of the building and the quality of workmanship. Vendor is to provide a weekly personnel report to ensure adequate staffing is provided per the submitted staffing plan. A fully loaded credit method of reimbursement will be expected when vendor fails to verify adequate staffing is provided.

Meets Specification? YES NO

Explain:

- 13.** Vendor shall comply with the requirements of the WFBMC Non-Employee Access Policy, included in **APPENDIX E**, to onboard **all** staff that are involved in providing services under the scope described herein. **No individual shall be permitted to provide services to WFBMC without first meeting the requirements of the Non-Employee Access Policy.** Requirements should be carefully reviewed in APPENDIX E. Additionally, for all vendor employees that will be servicing either the PTCRC building or Primate Center locations listed in APPENDIX A, TB tests are required every six months. All costs associated with meeting the requirements are the sole obligation of the awarded Vendor.

Meets Specification? YES NO

Explain:

- 14.** Vendor shall comply with all vendor employee work rules and requirements as described in **APPENDIX F**.

Meets Specification? YES NO

Explain:

- 15.** Vendor shall comply with OSHA 19101200 hazardous communications standard for their cleaning materials Vendor will provide and maintain all **MSDS** documentation for products used at each site.

Meets Specification? YES NO

Explain:

- 16.** Vendor shall immediately notify WFBMC/WFU Privacy Office of any actual, believed, or perceived breach of security, confidentiality, or PHI, whether intentional or unintentional. Vendor will make all necessary and reasonable efforts to work with WFBMC/WFU during this process. In the event of a breach that is the fault of the Vendor and that results in the release of confidential information (including PHI), Vendor will provide financial reimbursement to WFBMC/WFU for all direct costs incurred for remedying such incident.

Meets Specification? YES NO

Explain:

- 17.** To the fullest extent permitted by law, Vendor shall indemnify, defend and hold harmless WFBMC/WFU and its officers, agents, employees and students from and against any and all loss, damages, obligations, liabilities and expenses (including reasonable attorneys' fees) that arise directly or indirectly from:
- a) Any act(s) of negligence or willful misconduct by Vendor or any of its agents, employees or subcontractors (or any allegations of any of the

foregoing), including but not limited to any liability caused by an accident or other occurrence resulting in bodily injury, death, sickness or disease to any person(s) or damage or destruction to any property, real or personal; or

- b) Any claims seeking payment for labor or materials provided by the Vendor in the performance of services.

Meets Specification? YES NO

Explain:

- 18.** Standard payment terms for WFBMC/WFU are net 45 days. Payment to WFU is via virtual credit card. Payment terms may be modified based on early payment discounts. Indicate any early payment discounts offered. Any requests for modification of these standard payment terms must be included in your response.

Meets Specification? YES NO

Explain:

- 19. For UCC/BB&T University Center Only.** Any cleaning or other service provided to building tenants outside the scope of this document should be billed directly to the tenant and all arrangements made with the tenant directly. WFBMC/WFU should be provided documentation of work performed for tenants in a timely manner. The pay rates for other services charged to tenants must be the same as WFBMC/WFU contract pricing.

Meets Specification? YES NO

Explain:

- 20.** WFBMC/WFU may provide building door keys and/or access badges to vendor as is necessary for vendor to provide cleaning services. Vendor will be fully responsible for all keys issued. Vendor must wear photo identification at all times while on WFBMC/WFU property. Loss or misuse of building keys or access badges is cause for termination of contract.

Meets Specification? YES NO

Explain:

- 21.** Vendor personnel shall wear a standard uniform provided by vendor. Appropriate shoes are also required. Style and color must be approved by WFBMC/WFU. All uniforms are to be kept clean and neat in appearance at all times. WFBMC/WFU is not responsible for cleaning of uniforms.

Meets Specification? YES NO

Explain:

22. Parking rules and regulations are governed by WFBMC/WFU. Vendor employees are responsible for following all applicable rules and regulations. Parking fines shall be the responsibility of the owner of the vehicle.

Meets Specification? YES NO

Explain:

R. ADDITIONAL VENDOR OFFERINGS

Please provide any additional offerings that would increase the value of our relationship through improved services or reduced costs to WFBMC (include fee-for-service and no additional charge offerings).

ATTACHMENT A
RESPONDENT SIGNATURE FORM

The form below must be signed by a duly authorized officer of respondent and must accompany your proposal. Signature below provides your guarantee that all statements made in your proposal are accurate and being offered without obligation or other pre-condition to Wake Forest Baptist Medical Center.

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Company Name: _____

Mailing Address: _____

Telephone: (_____) ____ - _____ Email: _____@_____

Licensed to do business in the State of North Carolina? YES NO

Is your business listed on the Office of Inspector General's (OIG) List of Excluded Individuals /

Entities? YES NO

ATTACHMENT B
LIST OF REFERENCES

List three (3) references to which you have supplied products/services within the last three (3) years. At least one of the references should be an Academic University or Medical Center site.

Organization Name: _____

Address: _____

Contact Person: _____

Contact Telephone: _(_____)____ - _____ Contact Email: _____@_____

Time period services provided:
Description of services provided:

Organization Name: _____

Address: _____

Contact Person: _____

Contact Telephone: _(_____)____ - _____ Contact Email: _____@_____

Time period services provided:
Description of services provided:

Organization Name: _____

Address: _____

Contact Person: _____

Contact Telephone: _(_____)____ - _____ Contact Email: _____@_____

Time period services provided:
Description of services provided:

**APPENDIX A
SITE LIST**

*** See separately provided file ***

APPENDIX B CLEANING SPECIFICATIONS

The below listed cleaning and service specifications apply for sites indicated in Appendix A as Clinical, Research, Office, Parking, or WFU Properites.

REQUIREMENTS FOR OFFICE AREAS (INCLUDING ASSOCIATED GENERAL AREAS, RESTROOM AREAS)

Vendor shall provide the following level of Environmental Service for **Office Areas** during the time period specified:

A. Daily Specifications

- 1) Empty wastebaskets, replace and tie liners in all areas.
- 2) Transport trash to proper location for disposal. Note: Any boxes or trash outside of cans must be marked "TRASH".
- 3) Damp wipe telephones and keyboards with disinfectant.
- 4) Clean/sanitize drinking fountains.
- 5) Spot clean desktops and conference room tables. Note: Do not remove paperwork or any confidential material.
- 6) Clean countertops.
- 7) Clean door glass on both sides.
- 8) Spot clean interior glass in all partitions and doors.
- 9) Vacuum all carpeted area.
- 10) Remove all spots from carpet
- 11) Remove fingerprints from doors, frames, light switches, kick and push plates, handles, and railings.
- 12) Dust all furniture: wipe waiting room chairs with damp cloth using disinfectant.
- 13) Straighten all periodicals in waiting areas.
- 14) Dust all exposed filing cabinets, bookcases, and shelves.
- 15) Sweep and mop all hard surface floors.
- 16) Clean all lobby entrance glass.
- 17) Sweep all entrances and exit ways.
- 18) Change all lights that are burned out.
- 19) Clean interior and exterior of elevator walls.

B. Weekly Specifications

- 1) General
 - a) Low dust all horizontal surfaces, including shelves, molding, and ledges.
 - b) Damp clean wastebaskets and sanitize.
 - c) Spray buff all tile areas.
 - d) Spot clean wall to hand height
 - e) Clean exterior stairwells.
- 2) Furniture
 - a) Fabric – vacuum
 - b) Plastic and leather – damp wipe.

C. Monthly Specifications**1) General**

- a) High dust above hand height all horizontal surfaces including shelves, molding, and ledges.
 - b) Clean entire desk using furniture polish. Note: Only when desk has been completely cleared off.
 - c) Wash all wastebaskets and sanitize.
 - d) Clean all interior partition glass and door glass.
 - e) Clean all air vents.
- 2) Perform carpet extraction in lobbies. *Spin Bonnet carpet between extractions as needed.

D. Quarterly Specifications

- 1) Floors (Hard Surfaces) – Strip, clean, refinish, and machine polish.
- 2) Extract all carpeted exam rooms.
- 3) Spin Bonnet carpet between extractions as needed.

REQUIREMENTS FOR CLINICAL AREAS (INCLUDING ASSOCIATED GENERAL AREAS, RESTROOM AREAS)

Vendor shall provide the following level of Environmental Service for **Clinical Areas/General Areas/Restroom Areas** during the time period specified:

A. Clinical Daily Specifications

- 1) Empty Wastebaskets, clean obvious spillage using cleaner disinfectant, replace and tie white biohazard liners.
- 2) Transport trash to proper location for disposal.
- 3) Damp wipe telephones and keyboards with disinfectant.
- 4) Clean countertops using cleaner disinfectant.
- 5) Spot clean interior glass in all partitions and doors.
- 6) Remove fingerprints from doors, frames, light switches, kick and push plates, handles, and railings.
- 7) Dust mop all hard surface floors.
- 8) Vacuum all carpet floors.
- 9) Remove all spots from carpet.
- 10) Mop, using cleaner disinfectant, all hard surface floors.
 - a) All Betadine, blood, urine, and any other foreign matter must be completely removed.
 - b) This requires moving chairs, equipment and tables where necessary.
- 11) Clean all sinks, hoppers, mirrors, and paper towel cabinets.
- 12) Horizontal surfaces (including exam/procedure beds/tables) must be cleaned of all spillage using cleaner disinfectant. Note: Disinfectant must be hospital-approved prior to use.
- 13) Dust all horizontal and vertical surfaces below hand height including shelves, molding and ledges.
- 14) Damp wipe step-on stools to exam tables.

- 15) Wipe bottom of all exam chairs.
- 16) Wipe overhead lights.
- 17) Stock all dispensers in exam rooms.

B. Clinical Weekly Specifications

- 1) Spray buff all tile areas.
- 2) Clean exam/procedure beds/tables (including cabinets and/or frame) using Cleaner disinfectant.
- 3) Dust all windowsills.

C. Clinical Monthly Specifications

- 1) Clean interior glass of exterior walls.
- 2) Dust and clean Venetian blinds.
- 3) Wash wastebaskets using cleaner disinfectant.
- 4) High dust above hand height all horizontal surfaces including shelves, molding, and ledges.
- 5) Clean all interior partition glass and door glass.
- 6) Clean all air vents.
- 7) Cleaning of Cubicle curtains.

D. Clinical Quarterly Specifications

- 1) Hard surface floors: strip, clean, refinish, and machine polish moving all equipment and furniture.
- 2) Extract all carpeted exam rooms.
- 3) Spin Bonnet carpet between extractions as needed.

E. General Daily Specifications

- 1) Empty wastebaskets, replace and ite liners in all areas.
- 2) Transport trash to proper location for disposal. Note: Any boxes or trash outside of cans must be marked "Trash".
- 3) Damp wiped telephones and keyboards with disinfectant.
- 4) Clean/sanitize drinking fountains.
- 5) Spot clean desktops and conference room tables. Note: do not remove paperwork or any confidential material.
- 6) Clean countertops.
 - a) Clean break room tables, wipe break room chairs, clean sinks and fill soap and paper towel dispensers.
- 7) Clean door glass on both sides.
- 8) Spot clean interior glass in all partitions and doors.
- 9) Vacuum all carpeted areas.
- 10) Remove all spots from carpet.
- 11) Remove fingerprints from doors, frames, light switches, kick and push plates, handles, and railings.
- 12) Dust mop interior stairwells and mop spillage.
- 13) Dust all furniture: wipe waiting room chairs with damp cloth using disinfectant.
- 14) Straighten all periodicals in waiting areas.
- 15) Dust all exposed filing cabinets, bookcases, and shelves.

- 16) Sweep and mop all hard surface floors.
- 17) Clean all lobby entrance glass.
- 18) Sweep all entrances and exit ways.
- 19) Change all lights that are burned out.
- 20) Clean interior and exterior of elevator walls.

F. General Weekly Specifications

- 1) General
 - a) Low dust all horizontal surfaces, including shelves, molding, and ledges.
 - b) Damp clean wastebaskets and sanitize
 - c) Spray buff all tile areas.
 - d) Spot clean wall to hand height.
- 2) Furniture
 - a) Fabric – vacuum
 - b) Plastic and leather - damp wipe

G. General Monthly Specifications

- 1) General
 - a) High dust above hand height all horizontal surfaces including shelves, molding, and ledges.
 - b) Wash all wastebaskets and sanitize.
 - c) Clean all interior partition glass and door glass.
 - d) Clean all air vents.

H. General Quarterly Specifications

- 1) Floors (Hard Surfaces) – Strip, clean, refinish, and machine polish.
- 2) Extract all carpeted exam rooms.
- 3) Spin Bonnet carpet between extractions as needed.

I. Restroom Daily Specifications

- 1) Clean, sanitize and polish all fixtures
- 2) Clean and sanitize all flush rings, drains, and overflow outlets.
- 3) Clean and polish all chromes fittings.
- 4) Clean and polish all glass and mirrors.
- 5) Clean and sanitize all toilet seats.
- 6) Empty all containers, sanitize and replace plastic liners.
- 7) Clean metal partitions.
- 8) Remove spots, stains and splashes from wall area adjacent to hand basins.
- 9) Remove fingerprints from doors, door frames, light switches, kick and push plates, handles etc.
- 10) Refill all dispensers to normal limits – soap, tissue, towels liners.
- 11) Sweep and mop all restroom floors with disinfectant.

J. Restroom Monthly Specifications

- 1) Wash and sanitize metal partitions
- 2) Machine scrub all ceramic tile.
- 3) Put water in restroom drains.

REQUIREMENTS FOR RESEARCH AREAS (INCLUDING ASSOCIATED GENERAL AREAS, RESTROOM AREAS)

Vendor shall provide the following level of Environmental Service for **Research Areas/General Areas/Restroom Areas** during the time period specified:

A. Research Daily Specifications

- 1) Empty wastebaskets, clean obvious spillage using cleaner disinfectant, replace with appropriate liner.
- 2) Transport trash to proper location disposal.
- 3) Damp wipe telephones and keyboard with disinfectant.
- 4) Clean countertops using cleaner disinfectant where accessible.
- 5) Remove fingerprints from doors, frames, light switches, kick and push plates, handles and railings.
- 6) Dust mop all hard surface floors.
- 7) Mop, using cleaner disinfectant, all hard surface floors.
- 8) Mop, using cleaner disinfectant, all hard surface floors.
 - a) All Betadine, blood, urine, and any other foreign matter must be completely removed.
 - b) This requires moving chairs, equipment and tables where necessary.
- 9) Clean all sinks, hoppers, mirrors, and paper towel cabinets if free of all materials.
- 10) Dust all horizontal and vertical surfaces below hand height including shelves, molding and ledges.

B. Research Weekly Specifications

- 1) Spray buff all tile areas.

C. Research Monthly Specifications

- 1) Clean interior glass of exterior walls.
- 2) Dust and clean venetian blinds.
- 3) Wash wastebaskets using cleaner disinfectant.
- 4) High dust above hand height all horizontal surfaces including shelves, molding and ledges.
- 5) Clean all interior partition glass and door glass.

D. Research Quarterly Specifications

- 1) Hard surface floors – strip, clean, refinish, and machine polish moving all equipment and furniture.

E. General Daily Specifications

- 1) Empty wastebaskets, replace liners.
- 2) Transport trash to proper location for disposal. Note: Any boxes or trash outside of cans must be marked "TRASH".
- 3) Damp wipe telephones and keyboards with disinfectant.
- 4) Clean/sanitize drinking fountains.
- 5) Spot clean desktops and conference room tables. Note: Do not remove paperwork or any confidential material.
- 6) Clean countertops.
 - a) Clean break room tables, wipe break room chairs, clean sinks and fill soap and paper towel dispensers.

- 7) Clean door glass on both sides.
- 8) Spot clean interior glass in all partitions and doors.
- 9) Vacuum all carpeted areas.
- 10) Remove all spots from carpet.
- 11) Remove fingerprints from doors, frames, light switches, kick and push plates, handles and railings.
- 12) Dust mop stairwells mop obvious spillage.
- 13) Dust all furniture.
- 14) Dust mop and wet mop all of lobby areas.
- 15) Sweep clean entrances and exits ways.

F. General Weekly Specifications

- 1) General
 - a) Low dust all horizontal surfaces, including shelves, molding, and ledges.
 - b) Damp clean wastebaskets and sanitize.
 - c) Spot clean walls to hand height.
 - d) Spray buff all tile areas.
 - e) Clean exterior stairwells.
- 2) Furniture
 - a) Fabric – vacuum
 - b) Plastic and leather – damp wipe.

G. General Monthly Specifications

- 1) General
 - a) High dust above hand height all horizontal surfaces including shelves, moldings, and ledges.
 - b) Wash all wastebaskets and sanitize.
 - c) Clean all interior partition glass and door glass.
 - d) Clean all air vents.

H. Research Quarterly Specifications

- 1) Floors (Hard Surfaces) – strip, clean, refinish, and machine polish.
- 2) Perform carpet extraction in lobbies, hallways, conference rooms, and break rooms.
*Spin Bonnet carpet between extractions as needed.

I. Restroom Daily Specifications

- 1) Clean, sanitize and polish all fixtures.
- 2) Clean and sanitize all flush rings, drains, and overflow outlets.
- 3) Clean and polish all chrome fittings.
- 4) Clean and polish all glass and mirrors.
- 5) Clean and sanitize all toilet seats.
- 6) Empty all containers, sanitize and replace and tie liners.
- 7) Clean metal partitions.
- 8) Remove spots, stains, and splashes from wall area adjacent to hand basins.
- 9) Remove fingerprints from doors, door frames, light switches, kick and push plates, handles, etc.
- 10) Refill all dispensers to normal limits – soap, tissue, towels, liners, etc.

- 11) Dust and spot clean all furniture including tables.

REQUIREMENTS FOR PARKING DECKS

Vendor shall provide the following level of Environmental Service for **Parking Decks** during the time period specified:

Daily Specifications

- 1) Trash emptied.
- 2) Deck swept and blown clean.
- 3) Stairwells swept.
- 4) Elevators cleaned, swept and mopped.
- 5) Clean doorknobs and push buttons.

Monthly Specifications

- 1) Elevators scrubbed.
- 2) Carpets extracted.
- 3) Stairwell handrails cleaned.

REQUIREMENTS FOR WFU PROPERTIES (UCC & BB&T UNIVERSITY CENTER)

Vendor shall provide the following level of Environmental Service for **Wake Forest University Real Estate Properties (UCC and BB&T University Center)** during the time period specified:

SERVICES to be performed **DAILY** (Monday through Friday, and weekends as necessary)

- a. Trash receptacles emptied. Trash receptacle liners replaced as necessary.
- b. Uncluttered desks, tables, and other horizontal surfaces within offices dusted with a chemically treated cloth.
- c. Restroom fixtures cleaned thoroughly and sanitized. Restroom materials replenished as necessary.
- d. Restroom floors will be dust-mopped and damp-mopped with sanitized product.
- e. Water fountains cleaned and sanitized.
- f. Hard-surface floors cleaned with chemically treated dust mop. Liquid spills cleaned in a timely manner.
- g. Lobby and landing hard-surface floors damp-mopped and spray-buffed.
- h. Carpets vacuumed (including carpet walk-off mats).
- i. Carpets spot-cleaned.
- j. Entrance glass doors cleaned.
- k. Outside entrance ashtrays cleared of cigarette butts periodically throughout the day.
- l. Elevator floors vacuumed and doors cleaned.
- m. Stairwells monitored for dust and trash. Liquid spills cleaned in a timely manner.
- n. Trash removed to designated waste disposal areas.
- o. University Corporate Center Auditorium cleaning as necessary.
- p. Hard-surface hallways will be damp-mopped and spray-buffed.
- q. Data Center (2) cleaning as directed by CLIENT.
- r. Hard-surface hallways will be damp-mopped and spray-buffed.

-
- s. Exterior entrances cleared of debris. The definition of EXTERIOR is from building door to a distance of 50 feet from building. This includes trashcans and ashtray receptacles.

SERVICES to be performed **WEEKLY**

- a. Horizontal ledges and frames dusted within concourse areas, cafeteria areas, stairwells, and lobbies.
- b. Clean hard surface and carpet corner areas.
- c. Pipes connecting restroom fixtures cleaned.
- d. Restroom partitions and walls cleaned.
- e. Brush-scrub restroom floors as necessary.
- f. Dust-mop and damp-mop stairwells.
- g. Elevator walls cleaned and polished.
- h. Hard-surface floors in lobbies, corridors, and heavy traffic areas topcoat floor finish as necessary.
- i. Interior glass doors cleaned.
- j. Spot-clean interior walls and frames of doors as necessary.

SERVICES to be performed **MONTHLY**

- a. Baseboards vacuumed.
- b. Clean blinds.
- c. Exposed air-conditioning vent covers vacuumed.
- d. Partition glass cleaned.
- e. Clean trash receptacles as necessary.
- f. Clean upholstered furniture as necessary.

SERVICES to be performed **QUARTERLY**

- a. Deep clean garage at University Corporate Center.

SERVICES to be performed **SEMI-ANNUALLY**

- a. Hard-surface floors refinished as necessary.
- b. Steam clean common area carpets.

SERVICES to be performed **YEARLY** (weekend work only)

- a. Maintain granite floors at the University Corporate Center in lobby A, lobby B, lobby C and main lobby.

APPENDIX C CLEANING SUPPLY AND CHEMICAL SPECIFICATIONS

For all sites except UCC and BB&T University Center:

Manufacturer	Mfg Item #	Description
Kimberly Clark	01804	KIM 01804 1-PLY SCOTT M-FOLD TOWEL WHITE 9-1/3x9-2/5 250/PK 16pk/CS (60cs/SK)
Genpak	GEN 238	LAG GEN238 2-PLY TOILET WHITE 4-1/2x3-1/2 500/R (25cs/SK)
Kimberly Clark	05701	KIM 05701 1-PLY Q-FOLD WIPER WHITE 12-1/2x14-2/5 WYPALL MED DUTY 56/BX 18bx/CS L40
Kimberly Clark	06411	KIM 06411 KIMTECH PREP WIPER WHITE CENTER PULL 12"x12-1/2" (FOR WETTASK REFILLABLE WIPING SYSTEM) W/FREE BUCKET 90/RL 6rl/CS (108cs/SK)
Kimberly Clark	09551	KIM 09551 JRT COMBO BATH TISSUE DISPENSER INSIGHT SMOKE GRAY (HOLDS 2-JRT JR ROLLS)OR(1-JRT AND STUB ROLL) (50/SK) cored
Kimberly Clark	21340	KIM 21340 2-PLY FACIAL TISSUE WHITE 7-9/10x8-1/2 SCOTT SURPASS 100/BX 30/CS
Kimberly Clark	67805	KIM 67805 2-PLY JRT JR JUMBO TOILET TISSUE WHITE 3.55"x1000' SCOTT 100% RECYCLED FIBER 12rl/CS (54cs/SK)
Kimberly Clark	77320	KIM 77320 KIMTECH PREP WIPERS (FOR SMALL WETTASK SYSTEM) 12/CS (110cs/SK)
Spartan Chemical	0065-05	SPR 0065-05 STEP DOWN LOW ODOR FINISH LIQUIDATOR STRIPPER 5gl
Spartan Chemical	0067-05	SPR 0067-05 ENDURASTRIP FLOOR STRIPPER LAMINATE LIGHTS 5gl
Spartan Chemical	0087-04	SPR 0087-04 INDUSTRIAL PATHMAKER FLOOR CLEANER FOR (USE IN AUTOMATIC SCRUBBERS) 1gl 4gl/CS
Spartan Chemical	2240-4	SPR 2240-4 ORANGE TOUGH 40 DEGREASER MULTI-PURPOSE W/D-LIMONENE 1gl 4gl/CS
Spartan Chemical	2980-04	SPR 2980-04 CONTEMPO STAT CARPET SANITIZER DEODORIZER & CLEANER 1gl 4gl/CS
Spartan Chemical	3137-03	SPR 3137-03 CONTEMPO H2O2 RTU SPOTTING SOLUTION 1qt 12qt/CS
Spartan Chemical	3171-03	SPR 3171-03 GRAFFITI REMOVER 1qt 12qt/CS
Spartan Chemical	3516-02	SPR 3516-02 GREEN SOLUTIONS HI-DILUDISF 2ltr 4/CS
Spartan Chemical	4046-05	SPR 4046-05 THE FIXX FLOOR FINISH 25% HIGH SOLIDS 5gl (36pl/SK)
Spartan Chemical	4047-05	SPR 4047-05 FLOORFRONT FLOOR FINISH HIGH GLOSS LOW MAINTENANCE ZINC-FREE GREEN SEAL CERTIFIED 5gl
Spartan Chemical	4330-4	SPR 4330-4 BOUNCE BACK FLOOR FINISH RESTORER 1gl 4gl/CS
Spartan Chemical	4740-2	SPR 4740-2 CLEAN ON THE GO #4 MULTI SURFACE CLEANER 2ltr 4/CS
Spartan Chemical	4820-2	SPR 4820-2 CLEAN BY PEROXY #15 CLEAN ON THE GO 2ltr 4/CS

Spartan Chemical	4830-2	SPR 4830-2 CLEAN ON THE GO #17 TRIBASE MULTI PURPOSE CLEANER 17 2ltr 4/CS
Spartan Chemical	4835-02	SPR 4835-02 BIO-RENWABLES GLASS CLEANER #18 CLEAN ON THE GO 2ltr 4/CS
Spartan Chemical	6097-00	SPR 6097-00 SHINELINE BASEBOARD & WAX STRIPPER AEROSOL NET WT 12/CS
Spartan Chemical	6120-00	SPR 6120-00 CITRO SHIELD FURNITURE POLISH AEROSOL 18oz NET WT 12/CS
Spartan Chemical	6445 CH	SPR 6445 CHEWING GUM REMOVER FAST FREEZING ACTION NO RESIDUE 12oz 12/CS
Spartan Chemical	7118-03	SPR 7118-03 SPARCLING RESTROOM DISINFECTANT CLEANER W/BOWL MOP & GLOVES 1qt 12qt/CS
Spartan Chemical	7320-03	SPR 7320-03 SPARCREME LIQUID CREME CLEANSER LIME W/ GRIT 1qt 12qt/CS
Spartan Chemical	906600	SPR 906600 VERSAFILL II DISPENSER E-GAP CLEAN-ON-THE-GO (USE WITH 9167)
Berry Plastics	LBR4046HC	TYC LBR4046HC CAN LINER CLEAR 40x46 .70mil 250/CS
Berry Plastics	LSR2432XB	TYC LSR2432XB CAN LINER BLACK 24x32 0.45mil 50/RL 10rl/CS (112cs/SK)
Berry Plastics	LSR3339HB	TYC LSR3339HB CAN LINER BLACK 33x39 .6mil 25/RL 10rl/CS (80cs/SK)
Berry Plastics	LSR4046XB	TYC LSR4046XB CAN LINER BLACK 40x46 .74mil XHVV 25/RL 4rl/CS (80cs/SK)
Berry Plastics	PGR4347X3B	TYC PGR4347X3B CAN LINER BLACK 43x47 1.5mil 10/RL 10rl/CS (64cs/SK)
Medline	MSC098103	Soap Bar Lotion Bag
Xttrium	MDS098720	Scrub Surgical Prep 2% CHG (32oz)
GOJO	2156-08	Sanitizer (Purell) Hand 1L 62% Ethanol
Medline	MSC098500	Lotion Skin Aloe Vera w/oatmeal Vita E
GOJO	MSC098600	Sanitizer Hand 800ml Instant Refill
Lagasse Inc	CLO68978	Dispatch 1 Gallon (cleaner disinfectant)

APPENDIX D
CLEANING SUPPLY AND CHEMICAL SPECIFICATIONS (PART 2)

For UCC and BB&T University Center, Vendor is to submit pricing for providing the following products:

UNIVERSITY CORPORATE CENTER

Description	BID PRICE
GAP 2530 ROLL TOWEL (EMBOSSSED) BLEACHED 8-1/4"x425' ULTIMA 567sh/RL 12rl/CS (25cs/SK)	
GAP 2520 2-PLY TOILET TISSUE WHITE 4x4-1/4 EMBOSSSED CORMATIC/ ULTIMA 1000/RL 36rl/CS (48cs/SK) (FORMERLY 2520EMB)	
KIM 01804 1-PLY SCOTT M-FOLD TOWEL WHITE 9-1/3x9-2/5 250/PK 16pk/CS (60cs/SK)	
LAG GEN238 2-PLY TOILET TISSUE WHITE 4-1/2x3-1/2 500/RL 96rl/CS (25cs/SK)	
BAY 54900 UNIVERSAL TOILET TISSUE 4-3/8"x3-3/4" ECOSOFT GREEN SEAL 500sh/RL 96rl/CS (25cs/SK) 2-PLY	
TEC 4013111 LOTION SOAP LIQUID W/MOISTURIZER ONE SHOT REFILL 800ml 4/CS (120cs/SK) (401310 402073) (FORMERLY 401311)	
KIM 91565 LUXURY FOAM FRAGRANCE & DYE FREE SKIN CLEANSER 1000ml 6/CS	
TYC HR243308N CAN LINER NATURAL 24x33 8mic (12-16gl) 1000/CS 20RLS/50	
TYC HR334011N CAN LINER NATURAL 33x40 11mic(33gl)500/CS 20RLS/25<>	
TYC LSR3858X3C CAN LINER CLEAR 38x58 1.3mil 20/RL 5rl/CS (80cs/SK)	
GOJ 5361-02 TFX PREMIUM FOAM HANDWASH W/ SKIN CONDITIONER LAVENDER 1200ml 2/CS (225cs/SK)	

BB&T UNIVERSITY CENTER

Description	BID PRICE
KIM 01804 1-PLY SCOTT M-FOLD TOWEL WHITE 9-1/3x9-2/5 250/PK 16pk/CS (60cs/SK)	
BAY 54900 UNIVERSAL TOILET TISSUE 4-3/8"x3-3/4" ECOSOFT GREEN SEAL 500sh/RL 96rl/CS (25cs/SK) 2-PLY	
GAP S8956 ULTIMA ANTIMICROBIAL LOTION SOAP 1ltr 10/CS	
KIM 91565 LUXURY FOAM FRAGRANCE & DYE FREE SKIN CLEANSER 1000ml 6/CS	
TYC CHR334011B CAN LINER BLACK 33x40 11mic 50/RL 10rl/CS (80cs/SK)	
TYC PGR3858XB CAN LINER BLACK 38x58 1.0mil 100/CS	
HSP DS-5000 DISCRETE HALF FOLD TOILET SEAT COVER 250/PK 20pk/CS (50cs/SK)	

APPENDIX E

WFBMC NON-EMPLOYEE POLICY

POLICY

It is the policy of Wake Forest Baptist Medical Center that all non -employees who are granted badge access to Medical Center facilities and/or user access to Medical Center technology systems must comply with prescreening and orientation procedures. In addition, individuals who participate in job shadowing or observation experiences must fulfill the documentation requirements described in this policy.

SCOPE

Applies to non-employees with badge access to Medical Center facilities or user access to technology systems and to individuals participating in job shadowing or observation experiences.

DEFINITIONS

Non-Employee

Any individual who is not a regular employee of the Medical Center but who is granted badge access to Medical Center facilities and/or user access to Medical Center technology systems to perform work or engage in educational activities. Non-employees include but are not limited to:

- Contractors and Agency Staff:**
 - o Temporary staff assigned to the Medical Center through outside staffing agencies
 - o Independent contractors
 - o Employees of vendors or contractors performing services at or for the Medical Center
- **Students:**
 - o Unpaid student interns receiving credit through an accredited academic program
 - o Clinical students enrolled in programs at educational institutions having affiliation agreements with the Medical Center
 - o Non-affiliated interns: Students enrolled in an academic program but not receiving credit for their career exploration experience at the Medical Center
 - Program is time-limited. An experience extending beyond six months requires the approval of Workforce Planning and Development.
 - o Visiting students
 - Exception: This policy does not apply to Wake Forest University School of Medicine students or physician assistant (PA) students.

- **Visiting Professionals and Outside Instructors:**

- o Faculty instructors of educational institutions having affiliation agreements with the Medical Center
- o Visiting professionals including but not limited to emeritus faculty members, researchers, faculty members from other universities or medical centers
- o Clinicians, educators, and residents who observe patient care or research activities

- Volunteers:**

- o Individuals who donate their time and energy to the Medical Center without receiving financial or material gain. To qualify as a volunteer, the individual must:
 - Work toward public service, religious or humanitarian objectives
 - Not expect or receive compensation for services
 - Not displace any employees

- o **Job Shadowing Participants:**

- o Individuals participating in a job shadowing or other observational experience

Host Department

The Medical Center department to which the non-employee reports

Sponsor

The Medical Center staff/faculty member who is responsible for and initiates the request for non-employee facility or technology system access

GUIDELINES

GENERAL GUIDELINES

The following guidelines apply to all non-employees as defined above.

- All non-employee assignments are time-limited. The term of each assignment must be documented at the beginning of each assignment, and all badge and technology system access will be scheduled to expire automatically at the end of the term. The term of a non-employee assignment is limited to one year. Extension of the one-year term requires written request from the sponsor and approval from Human Resources Workforce Planning and Development.
- Non-employees are required to conduct themselves professionally, ethically, responsibly, and in accordance with the Code of Conduct and all applicable Medical Center policies. Non-employees who do not comply with these requirements may lose badge access to Medical Center facilities and/or access to technology systems.

- Non-employees are required to wear a photo ID badge issued by the Medical Center Badging Office while performing work or engaged in educational activities on the Medical Center premises.
- The sponsor must follow the Sponsor Guidelines

Access to Facilities and Technology Systems

- Non-employees must complete the following before receiving Medical Center ID badges or technology system user accounts:
 - o Prescreening and orientation requirements prescribed in this policy
 - o All contractually required obligations
- Access to the Medical Center is a privilege granted to non-employees by the Medical Center. The Medical Center may, at its discretion, terminate any access that has been granted to a non-employee at any time and without prior notice.

Prescreening and Orientation Requirements

The Non-Employee Access Requirements table identifies prescreening and orientation requirements for each non-employee category. Non-employees, their employers, agencies, or institutions are responsible for complying with each applicable requirement.

- Satisfactory documentation indicating compliance with each applicable requirement is required.
- Non-employees (or their employer, agency or institution) will incur expenses for compliance with prescreening requirements.

STUDENTS

Job Shadowing/Observation

Job Shadowing/Observation is an unpaid experience that allows a student/non-employee to spend a short amount of time observing a Medical Center professional on the job. Job shadowing opportunities must follow the Job Shadowing/Observation Guidelines.

Interns

An intern is an unpaid student who qualifies as a Trainee/Learner. The U.S. Department of Labor has established the six-part test below for determining whether a position qualifies as a Trainee/Learner position and may be unpaid:

- 1) The training is similar to what would be given in a vocational school or academic educational institution.
- 2) The training is for the benefit of the trainee or student.
- 3) The trainee or student does not displace regular employees, but works under close observation.

- 4) The Medical Center derives no immediate advantage from the activities of the trainee or student, and on occasion the Medical Center's operations may be impeded.
- 5) The trainee or student is not necessarily entitled to a job at the conclusion of the training period.
- 6) The trainee or student understands that he/she is not entitled to wages for the time spent in training.

An individual who performs work that does not satisfy each part of the Trainee/Learner test is considered an employee rather than an intern and must be paid at least minimum wage. Additional guidelines may be helpful in determining whether an individual meets the qualifications for an internship.

Internship opportunities must follow the Internship Guidelines.

CONTRACT AND AGENCY STAFF

Contract and agency staff onboarding procedures must follow the guidelines below:

Third-Party Contractors

- Where non-employees are employees of a third party with which the Medical Center has contracted for services, the contract between the Medical Center and the third party must require the third party to follow hiring practices consistent with the prescreening requirements of this policy.
 - o For non-employees not engaged in patient care, employee-specific evidence and documentation of compliance with the applicable requirements for each non-employee is not necessary, and contractual assurances will satisfy the requirements.
 - o For non-employees engaged in patient care, documentation of each prescreening requirement must be provided by the non-employee or his/her employer prior to the issuance of a badge.
 - o Documentation will be retained in a confidential manner in Medical Center Temporary Services for the longer of:
 - The duration of the non-employee assignment
 - The period required by the governing agreement
 - The period required by government regulation

Independent Contractors

- Under IRS regulations, organizations must correctly determine whether an individual providing services is an employee or independent contractor. In order for an individual to be classified as an independent contractor, he/she must meet the following criteria:
 - o The Medical Center controls only the result of the work and does not control what the worker does or how the worker does his/her job.

- o The business aspects of the worker's job (e.g., how he/she is paid, whether expenses are reimbursed, who provides tools/supplies) are not controlled by the Medical Center.
 - o The worker does not receive benefits such as insurance or paid time off.
- The sponsor must complete an Independent Contractor Checklist and submit the completed checklist to Human Resources Staffing Services. Staffing Services will evaluate the information provided to determine if the proposed relationship represents a valid independent contractor relationship. If it does not, Staffing Services will discuss alternative ways to meet the host department's temporary staffing needs.
- If Staffing Services verifies the relationship as a valid independent contractor relationship, the host department must enter into a written agreement with the independent contractor, and the agreement must be approved by the Medical Center Legal Department.

VOLUNTEERS

Volunteer assignments must follow the guidelines established by Volunteer Services.

VISITING PROFESSIONALS AND OUTSIDE INSTRUCTORS

- Faculty instructors of educational institutions having affiliation agreements with the Medical Center will follow the onboarding requirements identified in the Non-Employee Access Requirements table.
- Visiting professionals as defined above and individuals who observe patient care or research activities should contact the appropriate office for onboarding requirements:
 - o Volunteer Faculty: Office of Physician and Faculty Recruitment
 - o Other Visitors: Office of Global Health

QUESTIONS

Questions about this policy may be directed to Human Resources Workforce Planning and Development.

Non-Employee Access Requirements

Requirement	Contract and Agency Staff	Students	Visitors and Outside Instructors	Volunteers
Immunization Records	Y	Y	Y	Y
TB Testing	Y	Y	Y	Y
Influenza Immunization	Y	Y	Y	Y
Criminal Background Check	Y	Y	Y	Y
Drug Screen (10-panel)	Y	Y	Y	N
Non-Employee or Volunteer Orientation	Y	Y	Y	Y
Confidentiality Agreement	Y	Y	Y	Y
Applicable Education/Licensure/Certification Requirements	Y	Y	Y	Y
Minor Consent Form (if under 18 years of age)	Y	Y	Y	Y

APPENDIX F VENDOR EMPLOYEE RULES

All Vendor employees including supervisors must abide by the following rules at all times when on WFBMC/WFU property. They are as follows:

- A. Employees shall not disturb any personal property, papers, boxes, or other materials except as shall be in trash receptacles or designated areas for trash, or unless such material is properly identified as trash.
- B. Employees shall immediately report any damage to WFBMC/WFU property.
- C. Employees shall not clean or move any computer or office machine(s).
- D. Employees shall not engage in idle or unnecessary conversation with WFBMC/WFU employees or guests in the building and shall not loiter in any areas where cleaning is complete.
- E. Employees shall refrain from using the telephones and computers located throughout the WFBMC/WFU buildings/offices.
- F. Employees shall not remove any equipment to include but not limited to computers, office machines, phones or furniture from the premises, regardless of the value or regardless of any WFBMC/WFU employee's permission. This is to include the contents of or any item found in the trash containers and recycle bins in or around the premises.
- G. Employees shall abide by additional rules and regulations set forth by the sites listed in Appendix A.
- H. Employees shall not be under the influence of alcohol or illegal drugs.
- I. Employees shall refrain from using tobacco products of any type while on the premises.
- J. Employees shall not attempt to discover information, nor shall they remove or share any information regarding WFBMC/WFU operations, assets, guests, students or employees with anyone outside WFBMC/WFU.
- K. Only those persons employed by the Vendor shall be on the premises or in the buildings during cleaning hours. Loitering on WFBMC/WFU property is not allowed at any time.
- L. Employees shall remain busy at all times they are on the premises. Vendor should provide WFBMC/WFU with employees who do not require immediate supervision and have the skills to perform services.
- M. Employees should use signs to indicate "Wet Floors" or other similar hazards. These signs should be placed so as to assure the safety of building guests, students and staff.
- N. Vendor and its employees shall promote a safe environment by keeping all hallways, aisles, and common areas free of ladders, mop buckets, litter containers and other janitorial supplies and equipment.
- O. Vendor and its employees shall store all supplies and equipment in designated areas after cleaning is complete for the day.
- P. Employees shall turn off lights except those designated to be left on by WFBMC/WFU employees.
- Q. Employees shall ensure that secure areas, i.e. offices that are locked, are secured after cleaning. Vendor is responsible for the supervision of their employees.
- R. Employees should be supervised by Vendor on premises during cleaning hours. WFBMC/WFU employees will not be responsible for directing the daily activities. The duties necessary to

perform services should be carried out with no further instructions or reminders from WFBMC/WFU employees.

- S. Employees shall maintain good personal appearance and hygiene, conduct themselves in a professional manner.
- T. Employees shall avoid being discourteous, belligerent and using profanity or in any way intimidating, either physically or verbally to WFBMC/WFU employees, students or guests.
- U. Employees should immediately notify a WFBMC/WFU employee if they inadvertently set off an emergency alarms system, such as but not limited to, building alarm, fire alarm or fire suppression system.
- V. Employees shall prominently wear/display its Vendor issued uniforms/smocks and identification badges at all times while on WFBMC/WFU property.
- W. Employees shall protect and safe keep door access badges or keys to WFBMC/WFU buildings or offices as such should not be loaned or shared to anyone for any purpose. In the event access badges or keys are lost or stolen, employee will promptly notify WFBMC/WFU. Further, any access badges or keys should be returned to WFBMC/WFU upon termination or removal from WFBMC/WFU premises.
- X. Employees shall park in approved parking areas designated by WFBMC/WFU for each site listed in Appendix A.
- Y. Employees shall only eat and/or drink in appropriately designated areas.



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END OF DOCUMENT

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