



Capital Area Transportation Authority  
4615 Tranter Street  
Lansing, MI 48910

## AMENDMENT NO. 1 TO JANITORIAL SERVICES (CTC, CAMG)

1. AMENDMENT NO: 1	2. SOLICITATION NO: RFP 2025-160	3. SOLICITATION NAME: JANITORIAL SERVICES (CTC, CAMG)	4. AMENDMENT DATE: AUGUST 22, 2025
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5. ISSUED BY  
Capital Area Transportation Authority  
Purchasing and Contracts Department  
4615 Tranter Street  
Lansing, MI 48910

6. DESCRIPTION OF AMENDMENT:  
The following documentation has been attached to this Amendment:

1. Pre-Proposal minutes and attendance sign in sheet.
2. CATA responses to vendor questions.
3. Refer to revisions in Section II-C, Scope of Work.  
Please note Section II-C, Scope of Work has changed. A "REVISED" Scope of Work is attached.
4. All other terms and conditions remain unchanged.

**PLEASE NOTE:** Contractor is required to sign this document and return it with the bid/proposal/quote.

NAME / TITLE OF OFFEROR (Type or Print)	COMPANY NAME
(Signature of person authorized to sign)	(Date Signed)



August 22, 2025

RE: Minutes of Pre-Proposal Meeting on Capital Area Transportation Authority (“CATA”) Request for Proposal (“RFP”) No. 2025-160, Janitorial Services (CTC, CAMG).

A pre-proposal meeting was held August 12, 2025, at 9:30 A.M. Eastern Time at 511 S. Washington Ave. The meeting started at 9:31 A.M. See attachment for those in attendance.

Nicole Wilson discussed the following:

1. The Schedule of Activities are listed on the first page of the RFP. Proposals are due by 11:00 A.M. Eastern Time on September 23, 2025. Specific instructions for submitting proposals are provided in Section I-J: Proposals.
2. The following sections of the RFP were discussed: Amendment(s), contract terms, electronic proposal submission, selection criteria, and oral presentation.
3. This solicitation will result in a fixed price contract.
4. We will tour two (2) facilities listed in the RFP. During the walk through, the project manager, Margaret Stephens will highlight and explain key sections of the Scope of Work.
5. The evaluation committee will review proposals based on the five (5) selection criteria outlined in the RFP.
6. Section 2: Statement of Work:
  - Vendors should carefully read the description and ensure full understanding of the RFP requirements.
  - There will be a change in the scope of work related to windows, vendors must refer to Amendment 1 for updated information.
7. Required forms are listed in the RFP, they must be signed, dated, and submitted with the proposal. Amendment 1 will be released, and vendors are required to include it in their proposal.
8. The pricing form must be completed accurately with the correct calculations.
9. A site visit was conducted at the following two facilities: CATA Downtown Transportation Center and Capital Area Multimodal Gateway.

The meeting ended at 10:55am.

Attached: Pre-Proposal Attendance list





August 22, 2025

Capital Area Transportation Authority Request for Proposal 2025-160  
Janitorial Services (CTC, CAMG)  
CATA Responses to Vendor Questions

VENDOR QUESTIONS AND CATA'S RESPONSES:

**1. Can you provide the incumbent company name, current contract in place/tabulation, contract value?**

The incumbent was LGC Global Energy FM, LLC. There are differences in the scope of work for this procurement, and therefore the existing contract information is not relevant. Each vendor should propose their best fixed rate pricing based on the scope of work.

**2. Is there any current problems you are facing at either of the mentioned facilities?**

The CTC has high volume foot traffic throughout the day with our public and employee restrooms having higher than normal/expected use. There are often toilet clogs, sewer backups and almost daily incidents of human and/or animal bio that need to be cleaned.

**3. What is the total amount of cleaned window panes per building?**

Please refer to the revised scope of work.

**4. Would periodic work such as strip wax/window cleaning be performed by the cleaners during their shifts or performed outside of the required working hours?**

Per the scope of work under CTC Responsibilities, Section D Quarterly Requirements:

This will require that furniture be removed and use of these locations restricted during quarterly cleaning. As a result, quarterly cleaning should be scheduled with the project manager in advance and contractor should be prepared to move furniture.

These tasks must be completed within the cleaning hours highlighted in the statement of work. Past contractors have brought in additional crews/cleaners to complete these tasks in addition to the other daily required cleaning.

**5. Should we calculate our pricing based on labor hours only, or is there a CATA-preferred method to determine the scope for pricing without square footage as a guide?**

Per the scope of work: The CTC is a public bus terminal that averages 7,000 – 10,000 visitors each day, not including employees and vendors.

We recommend bids to take all variables into account, not just square footage and/or labor hours.



6. **The CTC requires 3 employees on overlapping shifts, totaling 6,552 annual hours. CAMG has 2 shifts per day totaling 2,184 annual hours.**

**Question: Can you confirm if the minimum staffing levels listed are mandatory minimums, or can an alternate staffing plan be proposed if coverage is maintained?**

Bidders can submit a recommended/alternate staffing plan that meets the daily, weekly and annual hours as described in the scope of work if that plan ensures ample coverage during peak business hours keeping in mind the hourly cleaning requirements outlined in the scope of work

Please keep in mind that the CTC is not an office environment and the requested staffing is based on our knowledge of staffing levels that have been successful in the past.

7. **A floating supervisor is required between CTC and CAMG.**

**Question: Is the supervisor expected to perform cleaning duties or solely oversee staff? Should supervisor hours be included in the annual hour total or be itemized separately?**

Per Attachment D, Section A Staffing Costs, supervisor hours are listed as an itemized line item with specific annual hours.

This section should be completed based on your specific staffing plan. If you plan to use the supervisor as part of the cleaning staff, that should be indicated on your pricing form.

8. **CAMG requires quarterly cleaning of all interior and exterior windows.**

**Question: Are lifts or specialized equipment required or provided by CATA for high windows? If not, should equipment rental costs be included in the proposal?**

Please refer to the revised scope of work.

9. **The vendor is responsible for keeping areas around bus bays, sidewalks, and concourses clean.**

**Question: Is there a defined perimeter or square footage for exterior cleaning expectations, especially at the CAMG which lists 212,000 sq ft of exterior area?**

CTC exterior cleaning includes the steps on Grand Ave that lead to the main entrance and the bus driveways and bays on the East and West side of the building. CTC exterior also includes the sidewalk areas outside the North and South handicap entrances.

CAMG exterior cleaning includes the sidewalk area that surrounds the building near the entry doors.

10. **All floor cleaning solutions require prior approval.**

**Question: Is there a list of previously approved disinfectants, waxes, or floor finishes that can be submitted with our proposal to preemptively secure approval?**

CATA approves the use of Quat cleaners and disinfectants on our hard, non-porous surfaces.



11. **The vendor must submit reports covering staff changes, lateness, conflicts, etc.**

**Question: Can you confirm if there is a standard monthly report template required, or if the vendor may provide their own format?**

Vendor can use their own format as long as all of the required information outlined in the RFP under General Contractor Responsibilities are included.

12. **CATA may request services outside the base scope via task orders.**

**Question: Should bidders submit an hourly labor rate card for such out-of-scope work, or will pricing be negotiated case by case post-award?**

Please refer to the revised scope of work.

13. **Are current janitorial employees unionized?**

Unknown.

14. **Please share labor union contact name/ address and latest copy of CBA and current minimum wage applicable for each position.**

Unknown.

15. **Existing janitorial staff available for rehiring? Would the contracting authority assist in this matter post-contract award?**

Unknown, CATA is not able to assist with post-contract hiring.

16. **Please share the current staff number deployed, shift-wise.**

Previous contractor maintained the schedule indicated in the scope of work for the CTC with one AM janitor, one midday janitor and one evening janitor. The midday janitor worked from 11AM to 6PM and overlapped with the AM and PM janitors.

For the CAMG, the AM janitor and PM janitor were two separate people, however, the published schedule was maintained.

17. **Who is the current service provider? What is the current contract value?**

Please refer to Question #1 for our response.

18. **Please confirm if it is a single service provider award for the entire scope of the RFP.**



The contract will be awarded to one Contractor. Bidders are expected to disclose any subcontractors that will be used as part of this contract.

- 19. CATA / Service provider will provide trash receptacles /Waste containers to arrange for trash bin liners; is this a correct understanding?**

CATA provides all trash receptacles and waste containers.

- 20. Please provide a breakdown of the floor areas per facility by type of flooring, i.e., carpet, tiled, terrazzo, others.**

CAMG floors are polished concrete. There is no carpeting at the CAMG. CTC floors are tile with carpeting in the call center and information booth.

- 21. Can you tell me who is currently services your facility?**

The contract was with LGC Global Energy FM, LLC.

- 22. How much are you currently paying?**

Please refer to Question #1.

- 23. Is there any quirks that should be known to make bidding easier?**

We don't understand this question.

- 24. Do you have the same vendor at both locations?**

Yes.

- 25. Bid bond required?**

No.

- 26. It states that the contractor is responsible for feminine need products, does that mean purchasing as well?**

Yes.

- 27. Who is the current contractor?**

Please refer to Question #1.



**28. What is the current contract price being paid today? For each site? Date contract started?**

Please refer to Question #1. LGC's contract with CATA started September 1, 2022.

**29. Please provide a copy of the existing custodial service contract along with the last 2 months' invoices.**

There are differences in the scope of work for this procurement, and therefore the existing contract information is not relevant. Each vendor should propose their best fixed rate pricing based on the scope of work.

**30. What is your budget?**

Each vendor should propose their best fixed rate pricing based on the scope of work.

**31. Is the current contractor's scope of work the same as the current bid scope of work? If not, what has changed?**

Each vendor should submit their proposal based on the scope of work provided in the RFP.

**32. How many hours per day per location does the cleaning crew work? What is the current cleaning staff count?**

Per the RFP the daily hours per location are as follows:

**CTC**

Monday through Friday. 21 hours daily with a minimum of three (3) employees with overlapping shifts to ensure coverage during peak business hours. One (1) AM shift, one (1) midday shift, one (1) PM shift. Weekly total hours: 105. Annual hours: 5,460.

Saturday and Sunday. 10.5 hours daily. Weekly total hours: 21. Annual hours: 1,092.

Total CTC annual hours. 6,552.

**CAMG**

Services to be provided under the terms of this contract are as follows: Monday through Sunday. 9 AM until 11 AM and 5:30 PM until 10:00 PM. Daily hours: 6 Weekly hours: 42 Annual hours: 2,184.

**33. What is the total square feet of your floors that are to be stripped and waxed? How many coats of wax per strip?**

Please refer to the approximations provided in the RFP. One coat of wax is appropriate per strip.

**34. How many square feet is carpet?**

The carpet area is 1,176 square feet.



**35. Do we need to clean second story or above windows?**

Please refer to the revised scope of work.

**36. What is the anticipated start date of service?**

Anticipated award date is December 2025. Start date will be based on when contract is signed.

**37. What do you want us to focus on or improve?**

Focus on supporting your employees who will be working in the unique CTC environment.

**38. Is bio hazard cleaning included or separate?**

Bio hazard cleaning should be accounted for in section B of Attachment D – Pricing Form.

**39. Is the selection criteria based on a percentage and if so, will those percentages be disclosed.**

Please refer to Section I-P, the criteria used to evaluate the proposals are listed in order of importance.

**40. Do the CTC and CAMG currently have day porters?**

Both locations are cleaned during normal business hours as indicated in the RFP.

**41. Will consumables be provided based on usage or sq. footage?**

CATA provides paper products as part of this contract. Other consumables are to be provided by the vendor based on the information provided in the scope of work.

## II-C “REVISED” Scope of Work

### A. CATA TRANSPORTATION CENTER (CTC)

The CATA Transportation Center (CTC), located at 420 South Grand Avenue in downtown Lansing, is an approximately 11,000 square foot building and is the central boarding hub and transfer point for 16 CATA routes, Indian Trails intercity bus services, the customer information center, customer experience department call center, an advocacy office, Lansing School District satellite office and on-site security. Up to 10,000 visitors – excluding employees and vendors- utilize the CTC each day. The floor surface of the CTC is 99% tile, with the information booth and call center being carpeted.

#### Hours of Operation

Services to be provided under the terms of this contract are as follows: Monday–Friday from 8:00 a.m. to 1:00 a.m. Saturday from 10:00 a.m. to 8:30 p.m., Sunday from 10:00 a.m. to 8:30 p.m. Service is not provided on New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Easter, and Christmas.

Square footage of the CTC is provided as information only and should not be used as a basis for bidding this job.

It is highly recommended that bidders attend an on-site walkthrough to ensure a clear understanding of the project scope and unique challenges.

### GENERAL CONTRACTOR RESPONSIBILITIES

- The contractor must be prepared to cover any shifts during which an employee has called off within two (2) hours of the absent employee’s scheduled start time. Additionally, the contractor must be prepared to cover any shifts during which an employee has to leave early and/or unexpectedly within two hours of the employee leaving.
- Due to the contractor’s broad access to CATA facilities, the contractor is required to conduct the following background checks on all employees assigned to CATA. The background checks will be conducted at the contractor’s expense. Upon request, the contractor must provide CATA with documentation of these background checks.
  - Criminal background (state/city/county)
  - Offender Tracking Information System/Criminal Sexual Conduct (OTIS/CSC) registered sex offender list.
- Contractor shall provide resumes of key personnel and their years of service with the firm.
- CATA will provide key/card access to the facilities. In the event the key/card is lost or stolen, the contractor is responsible for notifying the CATA Facilities Manager immediately. The contractor is responsible for the cost of replacing keys and rekeying locks using CATA’s preferred lock vendor.
- The contractor will be responsible for the cost of purchasing all materials and supplies necessary to perform all tasks. This includes all cleaning supplies, including, but not limited to, toilet cleaner, deodorizer canisters, floor wax, shampoos, glass cleaner and disinfectant cleaner. This is not an exhaustive list of required items. The contractor is expected to use whatever material or piece of equipment necessary to perform janitorial tasks and the tasks described herein. CATA will supply restroom paper supplies such as hand towels and toilet paper.
- The contractor will be responsible for providing sanitary/feminine needs supplies in all restrooms listed as part of this scope of work.
- The contractor will be responsible for the replacement and installation of broken and/or damaged sanitary product dispensers, soap dispensers and batteries, and paper dispensers.
- The contractor will perform plumbing troubleshooting, including plunging and/or snaking clogged toilets, drains, and/or sinks prior to requesting professional plumbing services.
- The Contractor shall be responsible for the proper safe storage of tools and materials. CATA will not be responsible for any tools, materials, equipment, supplies or personal effects lost, stolen or damaged on CATA

property. CATA will provide a janitor closet for the Contractors to use. This room shall remain closed and locked when not in use, as well as being always kept neat and orderly. The room is approximately 210 square feet, adjacent to the southwest corner of the CTC. There is a wash tub in a small janitorial closet within the building also.

- The Contractor shall have an on-site supervisor at the CTC Monday through Friday for a full 8-hour shift. This supervisor should be prepared to float between the CTC and CAMG locations in East Lansing and assume any vacant shifts.
- The Contractor's employees shall be neat in appearance and shall be clearly identified as employees of the janitorial firm. For security purposes, the contractor is required to submit with their proposal information pictures as to uniforms and the type of visible employee identification being used. Uniforms are required by all vendor employees while on duty, including outerwear or additional layers. All vendors will be required to wear or present official CATA contractor identification (to be provided by CATA). Identification must always be visible and presented upon request by CATA, law enforcement and/or security officials.
- The contractor shall provide employee work schedules one month in advance to include first and last names of employees and scheduled dates and times to be in the facility. The list shall be updated monthly, or as changes are made to personnel assigned to the CATA facility. Employees not on the provided list will not be allowed on the property.
- Contractor shall provide location-based point-of-contact information for supervisors, leads, etc., to include email addresses and cell phone numbers.
- CATA reserves the right to require the contractor to replace any of the contractor's employees which are unacceptable for any reason to CATA.
- Contractor's employees shall respect all of CATA's rules, including, but not limited to, safety, smoking, and security of the building. There will be no smoking in the janitor's closet.
- The contractor acknowledges that its employees are not considered employees of CATA. The contractor shall be responsible for any taxes, workers' compensation insurance, and any other work-related expenses, including but not limited to work performed under contract for CATA.
- The contractor will be responsible for securing parking arrangements for its employees, except for the CAMG. CATA will provide (1) on-site parking permit for the contractor or their employees at the CAMG. The parking permit is the property of CATA, and if lost or stolen, the permit must be replaced at the cost of the Contractor.
- The contractor shall remove all trash from the facility throughout the day as necessary daily. At no point in time should the trash receptacles overflow. A new garbage bag shall be installed in each waste container. CATA has a dumpster that shall be utilized for the disposal of facility trash. Use of this dumpster is at no cost to the contractor and shall be utilized for the disposal of CATA-related refuse only.
- Any spillage of bodily fluids/waste (humans or animals) must be safely cleaned, removed, and disposed of according to federal and state standards.
- Instances of possible COVID contamination and/or bug infestation. The contractor will utilize documented sanitation procedures to clean and sanitize areas as requested by CATA, utilizing proper PPE to protect your employees from contamination/infestation.
- The presence or report of bugs, including bed bugs, does not excuse the contractor from cleaning affected areas, emptying trash, and removing affected items as requested by CATA, utilizing proper PPE to protect your employees from contamination/infestation.
- The contractor shall utilize a checklist to ensure that all duties and tasks are timely completed. Bathroom cleaning schedules should be posted in all public restrooms to indicate what times throughout the day they have been cleaned, which will be indicated by the employee's initials.
- The contractor shall submit a monthly report, by the 10<sup>th</sup> of each month, that summarizes the following for the previous month for the CTC and the CAMG:
  - Number of employees that left the site either voluntarily or involuntarily:
    - Time to replace those employees
    - Number of employees assigned

- Number of days when a site or shift was not covered
- Number of incidents where an employee was more than 5 minutes late
- Number of incidents where employees were engaged in conflict with a patron, CATA employee, or another vendor
- Details of incident
- Discipline administered (if any)

## CONTRACTORS' AREAS OF RESPONSIBILITIES FOR THE CTC

### ➤ Requested Work Schedule

- Monday through Friday. 21 hours daily with a minimum of three (3) employees with overlapping shifts to ensure coverage during peak business hours. One (1) AM shift, one (1) midday shift, one (1) PM shift. Weekly total hours: 105. Annual hours: 5,460.
- Saturday and Sunday. 10.5 hours daily. Weekly total hours: 21. Annual hours: 1,092.
- Total CTC annual hours. 6,552

CATA reserves the right to increase or decrease the hours and times.

Start Day	Start time	End time	End Day
Sunday	10:00 a.m.	8:30 p.m.	
Monday	8:00 a.m.	1:00 a.m.	Tuesday
Tuesday	8:00 a.m.	1:00 a.m.	Wednesday
Wednesday	8:00 a.m.	1:00 a.m.	Thursday
Thursday	8:00 a.m.	1:00 a.m.	Friday
Friday	8:00 a.m.	1:00 a.m.	Saturday
Saturday	10:00 a.m.	8:30 p.m.	

Areas where work is performed by contractor and/or subcontractors on behalf of CATA and CTC customers include:

- 1) CXR Information Booth
- 2) Indian Trails Information Booth
- 3) Security Office and Bathroom
- 4) Manager Office
- 5) Call Center including Supervisor Office
- 6) Advocacy office
- 7) Lansing Public Schools Resource Office
- 8) Employee Breakroom and connected Nursing Room

### **CTC Facility Cleaning Schedule: Daily, Weekly, Monthly and Quarterly Requirements**

#### Daily Requirements

- Sweep and wet mop tile floors utilizing proper disinfecting solutions
- Remove stains and marks from walls
- Wipe, clean and sanitize all counter tops, doors, and window glass to a reachable height throughout the day as needed.
- Vacuum carpets
- Empty waste cans, replace liners, and properly dispose of trash throughout the day as needed.

#### Weekly Requirements

- Remove fingerprints and smudges from around light switches
- Spot clean push plates and kick plates on doors
- Clean and sanitize telephone receivers
- Spot clean interior glass partitions and glass doors
- Clean baseboards and door casings

#### Monthly Requirements

- Dust venetian blinds
- Dust for cobwebs
- Clean return air vents and heat ducts
- Vacuum all upholstered partitions

- Vacuum all chairs

#### Quarterly Requirements

- Cleaning of concourse lighting fixtures
- Strip, wax, and detail the floor for the following locations (This includes the lavatories in the security office and break room):
  - The security office is approximately 200 square feet.
  - The Manager's office is approximately 110 square feet.
  - The break room is approximately 865 square feet.
  - Indian Trails Information Booth.
  - Supervisor's Office inside call center.
  - Lansing School District Resource Office.
  - Community Advocacy Office.

\*This will require that furniture be removed, and use of these locations restricted during quarterly cleaning. As a result, quarterly cleaning should be scheduled with the project manager in advance and the contractor should be prepared to move furniture.

#### **Lavatories Cleaning Schedule: Daily and Weekly Requirements**

1. One (1) Public Women's Bathroom 4 sinks 2 stalls with one partition
2. One (1) Public Men's Bathroom 4 sinks, 2 stalls, and 1 urinal
3. One (1) Men's Employee Restroom in Breakroom with 1 toilet and 1 sink
4. One (1) Women's Employee Restroom in Breakroom with 1 toilet and 1 sink
5. One (1) Restroom in the security office with 1 toilet and 1 sink

The Contractor shall clean and inspect all five restrooms on an hourly basis. Contractor shall carefully monitor for and safely remove any contraband paraphernalia for proper disposal.

#### Daily Requirements

- Sweep, mop and disinfect all the floors
- Spot clean walls and toilet partitions
- Clean and polish mirrors and frames
- Clean and sanitize toilet bowls, urinals, sinks and polish chrome fixtures
- Fill and replenish paper towels, toilet tissue, hand soap and sanitary supplies
- Empty and clean waste receptacles and replace them with new liner

#### Weekly Requirements

- Dust for cobwebs
- Clean return air vents and heat ducts
- Add water to floor drain traps – one (1) quart weekly

#### **Kitchenette and Lunchroom Cleaning Schedule: Daily, Weekly and Monthly Requirements**

CATA has one kitchenette and lunchroom in this facility.

#### Daily Requirements

- Sweep, mop, and disinfect the tile floor
- Wipe and disinfect tables and chairs every two hours or as needed
- Wipe and disinfect cupboards and appliances
- Remove trash and replace liners throughout the day as needed
- Clean and disinfect countertops and backsplashes
- Remove coffee stains and marks from the walls

#### Weekly Requirements

- Dust air return vents and heater ducts
- Dust for cobwebs high and low
- Clean all interior glass
- Clean door push plates and kick plates
- Clean refrigerator inside and out
- Clean and wipe down the microwave

#### Monthly Requirements

- Dust top edges of doors, moldings, windowsills, and framed or displayed items, etc.
- Clean all hand spots on doors and switch plates
- Vacuum all chairs, especially corners
- Clean all chairs, table bases, and legs

### **Common Areas Cleaning Schedule: Daily, Weekly, Bi-Weekly and Monthly Requirements**

#### Daily Requirements

- Dust/wipe down furniture
- Remove trash and replace liners throughout the day as needed
- Clean entrance door glass throughout the day as needed
- Spot clean all glass to a reachable height throughout the day as needed
- Sweep, mop and disinfect tile floor as needed
- Vacuum carpets, carpet runners, and remove spots
- Clean and sanitize drinking fountains as needed
- Spot clean doors, door casings, and walls
- Sweep up debris on the exterior concourse
- Floor polishing can be done between these hours; see below the schedule. Proper wet floor signage needs to be used for safety purposes.

<b>Schedule</b>	<b>Start time</b>	<b>End time</b>
Sunday	7:00 p.m.	8:30 p.m.
Monday	10:30 p.m.	1:00 a.m.
Tuesday	10:30 p.m.	1:00 a.m.
Wednesday	10:30 p.m.	1:00 a.m.
Thursday	10:30 p.m.	1:00 a.m.
Friday	10:30 p.m.	1:00 a.m.
Saturday	7:00 p.m.	8:30 p.m.

#### Weekly Requirements

- Dust air return vents and heater ducts
- Dust for cobwebs high and low
- Spot clean all glass
- Remove debris, marks, or scuff marks from the white block below the windows

#### Monthly Requirements

- Dust top edges of doors, molding, windowsills, and framed or displayed items etc.
- Clean door push plates and kick plates
- Clean all hand spots on doors and switch plates

### **Maintaining the Exterior**

The contractor shall assist in maintaining the exterior of the facility by picking up trash, cigarette butts, etc. near and around the bus bays, on-site parking spots, smoking areas and steps leading to the main entrance. This is to be done on an as-needed basis to keep the appearance of the grounds clean, free of trash, debris, dead animals, etc.

### **Wastewater**

All wastewater from cleaning activities shall be dumped down in the sanitary drain, not outside in the storm drain.

## **B. CAPITAL AREA MULTIMODAL GATEWAY (CAMG)**

The Capital Area Multimodal Gateway (CAMG), located at 1240 South Harrison Road in East Lansing, is an approximately 7,300 square foot building located near the Michigan State University campus. It is a state-of-the-art transportation facility incorporating rail, city, regional, and national bus lines. The floor surface is 100% polished concrete.

#### Hours of Operation

Services to be provided under the terms of this contract are as follows: Monday through Sunday. 9 AM until 11 AM and 5:30 PM until 10:00 PM. Daily hours: 6 Weekly hours: 42 Annual hours: 2,184

CATA reserves the right to increase or decrease the hours and times.

Schedule	Start time	End time	Start time	End time
Sunday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.
Monday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.
Tuesday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.
Wednesday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.
Thursday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.
Friday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.
Saturday	9:00 a.m.	11:00 a.m.	5:30 p.m.	10:00 p.m.

## GENERAL CONTRACTOR RESPONSIBILITIES

- The contractor must be prepared to cover any shifts during which an employee has called off within two (2) hours of the absent employee's scheduled start time. Additionally, the contractor must be prepared to cover any shifts during which an employee has to leave early and/or unexpectedly within two hours of the employee leaving.
- Due to the contractor's broad access to CATA facilities, the contractor is required to conduct the following background checks on all employees assigned to CATA. The background checks will be conducted at the contractor's expense. Upon request, the contractor must provide CATA with documentation of these background checks.
  - Criminal background (state/city/county)
  - Offender Tracking Information System/Criminal Sexual Conduct (OTIS/CSC) registered sex offender list.
- Contractor shall provide resumes of key personnel and their years of service with the firm.
- CATA will provide key/card access to the facilities. In the event the key/card is lost or stolen, the contractor is responsible for notifying the CATA Facilities Manager immediately. The contractor is responsible for the cost of replacing keys and rekeying locks using CATA's preferred lock vendor.
- The contractor will be responsible for the cost of purchasing all materials and supplies necessary to perform all tasks. This includes all cleaning supplies, including, but not limited to, toilet cleaner, deodorizer canisters, floor wax, shampoos, glass cleaner and disinfectant cleaner. This is not an exhaustive list of required items. The contractor is expected to use whatever material or piece of equipment necessary to perform janitorial tasks and the tasks described herein. CATA will supply restroom paper supplies such as hand towels and toilet paper.
- The contractor will be responsible for providing sanitary/feminine needs supplies in all restrooms listed as part of this scope of work.
- The contractor will be responsible for the replacement and installation of broken and/or damaged sanitary product dispensers, soap dispensers and batteries, and paper dispensers.
- The contractor will perform plumbing troubleshooting, including plunging and/or snaking clogged toilets, drains, and/or sinks prior to requesting professional plumbing services.
- The Contractor shall be responsible for the proper safe storage of tools and materials. CATA will not be responsible for any tools, materials, equipment, supplies or personal effects lost, stolen or damaged on CATA property. CATA will provide a janitor closet for the Contractors to use. This room shall remain closed and locked when not in use, as well as being always kept neat and orderly. The room is approximately 210 square feet, adjacent to the southwest corner of the CTC. There is a wash tub in a small janitorial closet within the building also.
- The Contractor shall have an on-site supervisor at the CTC Monday through Friday for a full 8-hour shift. This supervisor should be prepared to float between the CTC and CAMG locations in East Lansing and assume any vacant shifts.
- The Contractor's employees shall be neat in appearance and shall be clearly identified as employees of the janitorial firm. For security purposes, the contractor is required to submit with their proposal information pictures as to uniforms and the type of visible employee identification being used. Uniforms are required by all vendor employees while on duty, including outerwear or additional layers. All vendors will be required to wear

or present official CATA contractor identification (to be provided by CATA). Identification must always be visible and presented upon request by CATA, law enforcement and/or security officials.

- The contractor shall provide employee work schedules one month in advance to include first and last names of employees and scheduled dates and times to be in the facility. The list shall be updated monthly, or as changes are made to personnel assigned to the CATA facility. Employees not on the provided list will not be allowed on the property.
- Contractor shall provide location-based point-of-contact information for supervisors, leads, etc., to include email addresses and cell phone numbers.
- CATA reserves the right to require the contractor to replace any of the contractor's employees which are unacceptable for any reason to CATA.
- Contractor's employees shall respect all of CATA's rules, including, but not limited to, safety, smoking, and security of the building. There will be no smoking in the janitor's closet.
- The contractor acknowledges that its employees are not considered employees of CATA. The contractor shall be responsible for any taxes, workers' compensation insurance, and any other work-related expenses, including but not limited to work performed under contract for CATA.
- The contractor will be responsible for securing parking arrangements for its employees, except for the CAMG. CATA will provide (1) on-site parking permit for the contractor or their employees at the CAMG. The parking permit is the property of CATA, and if lost or stolen, the permit must be replaced at the cost of the Contractor.
- The contractor shall remove all trash from the facility throughout the day as necessary daily. At no point in time should the trash receptacles overflow. A new garbage bag shall be installed in each waste container. CATA has a dumpster that shall be utilized for the disposal of facility trash. Use of this dumpster is at no cost to the contractor and shall be utilized for the disposal of CATA-related refuse only.
- Any spillage of bodily fluids/waste (humans or animals) must be safely cleaned, removed, and disposed of according to federal and state standards.
- Instances of possible COVID contamination and/or bug infestation. The contractor will utilize documented sanitation procedures to clean and sanitize areas as requested by CATA, utilizing proper PPE to protect your employees from contamination/infestation.
- The presence or report of bugs, including bed bugs, does not excuse the contractor from cleaning affected areas, emptying trash, and removing affected items as requested by CATA, utilizing proper PPE to protect your employees from contamination/infestation.
- The contractor shall utilize a checklist to ensure that all duties and tasks are timely completed. Bathroom cleaning schedules should be posted in all public restrooms to indicate what times throughout the day they have been cleaned, which will be indicated by the employee's initials.
- The contractor shall submit a monthly report, by the 10<sup>th</sup> of each month, that summarizes the following for the previous month for the CTC and the CAMG:
  - Number of employees that left the site either voluntarily or involuntarily:
    - Time to replace those employees
    - Number of employees assigned
    - Number of days when a site or shift was not covered
    - Number of incidents where an employee was more than 5 minutes late
    - Number of incidents where employees were engaged in conflict with a patron, CATA employee, or another vendor
    - Details of incident
    - Discipline administered (if any)

## **CONTRACTORS AREAS OF RESPONSIBILITIES FOR THE CAMG**

Areas where work is performed by contractor and/or subcontractors on behalf of CATA and CAMG customers include the locations listed below. The contractor is not responsible for cleaning the Amtrak information booth or offices.

- 1) CXR Information booth and back office.
- 2) CX Department conference Room

**CAMG Facility Cleaning Schedule: Daily Requirements**

- Sweep and wet mop tile floors utilizing proper disinfecting solutions. The contractor shall ask for prior approval for any product used on the floor.
- Remove stains and marks from walls
- Wipe and clean all counter tops, doors, and window glass to a reachable height
- Empty waste cans, replace liners, and properly dispose of trash
- Remove fingerprints and smudges from around light switches
- Spot clean push plates and kick plates on doors
- Clean and sanitize telephone receivers
- Spot clean interior glass partitions and glass doors
- Clean baseboards and door casings
- Dust for cobwebs
- Clean return air vents and heat ducts
- Vacuum all chairs

**Lavatories Cleaning Schedule: Daily Requirements**

- 1) 1 Public Men's restroom with 2 urinals, 2 stalls and 3 sinks
- 2) 1 Public Women's restroom with 4 stalls and 3 sinks
- 3) 1 Employee restroom with 1 toilet and 1 sink

The contractor shall clean and inspect all restrooms.

**Daily Requirements**

- Sweep, mop and disinfect all the floors with CATA pre-approved cleansing agent.
- Spot clean walls and toilet partitions
- Clean and polish mirrors and frames
- Clean and sanitize toilet bowls, urinals, and sinks, and polish chrome fixtures and baby changing stations and hand driers
- Fill and replenish paper towels, toilet tissue, hand soap and sanitary items
- Empty and clean waste receptacles and replace them with new liner
- Dust for cobwebs
- Clean return air vents and heat ducts
- Add water to floor drain traps – one (1) quart weekly
- Urinal Mats are to be changed as needed (or at a minimum once every other week)

**Kitchenette and Lunchroom Cleaning Schedule: Daily and Bi-Weekly Requirements**

CATA has one kitchenette and lunchroom in this facility.

**Daily Requirements**

- Sweep, mop and disinfect all the floors with CATA pre-approved cleansing agent.
- Wipe and disinfect tables and chairs.
- Remove trash and replace liners
- Clean and disinfect countertops and back splashes
- Remove all coffee stains and marks from walls

**Bi-Weekly Requirements**

- Dust air return vents and heater ducts
- Dust for cobwebs high and low
- Dust top edges of doors, moldings, windowsills, etc.
- Clean door push plates and kick plates
- Clean all hand spots on doors and switch plates
- Vacuum and wipe down all chairs, especially corners
- Clean all chair bases and legs
- Clean refrigerator inside and out
- Clean and wipe down the microwave

**Common Areas Cleaning Schedule: Daily, Bi-Weekly and Quarterly Requirements**

**Daily Requirements**

- Dust all lobby furniture and fixtures, plants
- Remove trash and replace liners on the interior. All trash cans need to be cleaned inside and out.
- Clean the entrance door glass
- Spot clean all glass to a reachable height, including window mullions and cross bracing.
- Sweep, mop, and disinfect the floor with CATA pre-approved cleansing agent.
- Clean and sanitize drinking fountains and vending machines.
- Spot clean doors, door casings, and walls.
- The contractor shall also be responsible for wiping down and sanitizing both pay Kiosks located near the parking lot. The Shelter (including glass) shall also be cleaned inside and out. The contractor will empty trash by the Kiosk as needed.
- Vacuum and mop vestibules, including metal floor mats.

**Bi-Weekly Requirements**

- Dust air return vents and heater ducts
- Dust for cobwebs high and low
- Clean all interior glass Dust top edges of doors, molding, windowsills, and personal picture frames, etc.
- Clean doors, push plates and kick plates
- Clean all hand spots on doors and switch plates

**Maintaining the Exterior**

The contractor shall assist in maintaining the exterior of the facility by picking up trash, cigarette butts, etc. This is to be done on an as-needed basis to keep the appearance of the grounds clean, free of trash, debris, dead animals, etc. The exterior is approximately 212,000 square feet.