

REQUEST FOR PROPOSAL
RFP#929717

Custodial Services for MSU locations DMMIB / Secchia / GRRC

RFP Timeline	
RFP Issue Date:	May 4, 2026
Site Walk through	May 18, 2026
Deadline for Respondent Questions to MSU:	May 22, 2026
RFP Response Due Date:	June 1, 2026, 3:00 pm Eastern
Estimated Contract Award	June 30, 2026

RFP Contact	
Name:	Amanda Capanema
Unit:	MSU Procurement
Email:	alvesaff@msu.edu
Phone:	517-884-6146

DESCRIPTION: Michigan State University (the “**University**” or “**MSU**”) is soliciting proposals through this Request for Proposal (“**RFP**”) from qualified Suppliers to provide comprehensive custodial and janitorial services for the Doug Meijer Medical Innovation Building (DMMIB), the Secchia Center, and the Grand Rapids Research Center (GRRC). The requested services are more thoroughly described under the Scope of Work Section of this RFP. Firms intending to respond to this RFP are referred to herein as a “**Respondent**” or “**Supplier**.”

PROPOSAL INSTRUCTIONS

1. **PROPOSAL PREPARATION.** The University recommends reading all RFP materials prior to preparing a proposal, particularly these Proposal Instructions. Respondents must follow these Proposal Instructions and provide a complete response to the items indicated in the table below. References and links to websites or external sources may not be used in lieu of providing the information requested in the RFP within the proposal. Include the Respondent’s company name in the header of all documents submitted with your proposal.

Document	Description	Response Instructions
Cover Page	Provides RFP title and number, important dates, and contact information for MSU	Informational
Proposal Instructions	Provides RFP instructions to Respondents	Informational
Respondent Information Sheet	Company and Contact Information, and Experience	Respondent must complete and submit by proposal deadline
List of critical questions		Respondent must complete and submit by proposal deadline
Scope of Work	Describes the intended scope of work for the RFP	Respondent must complete and submit by proposal deadline
Pricing	Pricing for goods and services sought by the University through this RFP	Respondent must complete and submit by proposal deadline
Master Service Agreement	Provides legal terms for a contract awarded through this RFP	Deemed accepted by Respondent unless information required in Section 9, Master Service Agreement is submitted by proposal deadline
Work-loading plans	Work-loading plans and facility-specific Scope of Work	Informational
DMMIB Floor Plan Secchia Floor Plan GRRC Floor Plan	Floor plan	Informational
Start-up Plan	Respondent documentation	Respondent must submit by proposal deadline
Sample SOPs and a timekeeping record	Respondent documentation	Respondent must submit by proposal deadline
Organizational chart	Respondent documentation	Respondent must submit by proposal deadline

2. **EXPECTED RFP TIMELINE.**

Activity	Date
Issue RFP	May 4, 2025
Site Walk through	May 18, 2026
Deadline for Respondent Questions to MSU:	May 22, 2026
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3. **CONTACT INFORMATION FOR THE UNIVERSITY.** The sole point of contact for the University concerning this RFP is listed on the Cover Page. Contacting any other University personnel, agent, consultant, or representative about this RFP may result in Respondent disqualification.
4. **QUESTIONS.** Respondent questions about this RFP must be submitted electronically by email to the contact listed on the cover page of this RFP. In the interest of transparency, only written questions are accepted. Answers to all questions will be sent to Respondents via email. Submit questions by referencing the following: (i) Question Number, (ii) Document Name, (iii) Page Number, and (iv) Respondent Question. Please refer to **Section 2** above for the deadline to submit questions.
5. **MODIFICATIONS.** The University may modify this RFP at any time. Modifications will be sent via email. This is the only method by which the RFP may be modified.
6. **DELIVERY OF PROPOSAL.** The Respondent must submit its proposal, all attachments, and any modifications or withdrawals electronically via email to the contact listed on the cover page of this RFP. **The price proposal should be saved separately from all other proposal documents and should be sent as a separate attachment from the other proposal documents.** The Respondent should submit all documents in a modifiable (native) format (examples include but are not limited to: Microsoft Word or Excel and Google Docs or Sheets). In addition to submitting documents in a modifiable format, the Respondent may also submit copies of documents in PDF. Respondent’s failure to submit a proposal as required may result in disqualification. The proposal and attachments must be fully uploaded and submitted prior to the proposal deadline. **Do not wait until the last minute to submit a proposal.** The University **may not** allow a proposal to be submitted after the proposal deadline identified in the Cover Page, even if a portion of the proposal was already submitted.
7. **MANDATORY MINIMUM REQUIREMENTS.** The RFP may contain minimum qualifications, which will be identified as “**Mandatory Minimum Requirements**” in the Scope of Work Section of this RFP. If the RFP does contain mandatory minimum requirements, any proposal not meeting these minimum requirements **will be deemed non-qualified and will not be considered.** All proposals meeting these mandatory minimum requirements will proceed for review and evaluation consistent with **Section 8, Evaluation Process.**
8. **EVALUATION PROCESS.** The University will convene a team of individuals from various Departments within MSU to evaluate each proposal based on each Respondent’s ability to provide the required services, taking into consideration the overall cost to the University. The University may require an oral presentation of the Respondent's proposal; conduct interviews, research, reference checks, and background checks; and request additional price concessions at any point during the evaluation process. The following criteria will be used to evaluate each proposal:

Criteria	Weight
Cost [Procurement to evaluate]	20%
Capabilities and Experience	20%
Response to Critical Questions	20%
Management and Training	20%
Equipment Maintenance Management	20%
	100%

9. **MASTER SERVICE AGREEMENT.** The University strongly encourages strict adherence to the terms and conditions set forth in the Master Service Agreement. The University reserves the right to deem a proposal non-responsive for failure to accept the Master Service Agreement. Nevertheless, the Respondent may submit proposed changes to the Master Service Agreement in track changes (i.e., visible

edits) with an explanation of the Respondent's need for each proposed change. Failure to include track changes with an explanation of the Respondent's need for the proposed change constitutes the Respondent's acceptance of the Master Service Agreement. General statements, such as "the Respondent reserves the right to negotiate the terms and conditions," may be considered non-responsive.

- 10. CLARIFICATION REQUEST.** The University reserves the right to issue a Clarification Request to a Respondent to clarify its proposal if the University determines the proposal is not clear. Failure to respond to a Clarification Request timely may be cause for disqualification.
- 11. RESERVATIONS.** The University reserves the right to:
- a. Disqualify a Respondent for failure to follow these instructions.
 - b. Discontinue the RFP process at any time for any or no reason. The issuance of an RFP, your preparation and submission of a proposal, and the University's subsequent receipt and evaluation of your proposal does not commit the University to award a contract to you or anyone, even if all the requirements in the RFP are met.
 - c. Consider late proposals if: (i) no other proposals are received; (ii) no complete proposals are received; (iii) the University received complete proposals, but the proposals did not meet mandatory minimum requirements or technical criteria; or (iv) the award process fails to result in an award.
 - d. Consider an otherwise disqualified proposal, if no other proposals are received.
 - e. Disqualify a proposal based on: (i) information provided by the Respondent in response to this RFP; or (ii) if it is determined that a Respondent purposely or willfully submitted false or misleading information in response to the RFP.
 - f. Consider prior performance with the University in making its award decision.
 - g. Consider total-cost-of-ownership factors (e.g., transition and training costs) when evaluating proposal pricing and in the final award.
 - h. Refuse to award a contract to any Respondent that has outstanding debt with the University or has a legal dispute with the University.
 - i. Require all Respondents to participate in a Best and Final Offer round of the RFP.
 - j. Enter into negotiations with one or more Respondents on price, terms, technical requirements, or other deliverables.
 - k. Award multiple, optional-use contracts, or award by type of service or good.
 - l. Evaluate the proposal outside the scope identified in **Section 8, Evaluation Process**, if the University receives only one proposal.
 - m. Obtain and consider information from other sources concerning a Respondent, such as the Respondent's capability and performance under other contracts, the qualifications of any subcontractor identified in the Proposal, the Respondent's financial stability, past or pending litigation, and other publicly available information.
 - n. Utilize third parties to assist in the evaluation process, provided such parties are subject to confidentiality requirements.
- 12. AWARD RECOMMENDATION.** The contract will be awarded to the responsive and responsible Respondent who offers the best value to the University, as determined by the University. Best value will be determined by the Respondent meeting any mandatory minimum requirements and offering the best combination of the factors in **Section 8, Evaluation Process**, and price, as demonstrated by the proposal. The University will email a **Notice of Award** to all Respondents. A Notice of Award does not constitute a contract, as the parties must reach final agreement on a signed contract before any services can be provided. The awarded Respondent is prohibited from partnering with losing bidders unless the RFP specifically allows for such arrangement, and any violation of this prohibition may result in disqualification of the awarded Respondent.

- 13. GENERAL CONDITIONS.** The University will not be liable for any costs, expenses, or damages incurred by a Respondent participating in this solicitation. The Respondent agrees that its proposal will be considered an offer to do business with the University in accordance with its proposal, including the Master Service Agreement, and that its proposal will be irrevocable and binding for a period of 180 calendar days from date of submission. If a contract is awarded to the Respondent, the University may, at its option, incorporate any part of the Respondent's proposal into the contract. This RFP is not an offer to enter into a contract. This RFP may not provide a complete statement of the University's needs, or contain all matters upon which agreement must be reached. Proposals submitted via email are the University's property.
- 14. FREEDOM OF INFORMATION ACT.** Respondent acknowledges that any responses, materials, correspondence or documents provided to the University may be subject to the State of Michigan Freedom of Information Act ("FOIA"), Michigan Compiled Law 15.231 *et seq.*, and may be released to third parties in compliance with FOIA or any other law. Questions about the Respondent's own performance can be directed to the RFP Contact indicated on page 1 of this document. Questions about the overall evaluation and any other post-award inquiries must be submitted via a formal FOIA request to the [Michigan State University FOIA office](#).

RESPONDENT INFORMATION SHEET

Please complete the following Information Sheet in the space provided:

Information Sought	Response
Contact Information	
Respondent's sole contact person during the RFP process. Include name, title, address, email, and phone number.	
Person authorized to receive and sign a resulting contract. Include name, title, address, email, and phone number.	
Respondent Background Information	
Legal business name and address. Include business entity designation, e.g., sole proprietor, Inc., LLC, or LLP.	
What state was the company formed in?	
Main phone number	
Website address	
DUNS# AND/OR CCR# (if applicable):	
Number of years in business and number of employees	
Legal business name and address of parent company, if any	
Has your company (or any affiliates) been a party to litigation against Michigan State University? If the answer is yes, then state the date of initial filing, case name and court number, and jurisdiction.	
Experience	
Describe relevant experiences from the last 5 years supporting your ability to successfully manage a contract of similar size and scope for the services described in this RFP.	
Experience 1	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 2	
Company name Contact name Contact role at time of project Contact phone	

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Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	
Experience 3	
Company name Contact name Contact role at time of project Contact phone Contact email	
1. Project name and description of the scope of the project 2. What role did your company play? 3. How is this project experience relevant to the subject of this RFP?	
Start and end date (mm/yy – mm/yy)	
Status (completed, live, other – specify phase)	

LIST OF CRITICAL QUESTIONS

Please complete the following Information Sheet in the space provided:

Questions	Response
Please describe prior experience providing custodial services in an academic, medical or research facility.	
What is your approach for cleaning specialized areas such as research labs, simulation rooms, anatomy labs, etc?	
What is your escalation process for addressing staffing issues such as attendance, behavior, and professionalism?	
What is your internal escalation process for addressing scope-related issues?	
How do you audit your own cleaning and how does that translate into solution to the customer.	
What is your plan for the first 30-60 days to ensure a seamless transition?	
How do you manage supply, equipment, and chemical inventory?	

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How do you ensure consistent service and handle staff turnover?	
How do you screen and train your employees?	
What types of service guarantees do you offer that make you stand out from competitors?	
What's your retention rate and describe types of employee engagement.	
What's your preferred day-to-day communication with the client? (call-offs, adjustments to scope, overall feedback, staffing)	

SCOPE OF WORK

Please address each of the sections below in a written response, which can be completed on a separate sheet (using the same section headings).

1. Background.

Michigan State University seeks proposals from qualified and experienced Suppliers to provide comprehensive custodial and janitorial services for the following MSU facilities:

- Doug Meijer Medical Innovation Building (DMMIB) 109 Michigan St NW, Grand Rapids MI, 49503 –5th floor suite – 20,000 GSF
- Secchia Center, 15 Michigan St. NE, Grand Rapids, MI 49503 – 180,000 GSF
- Grand Rapids Research Center (GRRC) 400 Monroe Ave NW, Grand Rapids, MI 49503 –162,000 GSF

These facilities include a combination of academic, administrative, clinical, and research environments that require consistent, high-quality, and compliant custodial services. The selected Supplier will be expected to maintain a clean, healthy, safe, and professional environment that supports MSU's instructional, research, and operational missions.

Due to the nature of these spaces, custodial needs are higher due to labs, research areas, classrooms, auditoriums, events, and potentially biohazardous material. The Grand Rapids Research Center has a Vivarium located on the 6th floor that houses mice. The Secchia Center has an anatomy lab with cadavers located on the 6th floor. Our buildings are occupied 24/7 at some capacity with a mix of faculty, staff, students, and researchers.

The plan is to have services begin on July 1st.

2. Site Walk through

The University will conduct a site walkthrough at all applicable locations on **May 18th, 2026 at 9:00 AM, Local Time**. Supplier participation in the site walkthrough is not mandatory but is strongly encouraged. Only one (1) site walkthrough session will be offered. **No alternative dates or times will be provided.** The site walkthrough is anticipated to take up to three (3) hours to complete. Walkthrough to begin at the Secchia Center, move to GRRC, and end with DMMIB.

Suppliers intending to attend must RSVP in advance by email to Amanda Capanema (alvesaff@msu.edu) no later than **May 13th, 2026**. Attendance is limited to a **maximum of two (2) representatives per Supplier**. Failure to attend the site walkthrough shall not relieve a Supplier of the responsibility to fully understand and comply with all requirements of this RFP.

Suppliers are responsible for their own travel and associated expenses. Parking information will be provided to participants in advance of the walkthrough.

3. Scope of Work.

The Supplier shall provide all labor, supervision, materials, supplies, equipment, training, and management necessary to perform complete custodial services, including but not limited to:

- Daily, periodic, and special cleaning services
- Restroom sanitation and replenishment
- Floor care (hard floors and carpeting)
- Waste, recycling, and compostable material removal
- Cleaning of offices, classrooms, laboratories, clinical spaces, and public/common areas
- Touchpoint disinfection and infection control support
- Special event support and emergency response cleaning as requested

Services shall be performed in a manner that minimizes disruption to building occupants and complies with all applicable University policies, safety standards, and regulatory requirements.

Supplier Response:

(Please include a detailed explanation of why your organization is uniquely qualified to perform janitorial services for all three designated MSU facilities, highlighting relevant experience, specialized capabilities, and any University or research facility expertise.)

4. Service Schedule and Frequency

The Supplier shall provide custodial services in accordance with the work-loading plans and facility-specific Scope of Work attached. Services shall be performed at daily, bi-weekly, and monthly intervals, as applicable to each area and function. The Supplier shall ensure uninterrupted service coverage during MSU-recognized holidays (excluding non-standard holidays), occasional weekend events, and periods of extended occupancy.

- Primary cleaning hours are between 4 PM and 12 AM Monday through Friday
- One day cleaner/Porter will be on site from 8 AM until the regular crew starts.
- Porter will be available by cell phone or two-way radio, to building facilities team, throughout shift.

The Supplier shall maintain emergency response capability to address urgent custodial needs outside of standard service hours. A routine schedule for floor and furniture cleaning—including but not limited to carpet, grout, fabric couches, and office chairs—shall be established and maintained.

Supplier Response:

(Please provide a detailed response outlining your service response strategy, including staffing availability, communication protocols, and contingency plans, demonstrating how your organization will consistently meet or exceed the University's expectations for timely response in a research facility environment).

5. Staffing Plan

The Supplier shall maintain a local office based in the Grand Rapids area with sufficient staffing capacity to provide primary and backup coverage as needed. The Supplier shall provide an organizational chart outlining key management, supervisory, and on-site personnel assigned to this contract.

All custodial staff shall be subject to background checks and hiring standards consistent with industry best practices and MSU requirements. The Supplier shall implement a formal training program covering, at a minimum, workplace safety, chemical handling, equipment operation, and biohazardous waste cleanup.

Suppliers must ensure that each employee carries a valid identification card with picture no more than one year old. All employees will wear appropriate attire including uniform shirts that identify your company, long pants, closed toed shoes. MSU values low turnover due to the safety and security of its buildings.

Supplier Response:

*(Please provide details on your local presence, staffing model, backup coverage plans, organizational structure, background check procedures, and training programs. **Please attach an organizational chart.**)*

6. Quality Control and Performance Standards

The Supplier shall implement a comprehensive quality control program to ensure consistent service delivery and compliance with performance standards. This program shall include monthly inspections, monthly meetings with MSU representatives, and the submission of monthly performance reports.

The Supplier shall establish a cohesive corrective action plan that defines issue identification, escalation procedures, and response timeframes for service deficiencies.

Supplier Response:

(Please describe your quality control program, inspection processes, reporting methods, corrective action procedures, and response time standards.)

7. Supplies and Equipment

6.1 Responsibilities of MSU

a. Provide Consumables and Dispensers

- I. Toilet Tissue
- II. Paper Towel
- III. Can Liners
- IV. Envirox cleaner
- V. Dispensed hand soap
- VI. Dispensers

- VII. Urinal Screens
- VIII. Sanitary Bags
- IX. Feminine Care Products
- X. Green Solutions All purpose cleaner
- XI. Kleenex/facial tissue
- XII. Toilet seat covers
- XIII. Sparcreme – multi surface cleanser
- XIV. Face masks
- XV. Hand Sanitizer

b. Provide Entrance Matting (MSU will replace entrance matting when the matting has expired its life cycle.)

6.2 Responsibilities of Supplier

a. Provide equipment

- XVI. Floor scrubbers
- XVII. Burnishers,
- XVIII. Mops
- XIX. Vacuums
- XX. Carts
- XXI. Brooms
- XXII. Rags
- XXIII. Washing machine detergent
- XXIV. Gloves
- XXV. Additional custodial tools, if needed.

The Supplier shall be responsible for managing custodial supplies and equipment necessary to perform services. The Supplier shall conduct weekly inventories and provide the MSU facilities team with a list of items requiring replenishment from Imperial Dade and ExCel Chemical, unless an alternative ordering process is mutually agreed upon.

MSU prefers the use of “green-certified” cleaning chemicals whenever possible. The Supplier shall provide all required personal protective equipment (PPE) to its staff. The Supplier shall also provide rag cleaning services at the Grand Rapids Research Center (GRRC) and the Doug Meijer Medical Innovation Building (DMMIB) and Secchia Center, supply and maintain floor equipment, and furnish all required consumables.

Supplier Response:

(Please explain your supply inventory process, chemical standards, PPE provisions, equipment maintenance approach, rag cleaning services, and consumables management.)

8. Health and Safety Compliance

The Supplier shall comply with all applicable health and safety regulations. A formal incident reporting procedure shall be maintained and followed.

All custodial staff must be trained and qualified to handle minor, routine biohazards—including vomit, blood, and feces—using proper PPE. Bloodborne Pathogen certification is required. The Supplier shall also provide written Standard Operating Procedures (SOPs) for outbreak response.

Supplier Response:

*(Please detail your health and safety compliance program, incident reporting procedures, biohazard training, certifications, and outbreak SOPs. **Please attach sample SOPs for outbreaks for review**)*

9. Transition and Implementation Plan

The Supplier shall submit a detailed transition plan outlining the timeline for service launch, staff onboarding, and initial site walkthroughs. During the startup phase, the Supplier shall conduct weekly walkthroughs with MSU representatives and maintain regular communication to ensure a smooth transition.

The transition plan shall also address service launch activities, including setup of equipment and commencement of routine services.

Supplier Response:

(Please provide a detailed transition and implementation plan, including timelines, onboarding steps, communication approach, and startup activities.)

10. Parking and Access Requirements

MSU shall allow a maximum of four parking spaces for custodial staff at a rate of \$75 per space in the MSU lot located at 544 Monroe Street. This location is approximately a 5–10 minute walk from The Secchia Center and a 3-minute walk from the Grand Rapids Research Center.

For custodial staff assigned to the Grand Rapids Research Center, free parking is available in either the GRRC trash enclosure (two spaces) or the loading dock area (two spaces). Access to these spaces is permitted between 5:00 PM and 12:00 AM. Trash collection occurs between 1:00 AM and 6:00 AM, during which time the trash enclosure must remain clear and accessible.

Supplier Response:

(Please confirm your understanding of parking and access requirements and describe how you will accommodate these constraints while meeting service expectations.)

11. Mandatory Minimum Requirements (MMRs)

Respondents **must** meet all the following Mandatory Minimum Requirements to be considered:

1. The Supplier **must** have a minimum of five (5) years of experience providing custodial services of similar size and complexity to institutional, research, or higher-education facilities.
2. The Supplier **must** maintain all required licenses, permits, and registrations to perform custodial services in the State of Michigan.
3. The Supplier **must** comply with all applicable federal, state, and local laws, regulations, and MSU policies.
4. The Supplier **must** maintain insurance coverage meeting MSU requirements as outlined in the Master Service Agreement.
5. The Supplier **must** demonstrate the ability to service specialized environments such as research laboratories or clinical spaces.

Failure to meet any Mandatory Minimum Requirement will render the proposal non-responsive.

12. Optional and Value-Added Services

Suppliers may propose optional or value-added services, such as enhanced disinfection protocols, technology-enabled quality monitoring, or sustainability initiatives. Such services should be clearly identified and priced separately and will not substitute for required base services.

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PRICING

Please include a Pricing proposal as identified below on a separate sheet.

Please provide monthly estimated service pricing for all facilities in the space below. If there are pricing differences based upon the number of years of the agreement, please provide pricing based upon the number of years of the agreement.

Suppliers are expected to provide a detailed quote on your company letterhead that further detail these costs as an attachment. Suppliers should clearly delineate fee structure and how fees related to services performed. All pricing should be itemized with clear descriptions of each charge. **The total cost should reflect all services provided, with no hidden fees. No sales tax, the University is a tax-exempt institution.**

Please include confirmation of MSU payment terms and early payment discount: 2.75% 10 Days, Net 30 Days. Additionally, the University requires pricing not to increase more than three percent (3%) annually. A timekeeping record shall be included when invoicing.

Service	\$ Price / Month x 12 months)
Weekday (Monday – Friday) cleaning services at 5 days per week	
Weekend cleaning services (Saturdays or Sundays if required)	
DMMIB Total Price (Year 1):	
DMMIB Total Price (Year 2):	
DMMIB Total Price (Year 3):	
Weekday (Monday – Friday) cleaning services at 5 days per week	
Weekend cleaning services (Saturdays or Sundays if required)	
Daily Porter Services (Monday – Friday) 8:00 AM – 4:00 PM	
Secchia Total Price (Year 1):	
Secchia Total Price (Year 2):	
Secchia Total Price (Year 3):	
Weekday (Monday – Friday) cleaning services at 5 days per week	
Weekend cleaning services (Saturdays or Sundays if required)	
Daily Porter Services (Monday – Friday) 10:00 AM – 2:00 PM	
GRRC Total Price (Year 1):	
GRRC Total Price (Year 2):	
GRRC Total Price (Year 3):	
Total Proposal Price (Year 1-3):	

MASTER SERVICE AGREEMENT

(attached)

Please refer to Section 9 of the RFP Instructions when reviewing the Master Services Agreement terms and conditions.

The intended term of any award contract that results from this bid, shall be for a period of three (3) years. Thereafter, the Agreement may be extended for two (2) additional one (1) year terms each based upon written mutual agreement.