



## **Request for Proposal**

**Housekeeping/Cleaning Services**

**SMG/U.S. Bank Stadium**

**July 2016 thru July 2019**

## **Project Background**

In 2012, the State of Minnesota enacted 2012 Minnesota Laws, Chapter 299 (the “Act”), to establish the Minnesota Sports Facilities Authority (“Authority”) and to provide for the construction, financing, and long term use of a new stadium (the “Stadium”) and related stadium infrastructure (the “Stadium Infrastructure”) as a venue for professional football and a broad range of other civic, community, athletic, educational, cultural and commercial activities.

As set forth in the Act, the design, development and construction of the Stadium and the Stadium Infrastructure (collectively, the “Project”) is a collaborative process between the Authority and Minnesota Vikings Football Stadium, LLC (the “Team”).

The Project is located on a site partially including the site of the former Hubert H. Humphrey Metrodome and also including additional adjacent land that has been acquired in Minneapolis, Minnesota. The Project is being designed to meet the standards required for a National Football League (“NFL”) franchise, as well as other programmatic uses consistent with other multipurpose facilities. The Project will be designed in accordance with the design requirements set forth in the Act and such additional standards as are established by the Authority. Construction of the Stadium and Stadium Infrastructure is now underway with substantial completion of the overall Stadium and Stadium Infrastructure to be achieved not later than July 29, 2016 so as to be ready for occupancy in advance of the Minnesota Vikings’ 2016 NFL season.

The MSFA chose SMG in August 2014 as the operator for U.S. Bank Stadium. SMG has extensive experience in operating major sports venues, managing over 200 facilities worldwide, including four NFL stadiums (Soldier Field in Chicago, Mercedes-Benz Superdome in New Orleans, and NRG Stadium in Houston and Everbank Field in Jacksonville). SMG will book, operate and maintain the stadium and all contractors and partners will report to SMG.

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## **PART ONE– GENERAL**

### **I. INTRODUCTION**

#### **Request for Qualifications**

SMG is seeking proposals from companies interested in providing Housekeeping/Cleaning services at U.S. Bank Stadium. The 66,000 seat, 1.7 million square foot stadium, is a state-of-the-art facility incorporating a turf playing surface, 2 public concourses, 7 club areas, 131 suites, a below grade service level, home and visiting team locker rooms, food service facilities, and all ancillary facilities necessary to support all events. The stadium is designed to provide a wide array of events for the community and state. It will host high school and college sporting events, including baseball, soccer and football. The stadium can also accommodate large trade shows, dirt shows, concerts as well as smaller intimate events in the stadium's high end club spaces and locations throughout the building. Two major events have already been announced, Super Bowl LII in 2018 and the NCAA Final Four in 2019.

#### **Background**

U.S. Bank Stadium will host approximately 20 major events per year.

- 10 – National Football League, Minnesota Vikings, Home Football Games
- 2-3 – Monster Truck and SuperCross Events
- 2-4 – Major Concert Acts
- 1-2 – National and International Sporting Events

U.S. Bank Stadium will also host more than 500 small to medium sized events per year.

- University of Minnesota Baseball Games
- NCAA and High School Baseball Games (200 +/- games)
- High School Football and Soccer Playoff Games and Championships
- Several Flat Shows and Field Events
  - Trade Shows
  - Expositions
  - Galas
  - Food and Beverage Fairs
  - High School Graduations
- A very robust event schedule in Clubs, Concourses, and on the Exterior Plaza.
  - Smaller Concert Acts (Exterior Plaza)
  - Food and Beverage Fairs (Exterior Plaza and/or Concourses)
  - Corporate Meetings, Private Dinners, Training/Conference Events, Weddings, Receptions, Bar Mitzvahs, Fund Raisers, etc. in the Club Spaces (7 Clubs total).

U.S. Bank Stadium is a union facility.

- Contractors will be required to enter a Labor Peace Agreement with the union(s) that represent the workforce required for this scope.

## **Objective**

U.S. Bank Stadium recognizes “clean” is a subjective term by nature and it is the character and quality of a housekeeping service provider and its management staff that is responsible for delivering results. U.S. Bank Stadium wishes to collaborate with the most cost effective and conscientious service provider who demonstrates that they will be committed and capable of helping U.S. Bank Stadium to be recognized as one the cleanest stadium in all of professional sports.

### **1. Purpose**

SMG is accepting proposals from companies (“Bidder(s)”) interested in providing Housekeeping and Cleaning Services for U.S. Bank Stadium. SMG will be selecting a Contractor who will have the responsibility for providing these services for all areas as outlined more fully in Part Two of this Request for Proposal.

### **2. Contract Term**

The term of the contract shall be three (3) years with a ninety (90) day window where either party is able to terminate the contract with prior written notice. The selected Contractor has the opportunity to propose an alternate to the three (3) year contract if they chose to do so.

### **3. Contact Information**

The sole point of contact for this Request for Proposal is:

Curtis Schmillen, PE  
Director of Operations  
[cschmillen@smgmn.com](mailto:cschmillen@smgmn.com)  
612.777.8738 (Office)  
651.302.2348 (Cell)

### **4. Proposal Conference**

In lieu of a Proposal Conference, SMG staff will schedule individual times for each interested bidder to do a site walk through. Times are by appointment only and must be scheduled through Curtis Schmillen (contact information above).

Site Walk Through Visit Dates: Wednesday March 9, 2016, Thursday March 10, 2016, or Friday March 11, 2016 (by appointment only)

The Bidder is responsible for examining the premises, site, and any conditions that may impact the Bidders work. Bidders must satisfy themselves as to the condition of the premises, any obstruction, unusual conditions or requirements necessary for carrying out the work, before the delivery of the proposal.

5. **Written Questions**

Any questions concerning this request for proposal must be submitted via email to the contact information listed above no later than 5:00PM Tuesday March 15, 2016

6. **Proposal Submission Date**

Proposals must be received by SMG at the contact information below prior to 5:00PM central standard time on Thursday March 24, 2016. Any proposal received after this time will not be considered.

All proposals can be mailed or hand delivered to the address below:

Curtis Schmillen  
MSFA/SMG  
511 11<sup>th</sup> Ave S, Suite 401  
Minneapolis, MN 55415

Proposal package will include 4 hard copies and one electronic copy stored on a portable flash drive. No facsimile or email proposals will be accepted.

SMG will not be liable for any costs incurred in the preparation and presentation of the Response.

7. **Reserve Clause**

SMG reserves the right to reject any and all proposals at any time for any reason whatsoever, and/or change the timing and procedure of this proposal process.

8. **Acceptance of Proposal (Award)**

It is the intent of SMG to award a contract to the Bidder offering the best value, provided the proposal has been submitted in accordance with the requirements of the Contract Documents and does not exceed SMG's Budget.

SMG reserves the right to make on-site inspections of facilities where participant provides services similar to the services requested hereunder before the award of Contract.

An award will be made on or before April 13, 2016, but is subject to change based on the quality and quantity of bids received.

9. **Post-Proposal Interview/Presentation**

After the proposals are received, tabulated, and evaluated by SMG, certain Bidders may be asked to meet with SMG for a post proposal interview/presentation.

The post proposal interview may include, but is not limited to, a review of the proposal, Alternate Pricing, Unit Pricing, Financial Ability of Bidder to perform the scope of services requested and Bidders approach to the Work. SMG reserves the right to have the Bidder submit further clarification on questions by writing.

SMG will score proposals on a point system, with some criteria being graded on a pass/fail basis. Proposers who fail any criterion may have their proposal rejected. Proposers will be provided the criteria for the process. SMG reserves the right to reject any or all proposals if responses to the above or any other information in SMG's judgment are unsatisfactory or do not meet the budget, the total aggregate project budget, or required performance standards.

## II. **PROPOSAL FORMAT**

### 1. **General**

Proposals must be submitted in two parts, a Technical Proposal and a Price Proposal.

### 2. **Technical Proposal**

- A. Description of Bidder – provide a brief company overview including history, size, number of employees, affiliated companies, etc. The same information should be provided for any identified subcontractors or joint venture partners that would be working on the contract.
- B. Experience of Bidder – List relevant company experience within the past five (5) years, including current contracts and references. In particular, identify any experience on contracts similar in scope and size to the services sought under this request for proposal. Bidder must have at least five (5) years' experience performing cleaning services for large venues with the capacity of at least 20,000. Information should include any and all joint venture partners.
- C. Contract Organization – Identify and explain the specific organization of the proposed project team, including key personnel and how this project fits in with other areas of your company's operation.
- D. Experience of Key Personnel – Briefly summarize the experience of key personnel and managers who would be working on this contract. Onsite manager must be named in this proposal and the onsite manager must have at least three (3) years of experience performing event management and cleaning services at venues with a seating capacity of at least 45,000. SMG reserves the right to interview and approve the onsite manager.
- E. Housekeeping/Cleaning Services Work Plan – Present a general plan of approach for meeting the cleaning services specifications.

1. Organize tasks and job duties to be performed.
2. Approximate number of staff, supervisors and managers assigned to different tasks.
3. Provide a detailed description of your training program.
4. Staffing Deployment sheets
5. Staff protocols, procedures and policies.
6. Staff job descriptions and position orders.
7. Equipment to be utilized; provide a detailed list (if any).
8. Vehicles to be utilized; provide a detailed list (if any).

3. **Price Proposal**

See Exhibit A for descriptions of the scope of services identified below.

I. Core Cleaning Crew

Based on the anticipated scope of work and the staffing plan for Core Cleaning, please provide detailed labor staffing which includes hourly rates outlined and a budget to identify on a line item basis all anticipated expenses to provide the specified services for Years 1 through Year 3.

- a. All direct costs
- b. Staff hourly rates
- c. Any and all corporate charges (identify what is included)
- d. Any and all administrative charges (identify what is included)
  - o Training, Safety, PTO, etc.
- e. Management fee
- f. Profit fee
- g. Anticipated wage increases
- h. Billing terms

II. Event Crew (Pre, During, and Post)

Based on the anticipated scope of work and the staffing plan for an event, per the descriptions below, please provide detailed per-event labor staffing which includes hourly rates outlined and a budget to identify on a line item basis all anticipated expenses to provide the specified services for Years 1 through Year 3. Contractor will be expected to staff events both on Holidays and non-Holidays depending on the event requirements.

Please break pricing and staffing down to pre-event, during the event, and post event operations.

- a. All direct costs
- b. Staff hourly rates
- c. Any and all corporate charges (identify what is included)
- d. Any and all administrative charges (identify what is included)
  - o Training, Safety, PTO, etc.
- e. Management fee
- f. Profit fee



- g. Anticipated wage increases
  - h. Billing terms
- A. Major Event (full stadium use)
    - a) Minnesota Vikings football game
    - b) Large Concert Act
    - c) International and National sporting events
    - d) Monster Truck Show
  - B. Medium Event (upper concourse closed)
    - a) NCAA Baseball
    - b) High School sporting events
  - C. Medium Event (half house)
    - a) Smaller Concert Act
    - b) Circus or Ice Show
  - D. Flat Show per day (field level with main concourse and lower clubs open)
    - a) Trade Show
    - b) Exposition

### III. Small Event Crew

May be incorporated into Core Cleaning Crew if event schedule is light. Small Event Staffing will be directed by SMG and would include those events hosted in clubs, on the field, in sections of the concourse, etc. Events such as meetings, weddings, training sessions, dinners, etc. Provide a price breakdown.

- a. All direct costs
- b. Staff hourly rates
- c. Any and all corporate charges (identify what is included)
- d. Any and all administrative charges (identify what is included)
  - o Training, Safety, PTO, etc.
- e. Management fee
- f. Profit fee
- g. Anticipated wage increases
- h. Billing terms

### IV. Project Cleaning

Project Cleaning will be directed by SMG. Provide estimated labor staffing which includes hourly rates outlined and a budget to identify on a line item basis all anticipated expenses.

- a. All direct costs
- b. Staff hourly rates
- c. Any and all corporate charges (identify what is included)
- d. Any and all administrative charges (identify what is included)
  - o Training, Safety, PTO, etc.
- e. Management fee
- f. Profit fee
- g. Anticipated wage increases

h. Billing terms

V. Snow Removal

Snow Removal will be directed by SMG. Provide estimated labor staffing which includes hourly rates outlined and a budget to identify on a line item basis all anticipated expenses. (See Item 5 – General Conditions for an explanation of the scope).

- a. All direct costs
- b. Staff hourly rates
- c. Any and all corporate charges (identify what is included)
- d. Any and all administrative charges (identify what is included)
  - o Training, Safety, PTO, etc.
- e. Management fee
- f. Profit fee
- g. Anticipated wage increases
- h. Billing terms

Proposals shall be signed by an authorized representative of the Contractor. All information requested must be submitted to include the following:

- a. Contractor must provide evidence/documentation at the time of award, that they are able to provide housekeeping/cleaning services in the State of Minnesota.
- b. A certificate of insurance entailing all coverage's for the Contractor in the State of Minnesota

4. **Labor Requirements**

In response to this request for proposal, Contractor hereby warrants and represents that, as a condition of the award of a contract to provide services at the Stadium, it agrees to, and will comply with, the following terms and conditions pertaining to its employment of its employees at the Stadium and the services that Contractor will provide there.

- a. Contractor will be responsible for hiring, training, supervising, and directing its employees. Contractor will not by any statement, act or omission express or imply to any of its employees or job applicants that SMG is an employer, co-employer, or joint employer of such individuals. Contractor will compensate its own employees and comply with all applicable tax and other legal requirements for their employment.
- b. Contractor will use its best efforts to recruit and employ employees who will be proficient and productive in their jobs and courteous to patrons, and to others working at the Stadium.
- c. Contractor will assign a competent, full-time management employee to be Contractor's liaison with SMG's Director and/or Assistant Director of Operations. If at any time SMG determines in its sole discretion that Contractor's management employee is not acceptable for any lawful reason, Contractor will assign a new such person within five (5) calendar days.

d. Contractor will make every effort to employ women and members of minority communities when hiring and for employment at the Stadium and services that Contractor will provide there.

e. Contractor will adopt and comply with equal employment opportunity policies that prohibit discrimination and harassment against applicants and employees on the basis of race, creed, color, age, sex (including sexual orientation), pregnancy (including childbirth and related medical conditions), national origin, disability, religion, ancestry, familial status, status with regard to public assistance, gender identity, marital status, membership or activity in a local commission, military status, veteran status, or any other classification protected by applicable law. Contractor's policy will also include that it will reasonably accommodate the known disability of a qualified person with a disability unless Contractor can demonstrate that the accommodation would impose an undue hardship. Contractor's policy will also include that it will reasonably accommodate an employee's religious beliefs or practices, unless doing so would cause more than a minimal burden on the operations of Contractor's business, which will allow an employee to practice his or her religion. Contractor's policy will also include strict prohibitions against retaliation against any individual for reporting a violation of the policy, cooperating in Contractor's investigation of a reported violation of the policy, or being associated with a person who reported a violation of the policy.

f. Contractor will undertake measures designed to eliminate discriminatory barriers based on the protected classifications in (e) above, including measures to ensure equal opportunity in hiring, upgrading, demotion or transfer, recruitment, layoff or termination, rate of compensation, and in any service or apprenticeship programs.

g. Contractor will adopt and enforce policies that prohibit the use, possession, transfer, sale, or being under the influence of illegal drugs or alcohol during working time, and off working time but in working areas of the Stadium. Such policies will include termination of employment and removal from the Stadium for violations, or such other disciplinary action that Contractor determines is suitable under its policies, as long as such action ensures that there will not be another violation.

h. Contractor will implement, and demonstrate to the satisfaction of SMG its compliance with, a policy regarding labor peace. This includes, without limitation, a policy that minimizes the potential for labor disputes that might interrupt services at the Stadium or inconvenience fans, by undertaking the following:

i. Contractor will be or become a party to a labor peace agreement with any labor organization seeking to represent Contractor's employees when working at the Stadium, and which contains at a minimum provisions during the labor organization's organizing efforts:

i. Prohibiting the labor organization from engaging in or encouraging picketing, strikes, work stoppages, sympathy strikes, slowdowns, or any other economic interference of any kind or nature whatsoever at the Stadium; and prohibiting Contractor from engaging in a lockout of Contractor's employees at the Stadium;

ii. For final and binding arbitration of any dispute over the labor organization's organizing efforts, the economic conditions of the employees, and other mandatory subjects of bargaining and the negotiation thereof; and

iii. For a duration of at least three (3) years from commencement of Contractor's services at the Stadium; and

j. When a labor organization represents Contractor's employees who are or will be employed at the Stadium, being a signatory to a collective bargaining agreement or other valid contract with such labor organization which contains at a minimum provisions

i. prohibiting the labor organization and Contractor's employees from engaging in picketing, strikes, work stoppages, sympathy strikes, slowdowns, or any other economic interference of any kind or nature whatsoever at the Stadium; and prohibiting Contractor from engaging in a lockout of Contractor's employees at the Stadium;

ii. For final and binding arbitration of any dispute involving the interpretation, application, or enforcement of the collective bargaining agreement or other valid contract;

iii. for a duration of at least three years from commencement of Contractor's services at the Stadium.

k. Contractor will provide proof of workers' compensation insurance in the amount of at least one million dollars for each covered workplace injury, illness, and any other conditions subject to the Minnesota's Workers' Compensation Act.

l. Contractor will ensure that its employees will comply with all rules and regulations applicable to employees working at the Stadium, and National Football League rules with respect to football games.

m. Contractor's employees will wear neatly attired clothing that adequately identifies them as employees of Contractor.

SMG requires the following qualifications for all event staff and management providing services at U.S. Bank Stadium:

- Background on last three (3) years or as reasonably available
- No criminal background or any conviction involving moral turpitude.
- Must be a regular full or part time employee of the contractor.
- Must be able to verbally communicate in a clear, distinct and courteous manner.
- Must be able to write clear and accurate reports and be able to complete any and all types of reports.
- Maintain professional appearance and grooming.

### **III. GENERAL CONDITIONS**

#### **1. Professional Image Standards**

- A. The Contractor will be responsible for the purchase and upkeep of all uniforms for its staff. This includes uniforms for event and non-event staff. SMG at their sole discretion will determine the uniform including, color, style, print size and logo placement. SMG reserves the right to place a U.S. Bank stadium logo on the contractor's uniform at no cost.
- B. Uniform standards and employee appearance must be maintained in a first class manner. Employees must be in uniform at all times when on the clock. Employees are not to wear soiled uniforms and piercings are to be kept to a minimum. No sports logo(s) other than the U.S. Bank official marks should be visible while working.
- C. Contractor shall enforce a footwear policy. No open toed shoes, sandals, or excessively worn shoes will be allowed.

#### **2. Facility Policies and Procedures**

- A. Employees of the Contractor shall adhere to all established security procedures at the facility. Each employee must have an independent criminal background check conducted prior to being issued a credential for access to U.S. Bank Stadium. When an employee enters or exits U.S. Bank Stadium they must on and off premise using the ABI time clocks, while displaying their identification badge. The Identification badge must be worn at all times while working in and around the stadium. Should SMG observe any undesirable conduct by a housekeeping employee; they shall immediately notify the Contractor verbally, followed by written notification to the Contractor.
- B. SMG will have the right to cause the immediate removal of any employee of the Contractor from the stadium premises if SMG determines that such employee is engaging in conduct detrimental to users of U.S. Bank Stadium, to fans of the stadium or to the safety or proper operation of the stadium facility as a whole. The Contractor shall be responsible for the conduct of that employee and liable for any action or inaction of that employee while performing under the contract.
- C. The Contractor must use ABI, an electronic time keeping system to track all hours worked by their employees. At the request of SMG, the Contractor must provide a copy of records for auditing purposes.
- D. Unless, specifically stated otherwise in this RFP, Bidder shall be responsible for all fees, permits, licenses, etc. to perform their work.
- E. The Contractor will be required to obtain appropriate insurance coverage, including employee dishonesty coverage in form and amount of reasonably accepted to SMG.
- F. Contractor when required shall coordinate and or adjust employee's schedules to accommodate all events held at U.S. Bank Stadium.
- G. Prior to the start of the season, all Contractors' employees must attend a U.S. Bank Stadium-wide Customer Service training session, to be eligible to work in the stadium that season.

### 3. **Cleaning Services Equipment**

It is the responsibility of the Contractor to provide the following equipment to perform the job and exceed all best practices of the National Football League.

- A. SMG is currently procuring all the equipment needed to clean U.S. Bank Stadium.
  - i. Bidder is required to use anticipated inventory of cleaning equipment to satisfy all requirements of this RFP.
  - ii. Bidder is encouraged to make equipment recommendations and provide suggestions for additional equipment necessary to satisfy all requirements of this RFP.
  - iii. An anticipated cleaning equipment inventory is provided for reference and can be found in Exhibit B.
- B. SMG will supply Contractor with office, storage and staging space throughout the stadium.
- C. SMG will include the Contractor's telephone on the house phone system, but Contractor will be responsible for ordering telephone, fax and internet access beyond what is furnished and long distance.
- D. SMG will make available Internet and e-mail access through the Local Area Network.
- E. SMG will provide 20 radios for Contractor's use. Any additional radios needed will be coordinated through SMG, but at the sole cost of the Contractor. SMG will provide radios through its supplier at cost for Contractor reimbursement.
- F. Contractor will supply all office furniture and equipment necessary to operate office area if they require anything beyond what is provided.
- G. Contractor will be solely responsible for the repair and maintenance of its own equipment.
- H. Contractor will be responsible for using the incident tracking software that the stadium will provide (ISS 24/7 product line) and will assign a representative to staff the Event Command Center on large events when that space is activated.
- I. An inspection of all the spaces assigned to the Contractor will be conducted by our Operations Department twice each year. Contractor will be responsible to pay for the repair of any damages identified during the inspection. SMG reserves the right to enter the Contractor's office at any time for maintenance repairs.

### 4. **Sustainability**

- A. Collectively, U.S. Bank Stadium, the Minnesota Sports Facilities Authority, SMG, and the Minnesota Vikings strive to reduce the impact that our operations have on our eco system through sustainable practices. It is our goal to be leaders in our industry, while providing our guests the best possible entertainment experience in a safe and clean environment.
- B. SMG expects that the cleaning contractor we select will employ a fully developed green cleaning strategy, and make significant contributions to our sustainability plan.
- C. U.S. Bank Stadium will incorporate recycling, as well as compost collection, in the bowl, concourses, back of house, clubs, suites, offices, etc. Contractor is expected to keep the streams separate and to place in the correct containers for hauling. The final plan has not been determined. It is expected that the Contractor will participate in the planning, implementation, training, and execution of the plan for their scope of work.

5. **Snow Removal**

- A. Contractor is expected to participate in Snow Removal Operations at U.S. Bank Stadium. This can involve Contractor's own staff and/or sub-contracted staff.
- B. Cleaning contractor activities may involve pre-treating the Plaza, stairs, and walkways with de-icer, and hand shoveling snow from these areas. It is not expected that the cleaning contractor will provide any equipment or equipment operators, labor only.

**PART TWO – STAFFING SPECIFICATIONS**

**I. SPECIFICATION OF SERVICES**

- 1. The Contractor will provide appropriate number of staff and supervisors for the housekeeping/cleaning services of the building. The staff provided should be the same reoccurring and consistent staff for the building as much as possible.
- 2. Positions should be staffed by trained, qualified and competent professional personnel. A position description sheet should be written detailing the requirements associated with each role in the stadium.
  - a. Except as expressly approved by SMG, the Contractor shall not be permitted, without the prior written consent of SMG, to assign or delegate, in whole or in part, its obligations or responsibilities hereunder or under any resulting contract. Such prohibition shall require the Contractor and any approved subcontractor to provide its services only through its own employees, i.e., neither the Contractor nor any approved subcontractor shall be permitted to hire or use independent contractors or subcontractors or temporary employees to provide the services required of the Contractor hereunder.
  - b. All employees should be properly trained.
- 3. The Contractor and the Onsite Manager or Supervisor will report to and take direction from the SMG Director of Operations, Assistant Director of Operations and Housekeeping Manager and/or his or her designated assistant. Staffing requests, event times, pre and post times and duties will be communicated to the Contractor in writing. Such information will be given to the Contractor as soon as possible. SMG retains the right to make adjustments in the number of staff requested, times, locations, and duties three (3) days prior to the actual commencement of coverage.

**II. LICENSE AND INSURANCE REQUIREMENTS**

The successful Contractor will be required to obtain and maintain in force at all times during the term of the agreement as a direct cost of operation, insurance coverage as directed by SMG. Such coverage will be obtained from an insurance company authorized and licensed to do business in the State of Minnesota with a Best's Insurance Reports rating of no less than A-. It is anticipated that such coverage shall include the following:

- a. Comprehensive General Liability Coverage in the amount of \$2,000,000.00 per occurrence and per location. This coverage must be written on an occurrence form. Claims made policies will be unacceptable. This insurance shall provide coverage, from and against any claim for property damage or bodily injury arising out of the operations

of the Contractor. This coverage shall include blanket contractual liability insurance and such coverage shall make express reference to the indemnification provisions set forth in this agreement.

b. Workers' Compensation and Employers Liability Coverage, as statutorily required by the State of Minnesota for all employees of Contractor. Employers' Liability coverage on the Workers Compensation policy shall be written in the minimal amount of \$1,000,000.00

c. Professional liability coverage including Medical Malpractice Coverage with limits of at least \$5,000,000.

d. Comprehensive Automobile Liability Coverage, in an amount not less than \$1,000,000.00 shall be maintained. Such coverage will include all owned, non-owned, leased and/or hired motor vehicles which may be used by Contractor in connection with the services required under Contract

e. Excess Liability Coverage, in the amount of \$10,000,000.00 shall be in the form of an Umbrella policy rather than a following form excess policy. This policy or policies shall be specifically endorsed to be excess of the required Comprehensive General Liability Coverage, the Employers' Liability Coverage on the Workers' Compensation policy, and the Comprehensive Automobile Liability policy.

f. Insurance against Loss and/or Damage to Contractor's property and other personal and business property of Contractor upon the premises by fire or other such casualty as may be generally included in the usual form of extended coverage in an amount equal to the replacement costs of such property used in the agreement on the premises. Such insurance shall provide coverage for the property of others in the care, custody and control of Contractor.

g. All such insurance coverage, with the exception of Workers' Compensation, shall name SMG, MSFA and Vikings and their employees, agents, officers and directors as additional insured there under.

h. Evidence of such coverage being in place will be promptly delivered to SMG prior to the commencement of the term of this proposal. All such coverage shall be endorsed to indicate that coverage will not be materially changed or canceled without at least 90 days prior notice to SMG, such prior notice being mandatory and not the best efforts of the carrier to notify. Prior to the expiration of the required coverage, Proposer will provide SMG with evidence of the renewal of all coverage required on at least the same terms and conditions as originally required for this agreement.

i. All policies should contain a waiver of subrogation in favor of the SMG, MFSA and Vikings and any and all parties deemed necessary.

### **PART THREE - SUPPLEMENTAL REQUIREMENTS**

1. No motorized vehicles will be operated in public areas from 30 minutes prior to gate opening and until SMG announces that the stadium is safely secured.
2. Exterior walkways, streets, parking lots and public areas
  - a. Designated exterior walkways, streets and public areas shall be maintained and staffed to the same standards as the interior of the stadium. This includes designated Parking Lots, plazas and Urban Park owned and operated under U.S. Bank Stadium and sidewalks surrounding the stadium.



3. Right to Decline Work
  - a. The Contractor shall be required to provide all housekeeping/cleaning services required and cannot selectively decline a particular service.
4. Year Round/Daily Requirements
  - a. The Contractor will provide staffing as required to cover all non-game "Special Events" throughout the year (weddings, concerts, parties, conferences, charity events, etc.) when needed. Staffing for special events will require nighttime, weekend, and holiday work. Contractor and SMG will mutually agree upon staffing levels required for "Special Events" on a case-by-case basis.
5. Contractor will participate in U.S. Bank Stadium's "SKOL Service Draft Day" on April 26, 27 and 28, 2016 at the Minneapolis Convention Center to recruit workforce employees for event day operations.
6. Contractor will have all employees participate in a 3 hour training session conducted by SMG staff that will cover customer service training and event day operations. The training place, date and time are TBD, but will likely be in June 2016.

## EXHIBIT A

### SCOPE OF SERVICES

The Scope of Services consists of:

1. Core Crew
2. Event Cleaning – Pre, During and Post
3. Project Cleaning

The following description is not meant to encompass all the activities required for this scope, but to give an overview. SMG will provide direction, in collaboration with the Contractor, on all the tasks associated with the Housekeeping/Cleaning Services scope of work.

#### 1. CORE CREW

The Core Crew or full time cleaning staff are scheduled to work Monday - Friday, but may be required on weekends at an additional cost should they be requested by the Owner. The frequency and scope of their normal job responsibilities are meant to be representative of typical cleaning activities required to maintain the Stadium at a high level of cleanliness. However, additional cleaning may be requested, and upon mutual agreement, will be expected to be performed to maintain a high level of cleanliness.

#### A. First Class Cleaning Services.

- b. Provider will provide “First Class” cleaning services for the Facility, as defined in Part 2 below.

#### B. Definitions.

- a. “Comparable Facilities” shall mean, with respect to U.S. Bank Stadium, one or more stadiums in which NFL football games are played and events (such as concerts, dirt shows, trade shows and other public and private events) are held that
  - i. are comparable in size to MetLife Stadium
  - ii. have been constructed within the time period extending from the date that is five (5) years before the date of substantial completion of MetLife Stadium until the date that is five (5) years after the date of substantial completion of MetLife Stadium and
  - iii. are located in the United States.
- b. “Event” shall mean a public sports, convention, trade show, consumer show, meeting or entertainment event held at the Facility.
- c. “First Class” shall mean (i) being in compliance with all applicable governmental rules, (ii) being in good condition and repair (iii) being odor free and having a clean appearance (iv) being acceptable to SMG and (v) meeting or exceeding the standards of Comparable Facilities.

#### C. General Requirements.

- a. Common Areas (Common Area cleaning shall be performed Monday through Friday)
  - i. Common Areas consist of offices, locker rooms, lobbies, entrances, loading dock area, ramps, restrooms, concourses, service corridors, sidewalks and plazas, all other areas used by the general public, employees and tenants at the Facility.

The seating bowl, suite and club corridors (not used), and press box shall not be cleaned on a daily basis but will be policed and cleaned on a weekly basis.

- b. The Contractor will be required to clean and maintain all Common Areas in a First Class manner that is acceptable to SMG. At a minimum the Contractor will be required to perform the daily and periodic tasks listed below:

#### Daily Operations

Office Areas – MSFA Offices, SMG Offices, Aramark Offices, Event Level Security Office, Video Broadcast Room, Operations Office and Breakroom, Housekeeping Office and Locker Room, Operations Locker Room.

- Vacuum carpet, shampoo and extract if necessary
- Dust and polish all furniture and fixtures
- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Clean restrooms and shower areas
- Clean all vinyl tile areas
- Clean all glass walls, doors and windows
- Sweep and mop all resilient/hard floors including VCT, concrete and tile
- Wipe down all walls

Service Level Corridors, Concourses, Lobbies, Entryways, Elevators, Escalators

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Clean and polish drinking fountains
- Vacuum carpet and mats, shampoo and extract if necessary
- Sweep and mop all resilient/hard floors including concrete and tile
  - Machine scrub as needed or as directed by SMG
- Damp wipe all flat surfaces and rails
- Wipe down all walls and doors
- Clean glass windows and doors

Restrooms, Showers, Locker Rooms

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Damp wipe/disinfect waste containers
- Restock dispensers
- Damp wipe/disinfect dispensers and sinks
- Clean and disinfect urinals, toilets and toilet seats
- Clean all mirrors
- Clean sinks
- Clean fixtures and furnishings
- Clean all shower stalls and fixtures
- Wipe down all walls and partitions
- Empty and clean sanitary napkin boxes and re-line with wax bag
- Clean all stainless
- Sweep and mop floors
- Wipe down and dust all vents

#### Loading Dock, Ramps, Trash Rooms

- Machine scrub where applicable
- Clean and remove debris in drains to ensure working properly
- Wipe down all walls, rails and flat surfaces as necessary
- Clean glass windows
- Ensure areas are free of debris, empty containers and bins
- Adhere to Sustainability/Recycling Procedures

#### Plaza, Sidewalks, Parking Lot, Truck Entrance

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Pick up debris and sweep as necessary
- Wipe down benches, monuments and architectural features as necessary
- Remove stickers, ensuring that all adhesive residue is gone
- Remove gum from concrete and hardscape if necessary
- Power wash and machine scrub as necessary

#### Utility Rooms – Mechanical, Electrical, Data/Communications, Storage, Janitorial, Trade Shops

- Sweep floors, machine scrub as necessary (treat and remove stains)
- Remove debris and empty waste containers
- Wipe surfaces as necessary

## 2. EVENT CLEANING

There are three major parts of “Event Cleaning” at U.S. Bank Stadium; the Pre-Event Cleaning, the Event Cleaning and the Post Event Cleaning. The Pre Event Cleaning is all cleaning tasks associated with preparing to make the stadium “Event Ready”. Event cleaning is all cleaning tasks associated with maintaining cleanliness throughout the stadium during the event and finally Post Event Cleaning is all cleaning tasks associated with returning the stadium back to “Event Ready” cleanliness.

#### Pre-Event Cleaning

- Most of the major cleaning takes place on the Post Event Cleaning. However, there are areas where the Cleaning Contractor will be required to clean after event setup but prior to the event start. As long as the Post Event Cleaning is complete, most Pre-event cleaning requires touching up spaces that have already been cleaned.
- The primary areas that will need attention are floors, glass surfaces and restrooms used by set up staff
- Waste removal will also be paramount as food, beverage and merchandise is unpacked prior to an event.

#### Event Cleaning

- Maintain and stock Restrooms
- Continually police suites, clubs and premium areas
- Removing trash, recyclables and compost from all areas of the stadium and site.
  - Plaza and walkway operations will commence prior to stadium doors opening to support pre-event hosted activities on the Plaza.

- Operate the Trash Room
  - Adhere to Sustainability/Recycling Procedures
- Police public and private concourses, keep free of debris and spills
- Police ramp and stairways used for public egress, keep free of debris and spills
- Police loading dock and service corridor to VIP Parking
  - Continual clean-up will be required in winter months to keep snow, ice, sand and salt from accumulating and becoming a safety issue
- Provide a Housekeeping Dispatcher to staff the Event Command Center (ISS 24/7)
  - Staff to respond to Housekeeping Incidents

#### Post Event Cleaning Tasks (by area)

##### PLAZA AND SIDEWALKS

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Pick up all debris, on hardscape and landscape around stadium (incl cigarette butts, etc.)
- Sweep Plaza, stairs and sidewalks
- Machine scrub stains where necessary
- Power wash where necessary
- Wipe and clean power pedestals
- Remove stickers, ensuring that all adhesive residue is gone
- Remove gum from concrete and hardscape if necessary
- Clean Plaza restrooms
  - Pick and sweep restroom floor
  - Scrub, mop and disinfect restroom floors
  - Scrub, wipe down and disinfect toilet bowls
  - Scrub, wipe down and disinfect sinks
  - Wipe down walls
  - Wipe and clean mirrors
  - Wipe down air vents
  - Wipe down doors
  - Restock restroom dispensers
- Wipe down monuments and architectural features (incl Legacy Ship)
- Clean light poles, bollards and benches
- Clean glass on garage stair entry in the Plaza.

##### CONCOURSES

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Sweep, mop and machine scrub floors
- Clean escalators, treads, comb plates, and stainless/glass balustrades
- Clean stairways, wipe down hand rails, wipe stair support steel
- Clean Restrooms
  - Pick and sweep restroom floor
  - Scrub, mop and disinfect restroom floor
  - Scrub, wipe down and disinfect toilet bowls
  - Scrub, wipe down and disinfect sinks
  - Wipe down walls
  - Clean mirrors

- Wipe down air vents
- Wipe down doors
- Restock restroom dispensers
- Wipe down walls
- Wipe wayfinding signage
- Clean TV's and Ad panels, including enclosures
- Clean tables and stools
- Wipe down the front of concessions
- Clean glass doors and windows
- Clean drink rails, hand rails and bump rails
- Remove stickers, ensuring that all adhesive residue is gone
- Remove gum
- Wipe down concrete and steel columns and beams
- Clean entrances, lobbies and vestibules
  - Clean glass
  - Vacuum and machine scrub mats, shampoo and extract as necessary
  - Wipe handles and door hardware

#### SERVICE LEVEL

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Sweep, mop and machine scrub floors
- Clean stairways, wipe down hand rails, wipe stair support steel
- Clean Restrooms and Locker Rooms
  - Pick and sweep floors
  - Scrub, mop and disinfect floors
  - Scrub, wipe down and disinfect toilet bowls
  - Scrub, wipe down and disinfect sinks
  - Scrub, wipe down and disinfect showers
  - Wipe down walls
  - Clean mirrors
  - Wipe down air vents
  - Wipe down doors
  - Restock restroom dispensers
- Clean Break Rooms and Dining Areas
  - Wipe and disinfect tabletops and flat surfaces
  - Wipe chairs and furniture
  - Wipe doors, walls, and columns
  - Clean glass surfaces
  - Clean appliances
  - Sweep, mop and machine scrub floors
  - Vacuum carpets and mats, shampoo and extract if necessary
  - Restock dispensers
- Wipe down walls and doors
- Clean glass doors and windows
- Remove stickers, ensuring that all adhesive residue is gone
- Remove gum
- Wipe down concrete and steel columns and beams

- Vacuum and machine scrub mats, shampoo and extract as necessary

#### ELEVATORS

- Clean and wipe all flat surfaces
- Sweep and mop floors
- Clean doors and jambs
- Wipe display and button panel
- Use stainless cleaning products where appropriate

#### CLUB AREAS, CORIDDOORS, PRESS AREAS

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Clean escalators, treads, comb plates, and stainless/glass balustrades
- Clean stairways, wipe down hand rails, wipe stair support steel
- Clean Restrooms
  - Pick and sweep restroom floor
  - Scrub, mop and disinfect restroom floor
  - Scrub, wipe down and disinfect toilet bowls
  - Scrub, wipe down and disinfect sinks
  - Wipe down walls
  - Clean mirrors
  - Wipe down air vents
  - Wipe down doors
  - Restock restroom dispensers
- Wipe down walls
- Clean furniture, disinfect table tops
- Wipe down the front of concessions and bars
- Clean glass doors, windows and partitions
- Wipe down lighting, art and architectural features
- Clean drink rails, hand rails and bump rails
- Remove stickers, ensuring that all adhesive residue is gone
- Remove gum
- Wipe down concrete and steel columns and beams
- Vacuum and machine scrub mats, shampoo and extract as necessary
- Sweep, mop and machine scrub all resilient/hard floors including concrete and tile
- Clean stainless surfaces with appropriate cleaner
- Clean entrances, lobbies and vestibules
  - Clean glass
  - Vacuum and machine scrub mats, shampoo and extract as necessary
  - Wipe handles and door hardware

#### PLAYER LOCKER ROOMS

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Clean Restrooms and Showers
  - Pick and sweep floors
  - Scrub, mop and disinfect floors
  - Scrub, wipe down and disinfect toilet bowls
  - Scrub, wipe down and disinfect sinks

- Wipe down and disinfect walls
- Clean mirrors
- Wipe down air vents
- Wipe down doors
- Restock restroom dispensers
- Clean Hydrotherapy Room
  - Pick and sweep floors
  - Scrub, mop and disinfect floors
  - Scrub, wipe down and disinfect sinks
  - Wipe down and disinfect walls
  - Wipe down air vents
  - Wipe down doors
  - Clean, wipe and disinfect therapy tubs
- Wipe down walls
- Clean furniture, disinfect table tops
- Clean and disinfect sinks
- Clean glass doors, windows and partitions
- Wipe down lighting, art and architectural features
- Wipe down concrete and steel columns and beams
- Vacuum and machine scrub carpets and mats, shampoo and extract as necessary
- Sweep, mop and machine scrub all resilient/hard floors including concrete and tile
- Clean stainless surfaces appropriate cleaner
- Clean doors and hardware

#### SUITES, BOOTHS, CORIDDORS, LOBBYS

- Empty all trash, recycling and compost receptacles and bring to Event Level Trash Room
- Dust and wipe all surfaces
- Clean escalators, treads, comb plates, and stainless/glass balustrades
- Clean stairways, wipe down hand rails, wipe stair support steel
- Clean Suites
  - Vacuum and machine scrub carpets, shampoo and extract as necessary
  - Sweep, mop and machine scrub all resilient/hard floors including concrete and tile
  - Clean furniture, disinfect table tops and flat surfaces
  - Clean appliances
  - Clean glass and mirror surfaces
  - Clean stainless surfaces
  - Wipe walls and fixtures
  - Wipe bowl seating, drink rails and hand rails
- Clean Restrooms
  - Pick and sweep restroom floor
  - Scrub, mop and disinfect restroom floor
  - Scrub, wipe down and disinfect toilet bowls
  - Scrub, wipe down and disinfect sinks
  - Wipe down walls
  - Clean mirrors
  - Wipe down air vents
  - Wipe down doors



- Restock restroom dispensers
- Wipe down walls
- Clean furniture, disinfect table tops
- Wipe chairs, bowl and suite seating
- Clean glass doors, windows and partitions
- Wipe down lighting, art and architectural features
- Clean drink rails and hand rails
- Wipe down concrete and steel columns and beams
- Vacuum and machine scrub carpets and mats, shampoo and extract as necessary
- Sweep, mop and machine scrub all resilient/hard floors including concrete and tile
- Clean stainless surfaces with appropriate cleaner
- Clean TV's and tablet with appropriate cleaner

#### SEATING BOWL

- Pick seating bowl and material separation
  - Compostable material
  - Recyclable material
  - Trash (Landfill) material
- Sweep and air blow seating bowl
- Pressure wash seating bowl chairs and concrete stadia/stairs (areas that can be)
- Machine scrub and water extract concrete stadia
- Damp wipe chairs and seating rails/hardware
- Damp wipe cup holders
- Damp wipe handrails, drink rails and rails
- Clean stainless surfaces with appropriate polisher
- Clean glass railings throughout the bowl
- Remove debris from seating bowl drains and grates
- Wipe columns and beams
- Wipe field padding
- Pick, sweep and mop below retractable seating
  - Wipe support steel as necessary
- Clean ADA platforms and chairs
- Wipe air vents and exposed ductwork and piping
- Wipe WiFi and DAS antennas (above and below seating)

### 3. PROJECT CLEANING

- a. Annual Deep Cleaning of All Stadium Restrooms (Annual)
  - Scrub, disinfect and rinse floors
  - Wipe down and disinfect walls
  - Scrub , disinfect and rinse urinals
  - Scrub , disinfect and rinse toilets
  - Scrub , disinfect and rinse sinks
  - Wipe down and disinfect dispensers
  - Clean mirrors

- b. Annual Deep Cleaning of Locker Rooms, Suite, Club and Break/Dining Spaces (Annual)
  - Deep cleaning of the following spaces:
    - All suites
    - All locker rooms
    - All clubs
    - All break and dining rooms
- c. Clean All HVAC Louvers, Supply and Return Grilles (Annual)
  - Wipe down and dust
- d. Steam Clean All Trashcans and Tilt Trucks (Annual)
  - Gather all trashcans and tilt trucks at a central location on all levels
  - Remove plastic liner and clean and disinfect thoroughly
  - Thoroughly clean all metal ensuring to remove all surface rust from cans
  - Redistribute trash and recycling cans to original location
- e. Deep Clean All Utility, Mechanical, Electrical, IT, Trade Shops and Cleaning Rooms (Bi-Annual)
  - Sweep floor
  - Machine scrub floors, ensure that all water is removed
  - Remove stains on floor or equipment pads
  - Remove any large debris
  - Wipe down surfaces and equipment, including exposed piping and ductwork
- f. Grout Cleaning (Annual)
  - Scrub grout using a steam cleaner and grout brush in the following locations:
    - All restrooms and shower areas
    - Dining areas
    - Offices and break rooms
    - Suite and club spaces
- g. High and Low Element Cleaning (Annual)
  - Protect all electrical devices
  - Steel columns and beams
  - Utility racks on service level or where exposed
  - Piping, conduit, cable trays, and ductwork
  - Concession stand roofs
  - Light fixtures
  - Railings
- h. Concession Stand Cleaning (front of Concession stand only) (Annual)
  - Scrub and rinse concrete face of Concession Stand
  - Scrub and rinse front floor space between overhead door and countertop
  - Scrub and rinse overhead door front
- i. Exterior Way-Finding Signage Cleaning (Annual)
  - Pressure wash and wipe down all signage

- j. Escalator Stainless Steel Panel Cleaning (Annual)
  - Scrub paneling with a non-abrasive pad and rinse
  
- k. CMU Block Cleaning (Annual)
  - Thoroughly scrub the concrete applying a degreaser if necessary
  
- l. Upholstery Cleaning (Annual)
  - Clean all upholstery in the following locations using an upholstery steam cleaner
    - Suites
    - Clubs
    - Offices
  
- m. Deep Clean Escalator and Elevators
  - Thoroughly detail clean elevator cabs and escalators
  
- n. Deep Clean Stairwells and Ramp
  - Power wash and scrub stairs and landings
  - Clean rails
  - Pick trash in steel beams
  - Wipe steel – stair and wall/building
  - Wipe light fixtures and piping/conduit
  
- o. Non-Routine Preventative Maintenance
  - Stainless Steel Drink Rail Cleaning
    - Wipe down drink rails and treat with stainless steel cleaner
  - Freight Elevator Detail Cleaning (Doors and Pit) (Annual)
    - Coordinate elevator shutdown with elevator company
    - Vacuum debris with shop vac
    - Pressure wash and scrub pit
  - Clean All Trash under ADA In-Fills (Annual)
  - Clean All Security Camera Lenses and Domes (Bi-Annual)
  - Gumbusting (When needed)

## EXHIBIT B

### SMG PROVIDED EQUIPMENT

#### SMG (Anticipated) Equipment List

Item Description	QTY	Model or Equal
Large riding scrubber	2	Tennant t20
Small riding scrubber	2	Tennant t12
Large riding sweeper	1	Tennant s20
Wide area riding carpet extractor	3	Tennant r14
Wide area carpet extractor	2	Tennant ex sc 1020
Carpet spot extractor	3	Tennant ex spot 2
Small walk behind scrubber	3	Tennant t1
Walk behind scrubber	2	Tennant 5680
Dual upright vacuums 14"	10	
Wide area vacuum 26"	2	Tennant v wa 26
Wide area vacuum 30"	2	Tennant v wa 30
Wet / dry vac 10 gallon	4	
Wet / dry vac 50 gallon	2	
Backpack blowers	4	Echo pb265 or equivalent
Pressure washer 3,000 psi	4	
No touch restroom (kaivac style)	2	Kaivac 1750
1,500 rpm floor machine – 20"	2	
Tilt trucks .5 ,1 , 1.5 yd	30	Rubbermaid
Housekeeping carts	30	Rubbermaid 9t72
Mop bucket w / ringer, mop, handle	80	
Buckets and brooms	75	
Grease container	1	
Carpet blowers	6	
Utility vehicle – flat bed	4	Cushman titan hd
Utility vehicle – single person	2	Cushman minute miser

## **EXHIBIT C**

### **TRAINING REQUIREMENTS**

Contractor is responsible for developing a comprehensive management staff and worker training program applicable to the tasks necessary to maintain MetLife Stadium to the highest standards. Program contents should include, but should not be limited to:

- New employee orientation
- Event day briefings
- Job specific task training
- Guest Services training
- OSHA required safety training

Contractor shall submit a written outline (plan) of their expected training programs.

## EXHIBIT D

### SCORING GRID

The following is the basis for scoring each Bidder's Proposal.

Each category will be scored on a 0 to 10 scale and weighted per the list below

Price / Rate Structure 50%  
Experience 30%  
Management Plan 10%  
Sustainability Plan 10%

Equity Plan will be graded pass or fail.

COMPANY	PRICE/ RATE STRUCTURE	EXPERIENCE	MANAGEMENT	SUSTAINABILITY	EQUITY PARTICIPATION