



TOWN OF APPLE VALLEY

TOWN COUNCIL STAFF REPORT

To: Honorable Mayor and Town Council **Date:** June 23, 2015

From: Ralph Wright
Parks and Recreation Manager
Parks and Recreation Department **Item No:** 8

Subject: REQUEST FOR PROPOSALS – PROFESSIONAL JANITORIAL SERVICES AT VARIOUS TOWN FACILITIES

T.M. Approval: _____ **Budgeted Item:** Yes No N/A

RECOMMENDED ACTION:

That the Town Council authorize staff to issue the Request for Proposals (RFP) – Professional Janitorial Services at various Town Facilities

SUMMARY:

At this time, the Town has an opportunity to evaluate whether there is an advantage to contracting out the janitorial services in our Civic Center buildings. Staff has developed a request for proposal and would recommend the Town Council authorize the issuance of the RFP.

BACKGROUND:

The Town's Civic Center janitorial responsibilities for the Development Services Building, the Police Department and Town Hall are housed within the Public Facilities Division for the Town. Two of the three custodians within this division have left their employment with the Town for other job opportunities. Prior to recruiting and filling the vacant positions, staff felt it was an appropriate time to evaluate whether contracting out the janitorial services responsibilities would be cost effective.

If after receiving and evaluating the responses to the RFP it is determined that it is in the Town's best interest to contract out the janitorial services responsibilities, the remaining custodian will be reassigned within the division and the responsibility for the set-ups and attendance of meetings and activities in the Recreation Center and Conference Center would be kept in house.

FISCAL IMPACT:

This RFP issuance will have no initial impact on the Public Facilities budget. However, it is anticipated that a cost savings can be realized with the contracting of the janitorial services duties for the Town.

ATTACHMENT:

Request for Proposals for Professional Janitorial Services at Various Town Facilities

**REQUEST FOR PROPOSALS
FOR
PROFESSIONAL JANITORIAL SERVICES AT VARIOUS TOWN
FACILITIES**



Town of Apple Valley

Town of Apple Valley

ISSUE Date: June 24, 2015

Deadline for submittal of responses: Thursday, July 23, 2015

I. SUMMARY

The **Town of Apple Valley** is requesting proposals for Professional Janitorial Services for various Town Facilities.

The tentative schedule of key milestones related to the Town of Apple Valley RFP for Janitorial Services is as follows: **(Schedule is subject to change without notice)**

Issuance of Request for Proposals	June 24, 2015
Mandatory Pre-Proposal Conference and Site Visit	July 17, 2015
Deadline for Acceptance of proposals by Town	July 23, 2015
Contract Award	August 12, 2015
First Day of Janitorial Services	September, 1, 2015

PRE-BID CONFERENCE: A mandatory pre-bid Conference and walk-through of the premises will be held on July 17th, 2015. Please report to the Town of Apple Valley, Town Hall at 14955 Dale Evans Parkway at 10:00 a.m.

Notwithstanding any other provisions of the RFP, the Town reserves the right to reject any or all proposals, to waive any irregularity or informality in a proposal, and to accept or reject any item or a combination of items, when to do so, would be to the advantage of the Town. It is further within the right of the Town to reject RFP's that do not contain all elements and information requested in this document. The **Town of Apple Valley** shall not be liable for any losses incurred by the bidders throughout this process.

All questions with regard to the Request for Proposals can be directed to:

Ralph Wright – Parks and Recreation Manager
14955 Dale Evans Parkway
Apple Valley CA, 92307
PHONE: (760) 240-7000 x7885
EMAIL: rwright@applevalley.org

II. GENERAL INFORMATION

The **Town of Apple Valley** desires to contract with a professional janitorial contractor, for the purpose of providing professional janitorial services at various Town Facilities.

All work shall be performed in accordance to Exhibit "A", Scope of Work and Performance Schedule in Town Contract.

Cost estimates are to be submitted on Exhibit "B" Compensation Rates and Charges for Janitorial Services, provided in the RFP.

A cost estimate on company letter cannot be substituted for the cost schedule provided. It can be attached to Exhibit "B".

A cost estimate sheet not properly complete can cause a bid to be rejected.

No proposal will be accepted from a contractor who is not licensed and bonded with the State of California Contractors Licensing Board(s). The only exception to this is if the classification does not require a license from the State Contractors Licensing Board. Submission of a signed proposal will be interpreted to mean that the bidder has agreed to all terms and conditions set forth.

The successful contractor and his subcontractors will be required to obtain a **Town of Apple Valley** business license. A copy of the license will be required prior to award of the contract. The contractor will be required for all fees associated with licensing.

The successful contractor will be required to provide certificates of auto, liability and workman's compensation insurance at the designated limits prior to the award of a contract.

INITIAL AND SUBSEQUENT TERMS - The initial term of the contract is expected to run from September 1, 2015 through June 30, 2016 with additional multi-year extensions with consent of both parties.

III. PROCESS FOR SUBMITTING A REQUEST FOR PROPOSAL

- *Preparation of Proposal*

Each RFP shall be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete, accurate and reliable presentation.

- *Number of RFP Copies*

Please submit two (2) copies of your RFP to the Town.

IV. MINIMUM QUALIFICATIONS / EVALUATION OF CRITERIA

- Experience of the vendor and its staff with providing similar services. Please submit a list of at least three references, especially with respect to servicing municipalities. **(Listing should include the dates and amounts of applicable contracts- Exhibit D)**
- Statement of financial stability and ability of the contractor to provide such a service.
- Ability to meet the conditions of the standard Town contract, including insurance requirements.

- Cost proposals are to be submitted in a separate and sealed envelope and attached to the RFP response. Clearly mark the envelope with the name and address of your firm, and "Cost Proposal –Professional Janitorial Services."
- Resumes and list of principals to be assigned to the project.
- **NOTE:** This a request for proposals as opposed to a formal bid request. A combination of the above criteria and cost effectiveness of the proposal will be used in selecting the successful contractor. Based upon qualifications, the most qualified firm will be selected, followed by negotiation of the scope of work and cost proposal submitted.

V. CONTENT OF PROPOSAL

1. Cover Letter

The proposal should contain a cover letter and introduction, including: the company name, address and the name and telephone number of the person or persons authorized to represent the company regarding all matters related to the proposal.

- The letter should contain the following statement and must be signed by the individual authorized to represent the firm:

We have read the Town of Apple Valley's Request for Proposal (RFP) for professional Janitorial Services at various Town facilities", and fully understand its intent. We certify that our firm is qualified and has adequate personnel, equipment and facilities to provide the Town's requested services. We understand that our ability to meet the criteria shall be judged solely by the Town and its authorized officers.

In addition, we certify that:

Our RFP is not made in the interest or on behalf of any person not named therein; we have not directly or indirectly induced or solicited any person to submit a false or misleading proposal or to refrain from proposing.

2. Summary of Understanding of Proposed Services:

- The Proposer should indicate its understanding of the requested services and describe how it proposes to service the **Town of Apple Valley**.

3. Documentation Supporting Items Requested In Section II – IV.

- The proposer must complete and include Exhibits B-Compensation Rates & Charges for Town Facilities janitorial Services, Exhibit C-Corporation Information and Verification Sheet and Exhibit D-Reference List for Similar Contracts as part of the proposal.

4. Cost Proposal in a Separate Sealed Envelope Attached to the RFP Response and Marked as Noted in Section IV.

Exhibit "A"
Scope of Work & Performance Schedule
For Professional Custodial Services at Various Town Facilities

1.01 Specific Requirements

Cleaning Schedule

- A: TOWN OF APPLE VALLEY TOWN HALL BUILDING
14955 Dale Evans Parkway
6 days, Sunday, Monday, Tuesday, Wednesday, Thursday, Friday
Cleaning to commence after 6:00 p.m.
Uses of the Recreation Center/Council Chambers can require cleaning after 11:00 pm.
Approximate square footage of building – 25,000
- B: TOWN OF APPLE VALLEY DEVELOPMENT SERVICES BUILDING
14975 Dale Evans Parkway
6 days, Sunday, Monday, Tuesday, Wednesday, Thursday, Friday
Cleaning to commence after 6:00 p.m.
Uses of the Conference Center can require cleaning after 11:00 pm.
Approximate square footage of building – 26,000
- C: TOWN OF APPLE VALLEY POLICE DEPARTMENT BUILDING
14975 Dale Evans Parkway
7 days a week, Monday through Sunday
Cleaning to commence after 6:00 p.m.
Approximate square footage of building – 13,000

**1.02 Daily, Weekly, Semi-Weekly, Monthly, Quarterly
And Semi-Annual Services**

CONTRACTOR shall furnish all labor, equipment, materials, tools, services and special skills required to perform the janitorial maintenance as set forth in this Scope of Work and in keeping with the highest standards of quality and performance.

Maintenance of these areas shall include the following:

A. GENERAL SERVICE – ALL BUILDINGS

1. DAILY SERVICES:

- *Maintain janitorial closets clean and orderly
- *Clean furnishings in employee breakroom areas
- *Empty trash containers and remove trash from all buildings to designated areas
- *Empty all office recyclable bins from all buildings, to main container at exterior of building

- *Dust office furniture and equipment
- *Spot clean walls and partitions for finger marks and smudges
- *Vacuum all carpeting throughout building
- *Clean and sanitize all drinking fountains
- *Replace trash liners as necessary
- *Damp wipe telephones
- *Spot clean light switches and doors
- *Thoroughly clean all entry doors
- *Dust mop or sweep all resilient floors
- *Wet mop resilient floors
- *Spot clean carpet for spillage, stains, etc.
- *Clean kitchen (wipe oven, stoves and other appliances) and damp mop floors
- *Turn off all unnecessary lights while working
- *Report repairs required for buildings to Town representative
- *Remove and report graffiti
- *Sweep exterior entrance floors, walls and ceilings and patios to all buildings
- *Clean all walkways and trash bin areas to all buildings as needed
- *Spot clean tables in all buildings
- *Spot clean chairs as needed in all buildings
- *Clean trash receptacles as needed in all buildings
- *Clean and sanitize counters as needed in all buildings
- *Provide all trash liners in all buildings
- *Clean main entrance doors and windows glass areas
- *Check and secure building prior to leaving

2. WEEKLY SERVICES

- *Low dust all chair and office furniture
- *Dust all window sills, ledges, and rails
- *Whisk broom or vacuum upholstered furniture and spot clean as needed
- *Dust pictures, clocks, partition tops, etc.
- *Dust, clean all wood and rubber and tile base boards
- *Clean appliances inside and out (stoves, refrigerators, and microwaves)
- *Open refrigerators and clean internally as necessary

3. BIWEEKLY

- *Burnish floors

4. MONTHLY SERVICES

- *High dust ceilings and wall vents
- *Detail carpet edged under and around furniture
- *Clean all blinds and window coverings
- *All carpet areas to be deep cleaned with a carpet extractor

- *Clean light fixtures, inside and outside
- *Clean HVAC supply & return registers

5. SEMI-ANNUALLY

- *Machine strip, scrub and apply 4 coats new wax finish to resilient floor & (spray buff) burnish and remove all furniture and appliances

B. RESTROOMS

1. DAILY SERVICES

- *Empty trash and replace liner if necessary, wash containers inside and out when soiled
- *Clean sinks and countertops and wipe dry
- *Clean all mirrors
- *Clean and disinfect all areas of toilets and urinals and wipe dry
- *Clean and polish all chrome on top of and under sinks, toilets and urinals to keep scale free, including flush-o-meters
- *Spot clean partitions for smudges and remove graffiti
- *Wipe clean tops of partitions
- *Spot clean walls for splashes around sinks and urinals
- *Pour water into floor traps to prevent odors
- *Refill toilet tissue, paper towel, seat cover and soap dispensers and clean dispensers
- *Thoroughly mop floors with disinfectant solution

2. WEEKLY SERVICES

- *Fully clean all showers
- *Wash walls and partitions with a disinfectant solution

3. MONTHLY SERVICES

- *Deep clean floor, wall, tile, and grout at Town restrooms.

1.03 Exceptions to General Services

- *Town will provide all paper products – Consisting of hand towels, toilet paper, and toilet seat covers, dispenser hand soap and Germstar refillable packs and receptacle trash bags

GENERAL REQUIREMENTS

2.01 Project Inspections

Bi-monthly, **CONTRACTOR**, or his representative, will tour the locations where Services are provided under the Agreement with a **Town** representative, for the purpose of determining compliance with the Scope of Work or to discuss required work. **CONTRACTOR'S** representative must be authorized to sign documents and effect changes for any of the locations. Any item determined not to be in compliance shall be rectified within their respective time period per **Exhibit A, Section 1.02**.

2.02 Safety

CONTRACTOR agrees to perform all work outlined in the Scope of Work in such a manner as to meet all accepted standards for safety practices during the maintenance operation and to safely maintain equipment, machines, and materials or other hazards consequential or related to the work; and agrees to additionally accept the sole responsibility for complying with all local, County, State or other legal requirements including but limited to, full compliance with the terms of the applicable O.S.H.A. and CAL. O.S.H.A. at all times so as to protect all persons, including **CONTRACTOR'S** employees or **Town** officials, employees, volunteers, vendors, members of the public or others from foreseeable injury, or damage to their property. **CONTRACTOR** shall inspect all potential hazards at said areas under maintenance and keep a log indicating date inspected and action taken.

It shall be **CONTRACTOR'S** responsibility to inspect, and identify, any condition(s) that renders any portion of the areas under maintenance unsafe as well as any unsafe practices occurring thereon. **Town's Contract Representative**, or his or her designee, shall be notified immediately of any unsafe condition that requires major correction. **CONTRACTOR** shall be responsible for making minor corrections, including but not limited to care of floors so as to protect members of the public and others from injury. **CONTRACTOR** shall cooperate fully with **Town** in the investigation of any accidental injury, or death occurring on the contracted areas, including a complete written report thereof to **Town's Contract Representative** within five (5) working days following any occurrence.

2.03 Reports and Schedules

CONTRACTOR, as part of this Agreement, will submit reports and schedules as requested. Such reports may include but not be limited to the following:

- A. Suggestions for improving problem areas.

- B. Cost information to perform Extra Work for upgrading specific areas and/or tasks.
- C. Weekly Maintenance Schedules.
 - 1. TOWN will provide a facility use schedule to CONTRACTOR with listing of dates and times of scheduled activities in the – Council Chambers, Recreation Center and Conference Center.
 - 2. **CONTRACTOR** shall provide a written weekly maintenance schedule, to be date and time specific, to the **Town Contract Representative**, or his or her designee, every two weeks. Weekly schedules will include number of people and number of hours to be worked at each site
 - 3. Notification of change in scheduled work must be received by **Town** at least 12 hours prior to the scheduled time for the work. Except for weekend work, which requires 48 hours notification.
 - 4. A weekly walkthrough of all facilities to review schedules and maintenance per contract agreement is mandatory.
 - 5. **CONTRACTOR'S** staff will have a sign off form if a request is made for a specific area not to be cleaned. The name of the person making the request must be on the form. The name will be printed and signed off by the person making the request. A copy of this form must be given to **Town's Contract Representative**, or his or her designee. If the form is not turned in a possible deduction may be made at **Town's** discretion.
- D. Monthly Schedules
- E. Semi Monthly Schedules
- F. Quarterly Schedules
- G. Semi Annually Schedules

All above reports are to include what is described in section 1.02.

2.04 Protection of Existing Facilities and Structures

CONTRACTOR shall exercise due care in protecting all existing facilities structures, and utilities on **Town's** property from damage. Any damage to **Town's** property, deemed to be caused by **CONTRACTOR'S** neglect, shall be corrected or paid for by **CONTRACTOR** at no cost to **Town**.

2.05 Contractor's Staff

- A. **CONTRACTOR** shall provide sufficient qualified personnel to perform all work in accordance with the Scope of Work. **CONTRACTOR'S** staff will be dressed in a professional manner; shirts must have **CONTRACTOR'S** business name and logo

printed on the front. All of **CONTRACTOR'S** maintenance personnel shall be supervised by a qualified, English-speaking Foreman in the employment of **CONTRACTOR**.

- B. **CONTRACTOR** shall ensure that all of the **CONTRACTOR'S** staff has successfully passed a background check. A list of the official criminal criteria that could disqualify staff can be acquired from the **Town's Risk Manager**.
- C. **CONTRACTOR** shall also provide a qualified, English-speaking supervisor, who shall be equipped with a two-way radio and/or cellular telephone, with the capability to respond to emergency calls/complaints relative to the contracted locations within one (1) hour. **CONTRACTOR**, or his representative, shall be reachable by **Town** twenty-four (24) hours per day seven (7) days a week.

All emergency after-hour calls will be responded to by Town staff, unless arrangements are made requiring the CONTRACTOR to respond.

2.06 Chemicals

- A. All materials used by **CONTRACTOR** to carry out the terms of this Agreement shall be in strict accordance with the **EPA** regulations and the **California Food and Agricultural Codes**.
- B. **CONTRACTOR** is responsible for obtaining all required permits, a copy of which shall be sent to **Town's Contract Representative**.
- C. **CONTRACTOR** is responsible for all cleaning supplies used and or required to fulfill the contract and included in the scope of work.
- D. The **TOWN** will not provide cleaning materials or equipment needed to fulfill the contract other than the aforementioned paper products.
- E. **CONTRACTOR** shall supply the **Town** an MSDS listing of all cleaning materials used in the fulfillment of the contract.
- F. **CONTRACTOR** shall ensure an MSDS book is stored in each custodial closet where cleaning materials are stored that meets the OSHA right to know requirements.

2.07 Janitorial Closet

Town may provide one janitorial closet in each Civic Center building for the Contractor's use. Storage of materials and equipment used in the fulfillment of the contract may be stored in the closets and must be kept clean.

EXHIBIT B

**“COMPENSATION RATES
&
CHARGES FOR TOWN FACILITIES JANITORIAL SERVICES”**

	<u>Written In words</u>	<u>Figures</u>
A:	Town Hall 14955 Dale Evans Parkway.	_____/month
B:	Development Services Building 14975 Dale Evans Parkway	_____/month
C:	Police Department 14931 Dale Evans Parkway	_____/month
	TOTAL MONTHLY COST FOR ALL FACILITIES	_____/month

EXHIBIT C

CORPORATE INFORMATION AND VERIFICATION

Corporation Organized under the Laws
of the State of _____

Names and addresses of all members
Of the firm or names and titles of
All officers of the corporation:

(Corporate seal)

Contractor's License No. _____ Expiration Date: _____

Classification of Contractor's License No. _____

Business Address: _____

Phone Number: _____

Place of Residence: _____

Contractor: _____

I/We hereby certify under penalty of perjury that the information provided above is complete and true to the best of my knowledge.

SIGNATURE

DATE

EXHIBIT D

REFERENCE LIST OF SIMILAR CONTRACTS

Name of Contracting Agency		
Contact Person		
Address and Phone number		
Length of Contract		
Amount of Contract		
Is the contract current	Yes _____	No _____

Name of Contracting Agency		
Contact Person		
Address and Phone number		
Length of Contract		
Amount of Contract		
Is the contract current	Yes _____	No _____

Name of Contracting Agency		
Contact Person		
Address and Phone number		
Length of Contract		
Amount of Contract		
Is the contract current	Yes _____	No _____