

CITY OF SANTA FE, TEXAS REQUEST FOR PROPOSAL JANITORIAL SERVICES FOR CITY FACILITIES

INTRODUCTION

The City of Santa Fe is seeking proposals for janitorial services for the city's facilities, specifically City Hall, Justice Center, Library, Community Center, and Public Works. The initial contract period will be for two (2) years with two (2) one-year options to renew if mutually agreed upon by both parties. An option to renew may be exercised only if all terms and conditions, other than the contract period being extended, remain unchanged and in full force and effect. Each renewal is to be executed in the form of an extension letter from the City Manager no earlier than sixty (60) days prior to the expiration date of the initial contract term or renewal period. The City may cancel the contract, with or without cause, or solely for its convenience upon thirty (30) days written notice to Contractor.

Specifications and submission forms will be mailed to all interested contractors and are also available from City Hall, 12002 Hwy. 6, Santa Fe, Texas, or the city's website at www.ci.santa-fe.tx.us under Public Notices.

The City reserves the right to accept or reject any or all proposals and to accept the proposal deemed most favorable to the city as determined by the City Council to be in the best interest of the City of Santa Fe.

SUBMISSION OF PROPOSAL

The attached model contract document is intended to serve as the proposal form for janitorial services. All points outlined and materials requested should be incorporated into the contractor's reply to be considered for evaluation.

It should be emphasized that the specifications contained herein represent a preferred level of service from the City's perspective. The language used should not be construed so as to preclude a contractor from presenting alternative features and quotations (in detail) to the ones stated; either in terms of providing improved service to the City or more acceptable conditions to the contractor.

Sealed proposals addressed to the Honorable Mayor and Council of the City of Santa Fe will be received at the office of Janet L. Davis, City Secretary/Treasurer, P. O. Box 950, 12002 Hwy. 6, Santa Fe, TX 77510-0950 until ***Tuesday, October 6, 2016, at 2 p.m.*** Proposals shall be submitted in sealed envelopes and plainly and clearly labeled "***SEALED PROPOSAL FOR JANITORIAL SERVICES.***" The proposals will be publicly opened at the same location, date, and time. Only the names of the proposers will be read at the opening. City staff will promptly and thoroughly examine the proposals submitted and prepare a summary for presentation to the City Council. Questions regarding the proposal documents may be directed to Joe Dickson, City Manager, or Janet Davis, City Secretary, at (409) 925-6412.

CRITERIA FOR EVALUATION

Although not intended to be all-inclusive, the following is a list of criteria which will be considered in evaluating the proposals:

- Extent and quality of contractor's experience in the janitorial services business, based on information provided by the contractor as well as information obtained from former and present clients;
- Contractor's understanding of the work to be performed, staffing, and equipment requirements, problems that may be encountered over the life of the contract and how they are to be dealt with, and the overall ability to meet the service requirements;
- The financial stability of the contractor and the financial ability to meet the terms of the contract;
- Sufficient, adequate, and suitable equipment for the work contemplated;
- The experience and qualifications not only of top management but the key personnel who will be accomplishing the service described in the Request for Proposal (RFP);
- The ability of the contractor to address not only the current needs of the city, but also concerns that may develop over the term of the contract;
- Minimum of five years in business;
- Proposed cost of service; and
- General responsiveness to this RFP.

SELECTION OF CONTRACTOR

It is the intention of the city to select a proposal that best meets the needs of the City and present the recommended proposal to the City Council at their regular meeting of *Thursday, October 13, 2016, at 7:00 p.m.* for award of the contract.

SUBMISSION FORM AND SPECIFICATIONS
PROPOSAL FOR JANITORIAL SERVICES
FOR THE CITY OF SANTA FE

* * * * *

Name of Contractor: _____

Address: _____

Telephone Number: _____

Fax Number: _____

Contact Name: _____

E-mail address: _____

Web site address: _____

Years In business: _____

Name of Insurance Company: _____

Name of Insurance Agent: _____

Address: _____

Telephone Number: _____

Fax Number: _____

Please provide three Texas references, preferably governmental entities:

Client Name	Contact Person	Telephone #
_____	_____	_____
_____	_____	_____
_____	_____	_____

RATE QUOTATION

Janitorial Services for City of Santa Fe

Can your firm meet the requirements, including insurance, described in this request for proposal for janitorial services for city facilities? _____

Please indicate the number of supervisory staff, custodians, and hours you feel are necessary to perform the contracted scope of work for each location listed.

	<u>Supervisory</u>	<u>Custodial</u>	<u>Hours</u>
City Hall	_____	_____	_____
Justice Center	_____	_____	_____
Library	_____	_____	_____
Community Center	_____	_____	_____
Public Works	_____	_____	_____
Park Maintenance	_____	_____	_____

Describe the nature and level of training provided to each employee and supervisor?

State the name of generally used cleaning products.

Please provide your contract rate for services described in this RFP for each facility.

	<u>Monthly</u>	/	<u>Additional quarterly window cleaning</u>
City Hall	_____	/	_____
Justice Center	_____	/	_____
Library	_____	/	_____
Community Center	_____	/	_____
Public Works	_____		
Park Maintenance	_____		

GENERAL TERMS AND CONDITIONS

SCOPE OF WORK:

The City of Santa Fe is requesting proposals from qualified firms to perform various professional, commercial-quality janitorial services at the city's various facilities. Currently, these facilities consist of City Hall, Justice Center, Library, Community Center, Public Works Maintenance Office, and Park Maintenance Office. The following specifications are provided to allow prospective contractors the opportunity to submit their proposals on equipment and services which the proposer feels best meets or exceeds the City's requirements. The contractor shall furnish all labor, supplies and materials, and equipment necessary for the complete janitorial cleaning of all facilities specified under the contract specifications.

QUALIFICATION OF CONTRACTOR:

Proposals will be considered from responsible firms or individuals now or recently engaged in the performance of building janitorial service contracts comparable to those described herein. The successful proposer must be bonded, have considerable experience in the commercial cleaning field, and be accessible by telephone or cell phone at any time of the day to resolve cleaning issues regarding any of the specified sites. The proposer shall furnish a statement of financial resources supporting the ability to maintain a staff of regular employees adequate to ensure continuous performance of work and demonstrating that the equipment for the work contemplated is sufficient, adequate, and suitable.

QUALIFICATION OF EMPLOYEES:

Contractor shall furnish a complete list of all employees, including name and address, assigned to perform the contracted work and shall notify the City immediately in writing of all changes in personnel assigned to this contract. Only employees age 18 years or older will be allowed to perform work that is the subject of this proposal. The City of Santa Fe Police Department will perform background security checks on all employees assigned to work at city facilities. The City may require dismissal from work any employee whom the City deems incompetent, careless, a security risk, or otherwise objectionable to the public interest. Contractor's employees may be required to carry proper visible identification on their person at all times while performing contract work.

SUBCONTRACTING:

It is the intent of the City to award this contract to a firm or individual who can perform all aspects of this contract utilizing immediate staff; therefore, no portion of this contract may be subcontracted.

SUPERVISION:

The contractor shall arrange for on-site supervision of the employees performing the contract work. The contractor's supervisor(s) shall be fully and adequately trained and have experience in cleaning supervision, sufficient in scope to meet the approval of the City, and shall be able to communicate clearly in the English language. The supervisor(s) shall be available at all times the contract work is in progress to ensure the terms of the contract are met and safety measures are not avoided, to receive any special cleaning instructions from designated city staff, or to address concerns of the city. Contractor's employees shall not be accompanied in their work area by acquaintances, family members, or any other person unless said person is an authorized employee of the contracted firm.

PROTECTION AND DAMAGE:

The contractor shall be responsible for the protection of the city's existing equipment and facilities, and shall, at his own expense, repair or restore any damages caused by the actions or negligence of his employees. Any such repairs shall be completed within 48 hours or such additional reasonable period of time to which the City and Contractor agree. Should the contractor fail or refuse to make such repairs or restorations, the City may have the work accomplished under separate contract and deduct the cost from this contract.

STORAGE SPACE:

The City has a very limited amount of space available in the buildings for storage of the contractor's supplies and equipment. Should contractor and city agree to an assigned space within its facilities, the contractor shall keep this space in a neat and orderly condition. The City will not be responsible for damage or loss of the contractor's stored supplies or equipment or the contractor's personal belongings.

CONDUCT OF WORK:

The contractor shall prohibit their employees from disturbing papers on desks, opening desk drawers or cabinets, or using telephones, radio equipment, or other office furniture and equipment provided for official City use. No equipment shall be unplugged or turned on or off.

SECURITY:

Building security will be discussed in detail with the successful proposer and building security badges and keys will be furnished, as appropriate, to a designated contractor supervisor. The contractor shall be responsible for the protection of the building access mechanisms, and any loss of such mechanisms must be reported to the City immediately. Should a lost or stolen mechanism jeopardize the security of a particular facility, the Contractor will be responsible for all costs incurred in re-keying the lock system.

CLEANING HOURS:

The City and Contractor will develop a routine cleaning schedule for each facility. Some areas require cleaning during normal business hours and the cleaning schedule should be arranged between the Contractor and City as to not unreasonably disrupt the normal operations and activities of city staff. For those facilities that are cleaned after hours, the city may schedule meetings or activities in the evenings, on occasion, and the Contractor may be required to alter the cleaning schedule accordingly.

CLEANING SUPPLIES AND CHEMICALS:

The city maintains a supply of trash bags, paper towels, toilet paper, dishwashing and hand soap, antibacterial wipes, and deodorizing spray. The successful contractor will be responsible for providing cleaning supplies and equipment necessary to meet the requirements of the contract. All products used shall be approved by the city prior to use. Hazardous products are not allowed.

INDEPENDENT CONTRACTOR:

In the performance of work, duties, and obligations under this agreement, the Contractor is at all times acting and performing as an independent contractor with complete control over the means, manner, and method by which services are rendered. Contractor is not an agent or employee of the City for any purpose. Contractor and his employees are not eligible for nor will be permitted to participate in any employee benefit plans which are normally provided to employees of the City, including vacation and sick leave, retirement plans, disability, and worker's compensation. The City assumes no liability to any third party for any actions, inactions, or deeds taken in the performance of services by the Contractor, its agents, employees, or representatives. The Contractor is solely responsible for all IRS tax reporting and quarterly payments of estimated tax, FICA payments, and any other tax withholding required by the State or Federal governments.

INDEMNIFICATION:

The Contractor shall agree to assume all risks and responsibility for, and agrees to indemnify, defend, and save harmless, the City of Santa Fe, its elected and appointed officials, employees, and its agents, from and against all employee, agent, or third party demands, suits, actions, recoveries, judgments, and costs and expenses including reasonable attorney's fees for the defense thereof in connection therewith on account of the loss of life, property or injury or damage to the person which shall arise from contractor's operations under the contract, its use of City facilities or from any other breach on the part of the contractor, its employees, agents, or persons in or about the City's facilities with the expressed or implied consent of the City, but only to the extent that same are caused by the negligence, misconduct, or other fault or omission of Contractor, its agents or employees.

INSURANCE REQUIREMENTS:

Liability and Property:

The successful proposer agrees to keep in full force and effect a policy of third party liability and property damage insurance issued by a casualty company authorized to do business in the State of Texas, and in standard form approved by the Board of Insurance Commissioners' of the State of Texas, with coverage provision insuring the public from any loss or damage that may arise to any person or property by reason of services rendered by successful proposer in limits of not less than the following sums:

- For damages arising out of bodily injury to or death of one person in any one accident, One hundred thousand dollars (\$100,000.00)
- For damages arising out of bodily injury to or death of two or more persons in any one accident, Three hundred thousand dollars (\$300,000.00)
- For any injury to or destruction of property in any one accident, One hundred thousand dollars (\$100,000.00)

All policies and certificates of insurance shall include the City of Santa Fe as additional named insured for work performed under the Contract.

Workers' Compensation:

The successful proposer shall carry in full force and effect Workers' Compensation Insurance Policy(ies) for all employees, including but not limited to full time, part time, and emergency employees employed by the Contractor.

Proof of Insurance:

Proof of Insurance, as detailed above, shall be provided to the City prior to execution of the Contract and shall remain in full force and effect during the entire term of the Contract, including the original term and any contract extension terms.

GENERAL SPECIFICATIONS

FACILITIES:

CITY HALL – 12002 HWY. 6, SANTA FE, TEXAS (7,450 sf)

(services requested once per week)

Preferred cleaning – after hours

(City Hall is open M-TH 7:30 a.m. to 5:30 p.m. and on Friday 7:30 a.m. to noon with occasional evening meetings in Council Chambers)

JUSTICE CENTER – 3650 FM 646 N, SANTA FE, TEXAS (12,604 sf)

(services requested twice per week)

Preferred cleaning – during office hours

(Although a portion of the Justice Center is an around-the-clock operation, the offices are open M-TH 7:30 a.m. to 5:30 p.m. and on Friday 7:30 a.m. to noon.)

LIBRARY – 13302 – 6TH STREET, SANTA FE, TEXAS (5,950 sf)

(services requested once per week)

Preferred cleaning – after hours

(The Library is open M,T,W,F 10 a.m. to 6 p.m.; Th 12 noon to 8 p.m.; Sat 10:30 a.m. to 1 p.m.)

COMMUNITY CENTER – 14304 BERITON, SANTA FE, TEXAS (4,800 sf)

(services requested once per week)

Preferred cleaning – Fridays between 1 p.m. and 6 p.m.

(The building is occupied each weekday morning until 1 p.m. by the Senior Citizens group and the building is rented by members of the community on weekends.)

PUBLIC WORKS OFFICE – 11702 – 11TH STREET, SANTA FE, TEXAS (1,200 sf)

(services requested once per week)

Preferred cleaning – during working hours

(Street department working hours are M-F 6:30 a.m. to 5 p.m.)

PARKS MAINTENANCE – 4908 MAIN STREET, SANTA FE, TEXAS (450 sf)

(services requested once per week)

Preferred cleaning – during working hours

(Park maintenance staff work M-Th 6:30 a.m. to 4:00 p.m. and on Friday 6:30 a.m. to 10:30 a.m.)

If a scheduled cleaning day falls on a recognized holiday, an alternate day will be mutually selected so the facilities will still be cleaned each week.

SERVICES REQUESTED:

1. empty office wastebaskets, replace liners, and place all trash in on-site dumpster
2. dust all furniture, tops of file cabinets, etc.
3. remove accumulated dust from a/c vents and cobwebs from walls
4. clean and sanitize drinking fountain
5. clean interior and exterior glass (lobby areas and private entrances)
6. spot clean and vacuum all carpeted areas
7. sweep, remove scuff marks, and mop tile floor
8. damp clean and sanitize kitchen counter top and table
9. wash cups in kitchen sink, rinse, and place in drain basket
10. clean and sanitize base and sides of commodes and urinals
11. clean and sanitize washbasins (sinks) and metallic fixtures
12. clean mirrors in restrooms (free of streaks or spots)
13. empty and sanitize interior of sanitary containers
14. replenish restroom supplies
15. spot clean walls and doors with disinfecting soap solution
16. broom sweep exterior entrances
17. handle any other tasks to ensure that each visitor and employee is met with a pleasing first impression
18. window cleaning (The City expects glass surfaces, used on a daily basis, to be cleaned during each scheduled, routine cleaning. These surfaces include the entrance doors at City Hall (1 double set), the entrance doors at the Justice Center (1 double set and 1 single door), the window glass between the court room and the court offices at the Justice Center, and the entrance doors at the Community Center and Library (2 double sets each).

Additionally, please provide a separate quote for cleaning the inside and outside of the other glass windows at each facility on a quarterly basis.