REQUEST FOR PROPOSAL

1) CLIENT

In accordance with the City of Delaware Codified Ordinances, the City of Delaware invites qualified companies to submit proposals to provide custodial services for the City of Delaware's facilities including City Hall, Justice Center, Engineering Building and Public Works Facility.

2) SELECTION PROCEDURE

The City of Delaware Selection Committee will review proposals. The Selection Committee will recommend the company that most effectively addresses the custodial needs of the City for a maximum cost of $90,000 per year. The City Manager reserves the right to reject any and all proposals or call for additional submittals.

3) SELECTION TIMETABLE

January 6, 2014	Distribution of Request for Proposals
January 7, 2014	Site Visit 9:00am City Hall City Council Chambers
January 9, 2014	Deadline for Receipt of Proposals 4:00pm (local time)
Week of January 12, 2014	Review Proposals and Make Recommendation

4) REQUIREMENTS FOR THE PROPOSAL

It is the intention of the City of Delaware to engage a highly qualified and experienced company to provide custodial services for the City of Delaware.

Proposals should be in the form of bound reports, easy to open flat. Pages are to be 8 1/2"x11", with optional foldouts only when necessary. Compliance with these guidelines is essential to the ability of the selection committee to evaluate submittals fairly.

The response shall include the following elements:

Section	Content
1	Cover Letter
2	Firm Experience
3	Fee Proposal
4	References
5	Miscellaneous Forms

The following summarizes the desired information for each of the above sections.

Attach any additional data you feel is appropriate to provide a better understanding of your firm, its management structure, firm philosophy, why you should be considered for this project and your ability to undertake the Project at this time (in terms of services, experience, personnel or other commitments).

Cover Letter

A covering letter of not more than one page may be provided at the front of the response.

Identification of Respondent

On a single page, identify the respondent.

Firm Experience

Provide a statement of similar project experience by the firm. Include the names of the companies that were recipients of your services, dates description, start and completion dates, address and phone numbers and email addresses.

Describe your experience in the Central Ohio area.

Fee Proposal

Propose your fee in a lump sum basis for the entire contract for a one year period. If there will be additional charges outside the proposed fee, they will be noted at this point. Note that the award of this contract will be based on the lowest responsive and most responsible bid received. A LOW BID WILL NOT BE GUARANTEED THE AWARD OF THE CONTRACT.

References

Provide a minimum of three references consisting of names, addresses, email addresses and telephone numbers of all clients with similar characteristics, attributes and requirements to the City of Delaware.

5) SCOPE OF SERVICES

1. Scope of Services (Vendor requirements): The following identifies the responsibilities of the Vendor in the performance of the custodial services agreement.

   a. Perform specified custodial services within the City facilities in accordance with the Schedules of Services for each facility. All services

shall occur during specified times to limit interference with daily City business and activities.

b. Supply all cleaning agents, chemicals, cleaning rags, towels, equipment including but not limited to cleaning carts, vacuums, carpet cleaners, floor buffers etc.

c. Resupply restrooms and kitchen areas with hygienic items as provided by the City.

d. Maintain an updated and accurate list of all personnel assigned to City facilities and make this information available to the City's Representative.

e. Designate and provide an on-site "Supervisor" dedicated to overseeing, monitoring, instructing and otherwise managing all assigned custodial personnel during all hours when services are being rendered. The Supervisor will act as the City's point of contact for all issues, concerns or related communication.

f. Provide contact telephone number(s) for the Vendor's business office and for the Vendor's "Supervisor" during normal business hours and at all times when custodial services are to be provided to City facilities.

g. The Vendor's Supervisor shall be responsible for:

    i. Attending all training provided by the City regarding cleaning expectations, building access and security system operation.

    ii. Provide necessary training to Vendor's custodial personnel assigned to City facilities.

    iii. Supervise daily cleaning activity in each facility.

    iv. Provide advanced coordination with the City Representatives for custodial services restricting access to specific areas such as carpet cleaning and flooring maintenance.

    v. Provide completed daily service logs for each facility and leave a copy at designated locations when work in that facility has been reviewed and approved by Supervisor.

    vi. Notify City Representative when supplies of hygienic products supplied by City are low, in advance of stock being depleted.

vii. Replace any of Vendor's personnel that are unable to perform duties in accordance with the terms of this agreement, or that as been identified as no longer being compliant with criminal background requirements.

2. Scope of Services (City Requirements): The following identifies the responsibilities of the City in the performance of the custodial services agreement.

   a. Assign a "Representative" from the Building Maintenance Division to act as the point of contact for all issues, concerns and questions regarding the performance of the custodial cleaning agreement.
   b. The City will provide training to the Vendor's Supervisor assigned to provide daily oversight and management to the Vendor's approved custodial personnel. Training will include review of custodial tasks identified in the Schedule of Services, City expectations, facility locations, and access and security system management.
   c. Provide hygienic supplies and products as required for each facility including toilet tissue, paper towels, hand soap, and plastic trash liners for trash receptacles. These supplies shall be stocked at each facility and available for use by the Vendor for replacement in each facility area as required.
   d. Provide a location at each facility for Vendor to store cleaning supplies and equipment.
   e. Provide the Vendor with security system access cards or key fobs for each facility. Lost or misplaced cards/fobs will be replaced at the Vendor's expense.
   f. The City will process payment for all invoices received within thirty (30) days of initial receipt.

3. Location of City Facilities

All City facilities are located within the corporate limits of the City of Delaware, Ohio and at the following addresses. Parking is available at each location for custodial personnel.

Public Works Department	440 East William Street
Engineering Division	20 East William Street
City Hall	1 South Sandusky Street
Justice Center	70 North Union Street

4. Hours and Frequency of Custodial Services

All custodial services shall be performed during the following times as specified for each individual location. Special arrangements for holidays or other days when the City's normal business hours are suspended shall be made directly between the Vendor's Supervisor and City Representative.

Public Works Department	Week Nights, Monday-Friday after 3 PM
Engineering Division	Week Nights, Monday-Friday after 3 PM
City Hall	Week Nights, Monday-Friday after 3 PM
Justice Center	Nightly, Monday-Sunday after 5 PM

5. Length of Contract

This contract shall be in full force commencing on the date of execution by the City Manager on or before January XX, 2015, and continuing through December 31, 2015. The agreement may be extended for a total of two (2) additional one (1) year periods following the first year upon written agreement of both the City and Vendor. If for any reason either party determines that it is no longer in their best interest to remain within the agreement, that party may notify the other in writing no less than thirty (30) days prior to the intended date of termination of services.

6. Special Provisions: Criminal Background Check Requirements

   During the performance of custodial services, Vendor's personnel will have access to areas containing sensitive information, records, materials etc. All personnel assigned by the Vendor are subject to a standard criminal background check administered through the City Police Department. It is the Vendor's responsibility to screen potential personnel so as not to assign an individual with a criminal history that would prevent them from being approved for work within City facilities. The City Police Department will review, approve and/or deny acceptance of each Vendor employee, including the Vendor's designated Supervisor. Criminal background checks can take up to two weeks to complete. The cost of each background check is the responsibility of the Vendor to pay at time service is rendered.

7. Penalty for Failure to Perform

   The City Representative will evaluate the quality and completeness of the custodial services to the various City facilities and communicate directly with the Vendor's Supervisor regarding any deficiencies that need to be addressed. If the deficiency is not corrected, the City Representative will provide written notice concerning the delinquency both to the Vendor's Supervisor and Vendor's Office. Once a written notification is issued for a particular deficiency, the City will deduct Fifty Dollars ($50.00) from the Vendor's monthly fee for each time the specified deficiency reoccurs.

8. Schedule of Fees

   The Vendor agrees to perform the specified services for the following fees. The total monthly fee is to be inclusive of all personnel, cleanings supplies, materials, transportation, meetings, supervision etc. required of the Vendor to complete the services identified in this agreement. Vendor shall provide the City a single monthly invoice for all services rendered that month.

FEE SCHEDULE FOR CUSTODIAL SERVICES		
Location	Monthly Fee	Annual Fee
Public Works	$	$
Engineering Division	$	$
City Hall	$	$
Justice Center	$	$
Total Fee	$	$

9. Definitions & Schedule of Services

The Vendor shall provide custodial services to the facilities identified in the Agreement and in accordance with the Schedule of Services below. In some cases the minimal acceptable Frequency of Service is established. For all other items, it is up to the vendor to select whether the item is included in the proposal, and to include the proposed Frequency of Service for those items. For purposes of clarity, the frequency of service terms are further defined as:

Frequency of Service	**Service Definition**
Intermittent	Service occurs three nights per week, Monday, Wednesday & Friday
Week Nights	Service occurs nightly, Monday – Friday
Nightly	Service occurs nightly, Monday – Sunday
Weekly	Service occurs once per week
Bi-Weekly	Service occurs every other week
Monthly	Service occurs once per calendar month
Quarterly	Service occurs once every three months
Semi-Annually	Service occurs once every six months
N/A	Service not to be provided

Schedule of Services				
Item	**Description**	**Check if INCLUDED with proposal**	**Check if EXCLUDED from proposal**	**Frequency of Service**
Priority Public Areas				
1	Spot clean restroom walls with germicidal cleaner			WEEK NIGHTS
2	Clean restroom commodes, urinals, lavatories, mirrors, dispensers and partitions with germicidal cleaner/sanitizer.			WEEK NIGHTS
3	Wet mop restrooms with germicidal cleaner.			WEEK NIGHTS
4	Restock paper and soap products in restrooms and kitchen areas as required.			WEEK NIGHTS
5	Clean and sanitize drinking fountain(s).			WEEK NIGHTS
6	Empty waste receptacles in public areas and install new liner. Remove trash to designated location.			WEEK NIGHTS
7	Vacuum all carpeted public areas and elevator floor; Spot treat stains in carpet.			WEEKLY
8	Remove debris from all floors, stairwells, elevators and inside and outside entrances.			WEEK NIGHTS
9	Sweep and damp mop all tile, masonry and resilient flooring, including building entrances.			WEEK NIGHTS
10	Clean interior and exterior windows of all public entrances doors.			WEEK NIGHTS
Special Justice Center Items				
1	Sanitize shower, locker room and lab areas			NIGHTLY
2	Clean Jail holding areas, cells and restroom using germicidal cleaners approved for communicable disease. Access must be arranged through Police Shift Commander.			WEEK NIGHTS
3	Probation area to be cleaned between 6:00PM and 7:00PM on Thursday evening; Access must be arrange through Bailiff.			WEEKLY
4	Sanitize shower, locker room and lab areas			NIGHTLY
5	Dust exposed furniture, ledges, sills, pictures; wall clocks (Including Library).			
6	Dust, sweep and remove trash (Sally Port)			
7	Dust furniture and pictures in lobby, jury assembly and deliberation rooms.			
8	Clean glass in doorway entrances to courtrooms and offices.			

Private Offices, Common Areas and other Items				
Item	**Description**	**Check if INCLUDED with proposal**	**Check if EXCLUDED from proposal**	**Frequency of Service**
1	Vacuum all carpeted areas of private offices; Spot treat stains in carpet.			
2	Clean polished concrete floors with walk behind scrubber (Public Works Building)			
3	Clean security window glass at all reception areas. (both sides)			
4	Empty all office recycling containers and remove materials to designated location.			
5	Clean kitchen counters, refrigerator and microwave exteriors with germicidal cleaner.			
6	Clean break area tables with germicidal cleaner and damp wipe chairs.			
7	Empty waste receptacles from private offices and install new liner. Remove trash to designated location.			
8	Spot clean doors, doorframes, walls, light switches and railings in public areas.			
9	Dust exposed furniture, ledges, sills, pictures, wall clocks, artificial plans.			
10	Wash elevator walls			
11	Clean exposed surfaces of exterior waste receptacles at building entrances			
12	Purge open floor drains with disinfectant solution.			
13	Clean interior window ledges, sills and frames			
14	Clean interior trash receptacles with germicidal cleaner			
15	Vacuum all upholstered furniture			
16	Clean interior side of windows			
17	Strip, clean, seal/wax and buff all tile, marble and resilient flooring			
17	Clean light fixtures & lenses			
18	Clean ventilation diffuser and return grills in ceiling and walls			
19	Professionally clean all carpeted floors. (April & October)			

Facility Notes

Engineering Building - 20 East William Street: Includes all offices, cubical areas, conference room, hallways, kitchen, reception, restrooms, stairway, and public entrances located on the first and second level of the facility. No work required in basement level.

City Hall -1 South Sandusky Street: Includes all offices, cubicles, meeting rooms, hallways, break room, kitchen, common areas, restrooms, stairwells, elevator and public entrances located on all levels of the facility. No work required in basement HVAC and storage rooms.

Public Works Facility - 440 East William Street: Includes all offices, cubical areas, meeting rooms, hallways, restrooms, kitchen and common areas located in the Administrative wing of the facility, and one restroom located in the Streets Maintenance building.

Justice Center – 20 North Union Street: Includes all offices, cubical areas, meeting rooms, hallways, break room, kitchen, jail areas, restrooms, common areas, stairwells, elevators and public entrances located in all levels of the facility.

6) INSURANCE REQUIREMENTS

The Contractor is responsible for maintaining the level and type of insurance coverage in all locations when working under the direction of this contract.

The Contractor shall obtain and maintain during the life of the contract such full insurance coverage wherein the City of Delaware is named as an additional insured, and shall protect himself, the City of Delaware and any Subcontractor performing work covered by the contract from claims from property damage, product liability and personal injury, including accidental death which may arise from operations be performed by the Contractor or by any Subcontractor or by anyone directly employed by either of those parties.

These policies shall contain the following special provisions: "The Company agrees that ten (10) days prior to cancellation or reduction of the insurance afforded by this policy, with respect to the contract involved, written notification shall be mailed to the City of Delaware, Municipal Building, 1 South Sandusky Street, Delaware, Ohio 43015. Certificates of

Insurance indicating the availability of the described coverage will be filed with the City of Delaware within five (5) business days from the award of the contract. The amounts of the insurance shall be as follows:

a. Public Liability Insurance for bodily injuries, including accidental death, in the amount of not less than $1,000,000 for each accident or occurrence and $1,000,000 aggregate, and

b. Property Damage Insurance in the amount not less than $1,000,000 for each accident or occurrence and $1,000,000 aggregate.

The successful contractor, vendor, etc… must submit their insurance certificate naming the City of Delaware as an additional insured on ISO Form CG 2010 (11/85 edition). All other forms will be rejected.

7) SUBMISSION DEADLINE

One proposal must arrive by 4:00pm on January 9, 2014, addressed to:

Jacqueline M. Walker
Assistant City Manager
City Of Delaware
City Hall
One South Sandusky Street
Delaware, Ohio 43015
(740) 203-1010