

CUSTODIAL SERVICES

City of Ankeny, Iowa

EXHIBIT B

INFORMATION TO BIDDERS

1. OBJECTIVES

The City seeks a qualified contractor to provide custodial services as stated in this RFP. Awarded contractor must have the resources to comply with the scope of services. The contractor must have a proven record of performance cleaning professional office buildings. As proposed, the custodial services agreement would be for one (1) year, March 1, 2018 through February 28, 2019, with the option to extend the agreement for up to three (3) additional one year time periods.

The City's ideal contractor providing custodial services includes:

- *Creates a clean and welcoming place for the public and the employees;*
- *Is attentive to details and takes pride in doing a great job at each building;*
- *Does a great job of general cleaning and goes beyond to clean behind, above, and below in the hard to reach places;*
- *Is flexible and adjusts to special needs or concerns;*
- *Finishes all cleaning tasks without being reminded to clean;*
- *Never leaves a mess after cleaning;*
- *The cleaning personnel and equipment operate with minimal disruption to regular office business and meetings;*
- *The supervisors inspect the work;*
- *Follows up on concerns or evaluation results to resolve cleaning concerns to the satisfaction of the City; and*
- *Is an employer who monitors and limits employee turn-over in order to provide consistent staffing.*

2. CITY'S CONTRACT REPRESENTATIVE

Casy Ungs, Facilities Maintenance Technician
Telephone: 515-963-3568
Email: cungs@ankenyiowa.gov

3. SCOPE OF SERVICES

Contract will include providing all labor, equipment and materials necessary for custodial services at designated facilities pursuant to the performance standards and cleaning schedules set forth in this document. Municipal facilities to be cleaned under this request, along with their approximate square footage and addresses, are shown below. Please note that in most cases only a portion of the building will require janitorial services.

All interested bidders are encouraged to attend pre-bid site inspections on Thursday, December 14, 2017 in order to familiarize themselves with all conditions that may affect the bid. Buildings will be open from 9:00 a.m. to 11:00 a.m., and bidders are asked to

check in at the front desk of each building. A building representative will be available for the inspections.

Building Name & Address	Approximate SF
City Hall 410 West First Street	8,679 sf
Fire Station No. 1 120 NW Ash Drive	7,762 sf
Kirkendall Library 11210 NW Prairie Ridge Drive	26,000 sf
Lakeside Center 400 NW Lakeshore Drive	5,604 sf
Outdoor Education Center 610 NE 36 th Street	1,919 sf
Police Headquarters 411 SW Ordinance Road	46,714 sf
Public Services 220 West First Street	17,000 sf

4. SUBMISSION REQUIREMENTS

Provide one (1) original and two (2) copies. Please mark on the outside of the envelope:
RFP: CUSTODIAL SERVICES.

Mail or deliver in person to:

CITY OF ANKENY
Attention: Sandy McClure, Purchasing Coordinator
410 West First Street
Ankeny, IA 50023

Proposals Due: Friday, January 5, 2018 before 5:00 p.m. Faxed or emailed bids are not acceptable.

5. EVALUATION CRITERIA

To simplify the review process and to obtain the maximum degree of comparability, the proposal must follow the outline described below, and, at a minimum contain the required information. Respondents are encouraged to include additional relevant information.

A. Qualifications and Experience (25%)

- Profile of your firm history, organization, number of employees, type of ownership, office locations
- Resumes of supervisors for this project
- Insurance requirements
- Provide a list of references requiring similar scope of work. Include contact name, phone number and a summary of the services provided

B. Approach (25%)

- Detail your plan of approach and schedule for this contract. Include staffing requirements by location, length of time at sites, equipment, supplies, training, quality control, etc.
- Discuss how problems are solved
- List any potential problem issues

C. Fee Schedule (50%)

- Submit quotes for regularly scheduled buildings, along with per-occasion quotes for those locations on a call-in basis. Contractors are not required to include all locations in their bid submittal. Agreement may be awarded to more than one contractor.

6. SELECTION PROCESS

The selection process shall involve evaluating and scoring proposals in accordance to the criteria shown above. If requested by the City, interviews shall be scheduled with the top firms before the contract is awarded.

The City reserves the right to accept or reject any or all bids; to request rebids; to award bids item-by-item, by groups, or "lump sum"; to waive irregularities and technicalities in bids; such as shall best serve the requirements and interests of the City.

7. SCHEDULE OF EVENTS

The following is the anticipated schedule of events for the RFP process:

Release of RFP	Wednesday, December 6, 2017
Site Inspections	Thursday, December 14, 2017 9:00 a.m. to 11:00 a.m.
RFP Due Date	Friday, January 5, 2018 before 5:00 p.m.
Interviews, if requested	Monday, February 5, 2018
City Council Meeting	Monday, February 19, 2018
Notification to all bidders	Tuesday, February 20, 2018

8. TERMS AND CONDITIONS

A. Terms of Contract

The initial term of the contract shall be for one (1) year, anticipated to be March 1, 2018 through February 28, 2019 with the option to extend the agreement for up to three (3) additional one-year time periods. The extension is not guaranteed and would be subject to continued satisfactory and consistent performance by the contractor – as determined solely by the City.

This RFP (including Exhibit A – Bid Submittal Forms, Exhibit B – Information to Bidders and Exhibit C – Cleaning Schedules) along with a Letter of Agreement, prepared by the City and signed by the Mayor and contractor, shall become the document that authorizes the agreement to begin, assuming the insurance requirements have been met. Similar products and/or services may be added and pricing negotiated during the term of the contract.

No price escalation will be allowed during the initial term of the contract. If it is mutually decided to renew beyond the initial period and the contractor requests a price increase, the contractor shall provide sufficient written certification and documentation to substantiate the request. The City reserves the right to accept or reject price increases, to negotiate more favorable terms or to terminate without cost, the future performance of the contract.

The agreement is between the City of Ankeny and the contractor. As such, the City will rely on the contractor to provide all personnel and services, without utilizing sub-contractors for the cleaning. The bid you prepare for cleaning will indicate that your company is the sole provider and will be able to independently fulfill the cleaning contract.

The contractor shall maintain staffing levels of at least two (2) cleaning employees per location to maintain optimum conditions of cleanliness. If the level of cleaning at any time is considered to be unacceptable to the City, then the contractor will be required

to take whatever measures are required to maintain optimum conditions of cleanliness within eight (8) hours.

The City reserves the right to terminate the custodial services contract at any time based on repeated dissatisfaction with the custodial services as evidenced by repeated complaints, failure to resolve custodial concerns, failure to provide cleaning services as defined by the cleaning schedules in this RFP, etc.; or a singular or repeated act or acts such as theft, property damage, security lapses, flagrant and improper contractor's employee conduct or for any other reason. If terminated early, the City is not obligated to pay the balance of the contract, and would pay to the last date of service.

Payments are made on the first and third Monday of every month. Original invoices will be processed for payment within thirty (30) days upon receipt and after all services have been inspected and accepted. Surcharges (i.e. fuel surcharges) shall NOT be allowed to be added to invoices as an additional line item. The City uses check, EFT, or draft (credit card) forms of payment, with the preferred method being draft.

B. Certificate of Insurance

The contract outlined in the RFP cannot begin until a proper Certificate of Insurance has been reviewed and approved. A copy of your current Certificate of Insurance should be included with your bid. Insurance requirements are listed in Exhibit A – Bid Submittal Forms.

C. Building Representative

For each building cleaned under this agreement, a building representative has been assigned and will be the contractor's primary contact regarding the monthly cleaning service evaluation, and will convey comments, needs, praise, or concerns to the contractor regarding the cleaning.

D. Contractor's Employees

Upon award of agreement, the contractor shall submit a current list of the names, addresses, and social security numbers of all employees who will perform work under this contract. Changes in this employment list shall be reported to the City within 24 hours. Said list and changes are to be submitted to the proper building representative.

It is mandatory that all contractor employees submit to an Ankeny Police Department background check prior to being granted clearance to work within any City of Ankeny buildings. Contractor's personnel must undergo and complete all stages of the security review before the March 1, 2017 agreement start date. For the duration of the agreement, any new contractor employees must also undergo and complete all stages

of the security check at least seven (7) days before they will be allowed to enter City buildings and perform services.

Identification badges shall be furnished by the contractor and worn by all contractor's employees while on City premises, along with appropriate uniforms. Only authorized assigned employees of the contractor are allowed on the premises of City of Ankeny building facilities. Non-contractor personnel and minors are not to be permitted on the job premises.

Contractor shall comply with all applicable federal, state, and local regulations and ordinances including but not limited to Equal Opportunity Employment and Sexual Harassment laws. At any point during the contract, the contractor must replace any employee not acceptable to the City for any reason, upon adequate notice stating reason for replacement.

E. Work Supervision

The contractor shall provide on-site supervision at all times during the cleaning schedules and appropriate training to assure competent performance of the work. A contractor's authorized agent (at supervisory or management level) will make sufficient routine inspections to ensure that the work is performed as required by this contract. Contractor's supervisors must be literate and fluent in the English language because of the necessity to read chemical labels, job instructions, and signs, as well as the need for conversing with the City of Ankeny building representative and management personnel. At no time should the City's building representative be asked to train or explain any service deficiencies with the contractor's cleaners. Discussions such as these should always be between building representative and contractor supervisor.

F. Conduct of Work

Quality cleaning and full performance is required at all times. The contractor shall maintain staffing levels appropriate to maintain optimum conditions of cleanliness. There will be a minimum requirement of at least two (2) cleaning employees to work on-site at the facilities at each custodial event.

Work shall be performed within the guidelines and cleaning schedules established for each facility. All employees working for the contractor are prohibited from disturbing paper on desks, opening any desks, cabinets, files or any other office equipment.

Care should also be taken by contractor's employees as to not disturb any meetings which are underway at any of the buildings during regularly scheduled custodial times. Contractor shall immediately notify the building representative

or their designee of any such occurrence or conditions within the buildings that interferes with the full performance of the contract. Confirmation of these conditions shall be submitted in writing to the building representative within 24 hours.

Contractor and employees will be trained in the proper operation of building security and alarm systems by the building representative. Contractor's employees will be responsible for disengaging alarm system when entering building and engaging security system when exiting building. Keys (two per building) will be assigned to contractor upon award of contract. Any building keys lost or misplaced by contractor will be replaced by the City, with any associated costs to be paid by the contractor.

It is understood and agreed that the contractor will perform other similar duties not specifically listed in the cleaning schedules that may be required to ensure that the buildings are adequately cleaned in accordance with the City requirements and acceptable professional standards. Performance standards listed are to be considered the minimum requirement. Before start of the agreement, contractor will meet with designated building representative who will review services needed.

G. Supplies and Equipment

Contractor shall provide all cleaning equipment, cleaning supplies (disinfectants, waxes, cleaners, wax stripping materials, polish, rags and trash can liners) necessary to meet the technical specifications. Contractor may store supplies, materials and equipment in storage areas within the City buildings as designated by the building representative or their designee.

City shall provide all paper products (hand towels, toilet tissue and sanitary bags) and hand soap. Contractor shall notify building representatives when inventory of these supplies are low, in order to provide ample time for ordering by City staff.

The City reserves the right to require contractor to use specific cleaning materials if contractor's cleaning products are not, in the City's opinion, providing an effective sanitation and/or cleanliness to the facilities. Contractor will be required to fill all dispensers. Contractor shall not use paper hand towels (purchased by the City) for cleaning. Contractors shall provide MSDS for all chemicals and keep in binder near contractor supplies at each building.

H. Evaluation of Work

The level of cleaning is extremely important. Quality of work will be formally evaluated through scheduled inspections once per month by the building representative or his designee. Evaluation of work will include the following:

- Adherence to work schedule for all scheduled work tasks
- Performance and quality of cleaning for scheduled work tasks
- Repetition of violations of work tasks not performed during the month
- Response time to correct substandard work
- Adherence to all specifications and requirements of contract documents

Performance evaluation forms will be used to log building representative's overall monthly ratings as either satisfactory or unsatisfactory. Unsatisfactory ratings of two months or more on any building will be cause for the City to re-evaluate the status of the contract. Failure by the contractor to take corrective action upon notification within eight (8) hours may result in the termination of the contract.

The intent of this contract is to provide clean, well-maintained building facilities. Adherence to the cleaning specifications and performance standards set forth in the contract will ensure that it is not necessary to invoke any contract penalty. Non-compliance will result in a deduction in payment after two rejections of the same area. A "no-show" of contractor staff will also count as a reason for deduction.

I. Cleaning Schedules

The seven (7) cleaning schedules are in **Exhibit C – Cleaning Schedules**. Please note:

- **"Daily"** cleaning services are those services to be performed each time the contractor cleans at the facility on the scheduled days (i.e., M, T, W, etc.).
- **"Monthly"** cleaning services are those services to be performed once a month when the contractor cleans at the City facility (i.e., 1st F – first Friday of the month).

MONTHLY	MONTHLY
	1st F

- **"Annual"** cleaning services are those services to be performed at the City facility once a year during the designated month.

ANNUAL	ANNUAL
	July

The contractor will utilize the cleaning schedules to train and evaluate its employees and its service delivery; the City will utilize for evaluation purposes – to verify the contractor is providing the scheduled services per the agreement.

J. Statement of Work

The contractor shall provide custodial services to the buildings based on **Exhibit C – Cleaning Schedules**. The start times and cleaning days may be amended by mutual agreement. As the prospective contractor who is experienced in the custodial business, it is anticipated that you will be able to determine the number of hours you and your staff would need to clean the buildings to the standards set forth in the cleaning schedules. The contractor is to determine a price for the Base Bid amounts based on your evaluation of time, labor, supplies, and other resources needed to complete the services outlined for each building.

K. Performance Standards

The following definitions and standards are applied when evaluating the quality of the cleaning performance:

Cleaning

An item is clean when it is free of all dust and dirt, film, streaks, and substantially free of all cleaning marks.

Dusting

Use of a dust cloth or feather duster to remove accumulated dust, lint, film, cobwebs, and dust streaks from surfaces 84" and below.

High Dusting

Follows the same dusting process, but will include the dusting of all surfaces, walls, ledges, grills, horizontal and vertical, and all other surfaces above 84".

Carpet Vacuuming

The use of a power vacuum cleaner to remove all dirt, small debris, soil, and litter from carpeted surfaces. All chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath. Must use hose vacuum for edges, corners and tight areas.

Carpet Cleaning

Shampoo carpeting using wet extraction machine method or dry encapsulation carpet cleaning method.

Dust Mopping and Sweeping

The process where a dust mop or broom is used to remove unwanted contaminants from the floor surface being cleaned. All chairs, trash receptacles, and easily movable items shall be tilted or moved to mop or sweep underneath.

Damp Mop Cleaning

The use of a wet mop, with water and cleaner, to mop a floor surface to remove all dust, soil, and contaminants.

Rinsing

A floor is properly rinsed when all contaminated cleaning solution and other contaminants have been removed by mopping with clear water. This task should be repeated as many times as necessary to provide a clean surface, relatively free of streaks.

Machine Scrubbing

The use of a rotary floor machine or automatic floor machine to remove dirt, soil, and contaminants from floor surfaces. The machine scrubbing shall be completed with an approved detergent, followed by a clear water rinse. The result should show a uniformly clean appearance.

Spot Cleaning

The use of a cleaner and damp mop, sponge, or damp cleaning cloth to remove all dirt, grime, or other unwanted contaminants from the surface being cleaned. Surfaces should not be left streaked or covered with a film from the cleaner being used.

Damp Wiping

The use of a clean damp sponge or cloth to remove accumulation of dirt and dust.

Disinfecting

The cleaning process whereby the application of an approved disinfectant solution, in a strength recommended by the manufacturer, is applied to the surface. Disinfectant shall be used in the cleaning of all restroom surfaces, desktops, breakroom surface areas, drinking fountains, door handles, and other applicable surfaces.

De-scaling

The process where unwanted contaminants are removed from toilet bowls and urinals. The resulting effect of a proper de-scaling process is a surface that is free of streaks, stains, scale, urine deposits and rust marks.

Restroom Supplying

Restroom areas should be properly supplied with the necessary toilet paper, hand paper towels, sanitary products and hand soap products to allow the facility to be properly supplied for a minimum of 48 hours.

Trash Removal

All wastebaskets and trash cans are to be emptied and returned to their original locations. Trash is to be placed in proper outside commercial receptacle, per instruction of building representative. Trash liners in containers are to be replaced. Waste containers should be cleaned and disinfected on a regular basis.

Recycling Materials Removal

All green recycling bins, or other containers upon the instruction of building representatives, are emptied and returned to their original locations. Materials are to be placed in outside designated commercial recycling receptacle. Recyclables include paper and cardboard only. Contractor will be responsible for any extra charges imposed by commercial recycling vendor if incorrect items are placed in the outside recycling receptacle.