

**REQUEST FOR PROPOSALS**  
**Janitorial Services City Wide**  
**RFP: 15FAC052914**

**INTRODUCTION**

The City of Maricopa will accept competitive sealed proposals for the cleaning services for the City of Maricopa at the address or physical location until the date and time detailed below. Proposals shall be delivered to the location listed below and shall be in the actual possession of the City on or prior to the exact date and time indicated below. Late proposals will not be considered. ***Proposals shall be submitted in a sealed package with “RFP –15FAC052914 Janitorial Services City Wide” and the Offeror’s name and address clearly indicated on the front of the package.*** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the ***entire*** Request for Proposal.

Pre-submittal Meeting:	None
Proposal Due Date:	July 16, 2014
Proposal Time:	2:00:00 PM MST
Number of Qualifications:	1 unbound original and 5 bound copies (please label original)
Contact:	Pattie LaCombe, Purchasing Manager
E-Mail:	<a href="mailto:patricia.lacombe@maricopa-az.gov">patricia.lacombe@maricopa-az.gov</a>
Mailing Address:	39700 W. Civic Center Plaza, Maricopa, Arizona 85138
Location:	39700 W. Civic Center Plaza, Maricopa, Arizona 85138

**OFFER**

To the City of Maricopa: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with the Terms and Conditions contained in the Request for Proposal package issued by the City.

**OFFEROR CONTACT INFORMATION**

For clarification of this offer contact:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Federal Employer Identification Number: _____	Authorizing Offeror Signature: _____
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Company Name _____	Printed Name _____
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Address _____	Title _____
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City _____ State _____ Zip Code _____	Telephone: _____ Fax: _____
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## INSTRUCTIONS TO OFFEROR

### 1. PREPARATION OF PROPOSAL:

- a. Telegraphic (facsimile), Mailgram or electronic proposals will not be considered.
- b. The offer document shall be submitted with an original ink signature by a person authorized to sign the offer.
- c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the Offer.
- d. If price is a consideration and in case of error of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
- e. Periods of time, stated as a number of days, shall be calendar days.
- f. It is the responsibility of all Offerors to examine the entire *Request for Proposal* package and seek clarification of any item or requirement and to check all responses for accuracy before submitting a proposal. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.

**2. INQUIRIES:** Any question related to the *Request for Proposal* shall be directed in writing or via e-mail **no later than five (5) days prior to the proposal opening date**, to the person whose name appears on the front. Questions submitted after that period may not be answered due to time constraints. Any correspondence related to a *Request for Proposal* should refer to the appropriate *Request for Proposal* ID, page, and paragraph number. These questions and answers will be communicated to all via a formal addendum to the solicitation, posted on the City website as Q&A Clarifications. However, the Offeror shall not place the *Request for Proposal* ID on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request for Proposal* due date and time.

**3. PRE-PROPOSAL MEETING:** None.

**4. DUE DATE AND TIME:** Offerors must submit proposals to the City's Purchasing Manager or designee by 2:00:00 pm on July 16, 2014, at the address or physical location listed on the Introduction/Offer Sheet (Page 1 of RFP). Late proposals will not be accepted.

**5. WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, an Offeror (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or Mailgram proposal withdrawals will not be considered.

**6. AMENDMENT OF PROPOSAL:** Receipt of an RFP Amendment shall be acknowledged by signing and returning the original document prior to the specified proposal due date and time or with the original submittal document.

**7. PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of

amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account.

- 8. TAXES:** The City of Maricopa is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.
- 9. Bonds:** The successful Contractor shall deliver to the City a Performance Bond issued by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance pursuant to Arizona Revised Statutes Title 20, Chapter 2, Article 1. The bond shall not be executed by an individual surety or sureties. Bonds signed by an agent must accompanied by a certified copy of such agent's authority to act.
- 10. AWARD OF CONTRACT:** Notwithstanding any other provision of this *Request for Proposal*, The City expressly reserves the right to:
  - a. Waive any immaterial defect or informality: or
  - b. Reject any or all proposals, or portions thereof, or
  - c. Reissue a Request For Proposal
  - d. Unless the Offeror states otherwise, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City. If the Offeror's offer is an "all or nothing" offer, it must be so indicated on the offer sheet.

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## STANDARD TERMS AND CONDITIONS

1. **Certification:** By signature in the Offer section of the Offer Award Page, the Offeror certifies that:
  - a. The submission of the offer did not involve collusion or other anti-competitive practices.
  - b. The Offeror shall not discriminate against any employee or applicant for employment in violation of the Federal Executive Order 11246.
  - c. The Offeror has not given, offered to give, or intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the Offeror may be debarred.
  
2. **Gratuities:** The City may, by written notice to the Offeror, cancel the resultant contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Offeror or any agent or representative of the Offeror, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event the City pursuant to this provision cancels the resultant contract, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of gratuity. Paying the expense of normal business meals, which are generally made available to all eligible city government customers, shall not be prohibited by this paragraph.
  
3. **Applicable Law:** In the performance of the resultant contract, Contractors shall abide by and conform to any and all laws of the United States, State of Arizona, and the City of Maricopa including but not limited to federal and state executive orders providing for equal opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to the contract.

The resultant contract shall be governed by the State of Arizona and suit pertaining to the contract may be brought only in courts in the State of Arizona.

The contract is subject to the provisions of ARS §38-511; the City may cancel the contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.
  
4. **Legal Remedies:** All claims and controversies shall be subject to resolution according to the terms of the City of Maricopa Procurement Code.
  
5. **Contract:** The resultant contract between the City of Maricopa and the Contractor shall include the: (1) RFP, including instructions, all terms and conditions, specifications, scope of work, attachments, and any amendments thereto, and (2) the offer submitted by the Offeror in response to the RFP. In the event of a conflict in language between the City and the Contractor, the provisions and requirements of the resultant contract shall govern. In event of a conflict in language between the RFP and the Contract, the provisions and requirements of the Contract shall

govern. However, the City reserves the right to clarify in writing, any contractual terms with the concurrence of the Offeror, and such a written contract shall govern in case of conflict with the applicable requirements stated in the Contract or the Offeror's offer. The RFP shall govern in all other matters not affected by the written contract.

6. **Contract Applicability:** The Offeror shall substantially conform to the terms, conditions, specifications, and other requirements found within the text of this specific RFP. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City, are not applicable to this RFP or any resultant contract.
7. **Relationship to Parties:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Offeror is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Offeror should make arrangements to directly pay such expenses, if any.
8. **Subcontracts:** the Contractor shall enter into no subcontract with any other party to furnish any of the material, service, or construction specified herein without the advance written approval of the City. The Contractor is responsible for contract performance whether or not Subcontractors are used.
9. **Indemnification:** Consultant shall defend, indemnify, and hold City, its officers and employees harmless from any and all loss, damage, claim for damage, liability, expense, or cost, including reasonable attorneys' fees, which arise out of, or is in any way connected with the performance of work under this Agreement by Consultant, or any of Consultant's employees, agents or subconsultants, and from all claims by Consultant's employees, subconsultants and agents for compensation for services rendered to Consultant in the performance of this Agreement, notwithstanding that City may have benefited from their services. This indemnification provision shall only apply to any and all negligent acts or omissions, willful misconduct or negligent conduct, whether active or passive, on the part of Consultant or Consultant's employees, subconsultants or agents.
10. **Overcharges by Antitrust Violations:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.
11. **Force Majeure:** Except for payment for sums due, neither party shall be liable to the other not deemed in default under the resultant contract if and to the extent that such party's performance of the contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts; injunctions-intervention-acts, or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other

party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with the resultant contract. Force Majeure shall not include the following occurrences:

- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *certificate-return receipt* and shall make specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with the resultant contract.

12. **Right to Assurance:** Whenever one party to the resultant contract in good faith has reason to question the other party's intent to perform he may demand that the other party give written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) day, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
13. **Right to Audit Records:** The City may, at reasonable times and places, audit the books and records of any contractor as related to any contract held with the City.
14. **Right to Inspect Place of Business:** The City may, at reasonable times inspect the place of business of a contractor or subcontractor which is related to the performance of any contract as awarded or to be awarded.
15. **Inspection:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of the resultant contract will be held at Contractor's risk and may be returned to the Contractor. If returned, all costs are the responsibility of the Contractor. They may elect to do any or all:
  - a. Waive the non-conformance
  - b. Stop the work immediately
  - c. Bring material into compliance

This shall be accomplished by a written determination for the City.

16. **Liens:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.

17. **Licenses:** Contractor shall maintain in current status all Federal, State, and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to the contract.
18. **Patents and Copyrights:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this RFP are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
19. **Cost of Bid/Proposal:** The City shall not reimburse the cost of developing or providing any response to this RFP. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
20. **Public Record:** All offers submitted in response to this RFP shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code.
21. **Termination for Non-Appropriation:** Any contract entered into by the City shall terminate at the end of the then current fiscal period for non-appropriation of funds if the City's governing body fails to appropriate funds to pay for the payments contemplated by the contract. The City's fiscal period ends June 30<sup>th</sup> of each year.
22. **Warranties:** Vendor warrants that all goods delivered under this contract will conform to the requirements of this contract (including all applicable descriptions, specifications, drawings and samples), and will be free from defects in material and workmanship and will be free from defects in design and fit for the intended purpose. Any inspection or acceptance of the goods by Buyer shall not alter or affect the obligation of vendor or the right of Buyer under the foregoing warranties.
23. **Cooperative Use of Contract:** In addition to the City of Maricopa and with the approval of the contracted vendor, this contract may be extended for use by other municipalities, school districts and government agencies of the State. Any such usage by other entities must be in accordance with the ordinance, charter and/or procurement rules and regulations of the respective political entity.
24. Per A.R.S. § 35-392, the City is prohibited from purchasing for a company that is in violation of the Export Administration Act.
25. **Federal Immigration and Nationality Act (FINA):** By entering into the Contract, the CONTRACTOR warrants compliance with the Federal Immigration and Nationality Act (FINA) and all other Federal immigration laws and regulations related to the immigration status of its employees. The Contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Purchasing Manager upon request. These warranties shall remain in effect through the term of the Contract. The CONTRACTOR and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the U.S. Department of Labor's Immigration and Control Act, for all employees performing work under the Contract. I-9 forms are available for download at [www.USCIS.GOV](http://www.USCIS.GOV).

- 25.1 The City may request verification of compliance for any CONTRACTOR or subcontractor performing work under the Contract. Should the City suspect or find that the CONTRACTOR or any of its subcontractors are not in compliance, the City may pursue any and all remedies allowed by law, including but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the CONTRACTOR. All costs necessary to verify compliance are the responsibility of the CONTRACTOR.

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## SPECIAL TERMS AND CONDITIONS

### PURPOSE

The City of Maricopa is requesting proposals from qualified firms or individuals to establish a contract for Janitorial Services **at the Maricopa City Hall, Copper Sky MultiGen Center, Copper Sky Regional Park Public Rest Rooms, Maricopa Public Library, and Pacana Park Public Rest Rooms.** The services required are detailed in this RFP.

Based on an evaluation of the proposals and qualifications of the firm or individual responding to this solicitation, the City may contract until the project is completed or terminated, cancelled or extended as otherwise provided herein.

1. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
2. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for ninety (90) days after the opening time and date.
3. **Term of Contract:** The term of any resultant contract shall commence upon the issuance of a contract awarded by the City Maricopa City Council and shall continue for one (1) year and continue until the project is completed, unless terminated, cancelled, or extended as otherwise provided herein. At the discretion of the City of Maricopa City Council, there may be an option for two (2), one (1) year contract renewals.
4. **Proposal Format:** *A total of one (1) unbound original document (label original) and five (5) copies of the proposal shall be submitted in the format indicated in the Proposal Format and Requirement section of the RFP.*
5. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under any resultant contract. The Contractor must agree to assign specific individuals to the key positions.
  - a. The Contractor agrees that, once assigned to work under any resultant contract, key personnel shall not be removed or replaced without written notice to the City.
  - b. If key personnel are not available for work under any resultant contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.
6. **Proposal Opening:** Proposals shall be opened at the time and place designated on the cover page of this document. The name of each Offeror and the identity of the Request for Proposals for

which the proposal was submitted shall be publicly read and recorded in the presence of a witness. Proposals, modifications, and all other information received in response of this Request for Proposal shall be shown only to City personnel having legitimate interest in the evaluation. PRICES SHALL NOT BE READ. After award of the proposal, the successful proposal and the evaluation documentation shall be open for public inspection.

7. **Evaluation:** The City of Maricopa shall evaluate proposals based upon the following criteria listed below in order of importance.
  - A. **Capabilities (30 points):** Offers shall describe Contractor's experience related to government and commercial contracts for janitorial services. Responses shall demonstrate that qualified personnel will be performing all aspects of the services listed. Offers shall include length of time contractor has had experience in performing this type of work and list pertinent staff by name, job title, experience, and length of service with company. Offer shall also provide staffing levels (number of personnel provided to perform work specifically on this contract), identify all appropriate licenses held and by whom (if any), and list and describe all equipment (type and quantity) to be used to perform the tasks required. Contractor shall have had a minimum of three (3) years' experience in providing janitorial services as well as provide a 24-hour phone number in case of emergencies.
  - B. **Compliance with Specifications (25 points):** Offers shall include Contractor's understanding of the project, a detailed plan of action describing how they propose to accomplish the work, and procedures for implementation and start-up. The plan of action should include a full summary of the proposed maintenance plan: performance levels; a complete listing of equipment to be used, compatible with current dispensers and fixtures, and the brand of cleaning chemicals/supplies, compatible with current dispensers and fixtures, that will be used; , frequency of tasks, work schedule(s); Supervisor's inspections, and quality control.
  - C. **Cost of Service (20 points):** Offers shall include the weekly, monthly and annual price for each location on the attached price sheet. Prices shall be stated as a flat fee for each location.
  - D. **Staffing Plan (15 points):** Please provide a detailed staff sourcing plan. Please include in this plan: 1) whether the staff will be local or from outside of the city of Maricopa; b) number of staff per shift; c) anticipated number of hours for service; d) qualified backup staffing plan for vacations, sick days e) qualified day porter replacement for vacation or sick days.
  - E. **References (10 points):** Offers shall provide three (3) references from Arizona companies (governmental agencies preferred) for whom Contractor has provided similar service in the past twenty-four (24) months. Company name, address, phone number, contact person, length of service, and a brief description of the scope of service provided. In addition to references listed, the City reserves the right to contact references not provided by Offeror. The failure to provide the required number of references and contact information may be the basis for a non-responsive determination.
8. **Discussions and Interviews:** After the receipt of proposals, discussions may be conducted with Offerors who submit proposals determined to be reasonably susceptible of being selected for award. The City reserves the right to conduct personal interviews or require presentation of any or

all proposals prior to selection. The City will not be liable for any costs incurred by the Offeror in connection with such interview/presentations.

9. **Confidential Information:**

- a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Finance Director of this fact shall accompany the submission and the information shall be identified.
- b. The information identified by the person as confidential shall not be disclosed until the Finance Director makes a written determination.

10. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City remains confidential pursuant to applicable requirements.

11. **Resultant Contract:** A contract shall be issued between the City and the successful Offeror(s) following award.

12. **Compensation:** Compensation for services shall be based upon fees negotiated, including all approved costs and expenses incurred.

13. **Liquidated Damages:** Liquidated damages shall be in the amount of \$50.00 for each calendar day of delay.

- a. If the contract is not terminated, the contractor shall continue performance and be liable to the City for the liquidated damages until the products are delivered or services performed.
- b. In the event that the City exercises its right of termination, the contractor shall be liable to the City for any excess costs, and in addition, for liquidated damages until such time the City may reasonably obtain delivery or performance of similar supplies or services.

14. **Insurance:** The City requires a complete and valid certificate of insurance prior to the commencement of any service or activity specified in this solicitation. The City will notify the successful contractor(s) of the intent to issue a contract award. The successful contractor(s) shall at that time submit a copy of the insurance certificate for coverage with minimum amounts stated. The coverage shall be maintained in full force and effect during the term of the contract and shall not serve to limit any liabilities or any other contractor obligations.

15. **Licenses:** Contractor shall maintain in current status all Federal, State, and Local Licenses and permits required for the operation of the business conducted by the contractor.

16. **City of Maricopa Business License:** The successful contractor will be required to have a valid and current City of Maricopa Business License prior to the Notice to Proceed.

17. **Bonds:** The successful Contractor shall deliver to the City a Performance Bond issued by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance pursuant to Arizona Revised Statutes Title 20, Chapter 2, Article 1. The bond shall not be executed by an individual surety or sureties. Bonds signed by an agent must accompanied by a certified copy of such agent's authority to act.

18. **Cancellation:** The City reserves the right to cancel the whole or any part of any resultant contract due to failure by the contractor to carry out any obligation, term or condition of any resultant contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:
- a. The contractor provides material that does not meet the specifications of the contract;
  - b. The contractor fails to adequately perform the services set forth in the specifications of the contract;
  - c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;
  - d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.
- 18.1 Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:
- a. Cancel any contract;
  - b. Reserve all rights or claims to damage for breach of any covenants of the contract;
  - c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliance with the specifications, the actual expense of testing shall be borne by the contractor;
  - d. In case of default, the City reserves the right to purchase materials, or to complete the required work. The City may recover any actual excess costs from the contractor by:
    - i. Deduction from an unpaid balance;
    - ii. Collection against the bid and/or performance bond, or;
    - iii. Any combination of the above or any other remedies as provided by law.

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## SCOPE OF SERVICES

### I. **Background**

The City of Maricopa intends to establish a contract for Janitorial Services at the Maricopa City Hall, Maricopa, Copper Sky MultiGen Center, Copper Sky Regional Park Public Rest Rooms, Maricopa Public Library, and Pacana Park Public Rest Rooms. The services required are detailed in this RFP.

### II. **General**

The Contractor shall provide the Contract Administrator/designee the name of the Supervisors who will oversee the work performed and a telephone number by which to contact them. The work schedule shall reflect adequate time for completion of all routine work activities on a daily and weekly basis. Work shall be scheduled so that it will not disrupt the functions and normal day-to-day operations of the facilities.

The City reserves the right to make minor adjustments in the schedule at any time in order to avoid conflict with the facilities operations, after hours meetings, recreation programs, or to serve the City's needs.

The successful contractor is to supply and stock all cleaning equipment, compatible with current dispensers and fixtures, cleaning chemicals (including MSDS forms), and all paper products (toilet paper, paper towels, hand soap, seat covers, liners, etc.) compatible with current dispensers and fixtures.

### III. **Supervisor and Staffing**

The Contractor shall provide one (1) full-time Supervisor on the job site at all times during the scheduled work hours. The Supervisor must be knowledgeable in their area of responsibility and have no less than twelve (12) months experience with equivalent size and scope in the last twenty-four (24) months, performing in the same capacity.

The Contractor shall be required to provide as many personnel as needed to meet the scope of services. In addition, the Contractor's employees shall wear identification badges and a clean uniform shirt or vest bearing the Contractor's name and/or logo while on City's premises. The badge shall have the Contractor's employee's picture, name, and signature. All employees shall conduct themselves in a professional and courteous manner.

Contractor staff schedule is to be submitted to the City of Maricopa designee on a monthly basis. If there should be any deviation from the aforementioned schedule, the City designee will be notified immediately.

All doors shall be locked, security systems armed, where required, and all lights shall be turned out upon completion of each daily cleaning service.

The Contractor's on-site supervisor shall assist the Contract Administrator/designee in making random, on-site facility inspections and in coordinating other operational requirements.

The Contractor shall require complete extensive background investigation of any Contractor employee before beginning work and/or entering a City of Maricopa facility. All background

investigations shall be conducted at the Contractor's expense, and shall include, but may not be limited to, background checks, criminal history checks, and verification of citizenship.

The Contractor shall provide the Contract Administrator/designee the name of the Supervisor who will oversee the work performed and a telephone number by which to contact them. The work schedule shall reflect adequate time for completion of all routine work activities on a daily and weekly basis. Work shall be scheduled so that it will not disrupt the functions and normal day-to-day operations of the facility.

#### Night Shift Janitorial Supervisor

The successful contractor will provide a working supervisor assigned to be on-site during the hours of operation. This contractor supervisor will be assigned to follow a specific cleaning schedule. The contractor staff will perform a variety of cleaning tasks to include, but not limited to:

- Trash removal to designated exterior trash container
- Dust all horizontal surfaces in the public areas and office areas
- Clean
  - Break rooms
  - Office areas
  - Gym areas
  - Pool locker rooms
  - Fitness area
  - Restrooms
- All carpet will be vacuumed and spot cleaned
- Dust interior window sills
- Dry and wet mop all exposed flooring
- Re-stock all paper products and soap dispensers and hand sanitizers

During the scheduled work hours of operations, this contractor supervisor will be one of the main points of contact between the contractor and the City staff.

#### **IV. Inspection**

The Contractor shall provide on-site, full time supervision and appropriate training to assure competent performance of the work. In addition, the Contractor's supervisory personnel shall periodically inspect all premises. The Contractor shall maintain written reports of such inspections, which shall be given to the City representative after each inspection. The Contractor's Supervisor must be literate and fluent in the English language. The Contractor's employees must have a working knowledge of 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's Contract Administrator/designee.

All work described in this solicitation shall be performed by the Contractor in a satisfactory manner and in accordance with the applicable specifications. The Contractor's supervisor shall perform a walk-thru every day of all premises on which the services are to be provided, to assure a high quality of work by the Contractor's employees.

Contractor employees are not to be accompanied in the work areas by acquaintances, family members, or any other person unless said person is an authorized Contractor employee.

Contractor shall carry on the operation in such a manner that damage is not inflicted to existing materials, facilities, grounds, utilities or other structures. In the event the Contractor causes damage to City property, the Contractor shall replace or repair the same at no cost to the City as directed by the Contract Administrator/designee. If damage caused by the Contractor has to be repaired or replaced by the Contract Administrator/designee, the cost of such work shall be deducted from the Contractor's monthly payments.

Contractor shall be required to sign for each key issued to them. If Contractor or Contractor's employees lose a key, they will be required to pay for the cost of having duplicates made. If a breach of security results from the loss of keys, or the failure to re-set any security alarm(s), requiring that locks must be changed, re-keyed, or new security code set up, an additional charge per lock will be made. These charges will be deducted from monthly payments made to the Contractor.

## V. **Misc. Requirements**

### Records

Contractor shall keep a Daily Work Report, and other reports as required, and deliver them to the Contract Administrator/designee. These reports may be modified at any time to meet the needs of the Contract Administrator /designee. The City will supply the forms.

The Daily Work Report will list the employees who worked and any details of unusual activities (accidents, vandalism), lost and found articles, property and equipment not in an operating condition, and other pertinent information.

### Lost and Found

Contractor shall deliver any lost and found items to the counter in the lobby area of each facility and the Staff Break room at Pacana Park, daily, and note the items and where found on the Daily Work Report.

### Corrective Re-Work

The Contract Administrator/designee will decide all questions that may arise as to the quality and acceptability of any work performed under the contract.

When notice of a performance deficiency is delivered to the Contractor, the Contractor shall have four (4) hours from the time of notification to initiate corrective action in any specific instances of unsatisfactory performance. Additional payments will not be made by the City for "call in" time that the Contractor may need to schedule for corrective re-work.

Failure to correct unacceptable work within the above specified time frame may result in reduction of payment or non-payment for the date of the deficiency. All extenuating circumstances will be taken into consideration (delays in supply delivery, adverse weather, etc); however, the following penalties may be deemed fair and just by the Contract Administrator/designee:

- i. Deficiency corrected within established time limit upon first notification – no reduction
- ii. Deficiency corrected within established time limit upon second notification (same problem and location within a 3 month time frame) – 25% reduction of daily rate amount

- iii. Deficiency not corrected after second notification (same problem and location within a 3 month time frame) – 100% reduction of daily rate amount. No payment will be made for the daily cleaning service.

If the Contractor fails to correct the problem, the City reserves the right to correct the situation by whatever means are in the best interest of the City, with City personnel or by separate contract, and the cost of such actions deducted from the Contractor's monthly invoice.

Contractor staff will be directed to report anything unusual such as:

- Foul smells
- Smoke
- Broken windows
- Lights out
- Graffiti
- Torn carpets
- Ground level leaks
- Unusual behavior or activity

## VI. **City Hall – General**

The City Hall is to be cleaned Monday, Tuesday, Wednesday, and Thursday evenings starting after 7:00 PM. Services to be addressed are to include, but not be limited to, basic vacuuming, dusting, trash, break room and restroom cleaning as detailed in this RFP. There is also a need for carpet cleaning semi-annually and some as-needed services

The City reserves the right to make minor adjustments in the schedule at any time in order to avoid conflict with City Hall operations, after hours' meetings, or to serve the City's needs.

### **Project Description**

**Cleaning is to be performed after 7PM Monday – Thursday.**

### **Required Services at City of Maricopa City Hall Building:**

#### A. General Janitorial and Cleaning Services:

Frequency: Days of City Hall operation, after hours: 4 days per week (Monday-Thursday)

##### 1. Trash Disposal Nightly.

- a) Empty all wastebaskets and trash receptacles and replace liners in all offices and public areas. Trash and refuse will be bagged and removed from the building to the designated trash container.

##### 2. Dust all horizontal surfaces in Public Areas and offices nightly.

- a) Includes all tables, chairs, bookshelves (including tops of bookshelves), file cabinets, air conditioning vents, light fixtures, overhead shelves in offices, and countertops.
- b) Clean all corners and baseboards for cobwebs throughout. **(Do not dust off work surfaces/desktops in offices.)**

##### 3. Clean Break Rooms / Staff Areas: Nightly

(There are 2 break rooms downstairs and 2 upstairs)



- (2 @ 10' x 20'; 1 @ 9' x 17'; 1 @ 9' x 20')
- a) Wipe and disinfect all hard surfaces.
  - b) Vacuum, sweep, mop and disinfect all floors, in common areas and offices.
  - c) Empty all trash/waste baskets. Replace liners.
  - d) Clean and disinfect break room sinks, wipe down countertops, cabinets, refrigerator doors, dishwasher fronts, microwaves (inside and out), icemakers, and wipe off stools.
  - e) Dust off air conditioning vents and around light fixtures.
4. Clean Restrooms: Nightly  
(There are 4 restrooms upstairs and 5 downstairs)  
(2 @ 18' x 13'; 2 @ 21' x 10'; 2 @ 9' x 20', 2 @ 10' x 19'; 1 @ 9' x 8')
- a) Wipe and disinfect all hard surfaces (counters, mirrors, all partition doors, sinks, toilets, urinals, diaper change stations, walls, and entry doors. Wipe dry with clean rag. Do not leave hard water deposits.
  - b) Sweep, mop and disinfect exposed floor.
  - c) Sanitize all sinks, toilets and urinals.
  - d) Replace air fresheners and toilet deodorants as needed.
  - e) Refill hand soap dispensers as needed.
  - f) Dust off air conditioning vents and around light fixtures.
5. Stock Paper Products in Restrooms and Break Rooms nightly.
- a) Refill all paper towel dispensers as needed.
  - b) Refill all toilet paper dispensers as needed.
  - c) Refill all toilet seat cover dispensers as needed.
  - d) Refill all hand soap dispensers as needed.
6. Sweep / Vacuum / Mop all exposed floors.
- a) Hard surface flooring (finished concrete, rubberized flooring, tile, etc.) are to be auto scrubbed bi-weekly with regular mopping in between.
  - b) Vacuum all carpeted areas in building and use spot remover on soiled areas when found.
  - c) Vacuum all carpeted Conference rooms and use spot remover on soiled areas when found.
  - d) Vacuum all carpeted Offices and rooms and use spot remover on soiled areas when found.
  - e) Sweep all hard floors nightly and mop away any wet or past spills that you find.
  - f) Clean the lobby staircase and staircase off of the Council chamber nightly.
7. Glass Doors.
- a) All glass entry doors are to be cleaned inside and out daily. This is to include the glass and the thresholds.
8. Hard floors in all common areas – bi weekly
- a) Auto scrubbing all hard floors throughout the City Hall on a bi-weekly basis. This is to include, but not limited to:
    - a. Hallways
    - b. Break rooms
    - c. Rest rooms

- d. Lobby
  - e. Stairs and landing
9. Dust inside window ledges, nightly.
10. Dust window coverings/treatments weekly.
- B. Carpet Cleaning:  
Frequency: every four months, Fridays, Saturdays or Sundays  
(Carpet must be dry by Monday, 7 am) Area is approximately 40,000 square feet
- 1. Pre-treat for soils and spots
  - 2. Move all furniture
  - 3. Vacuum entire floor
  - 4. Commercial clean all carpeted floor surfaces
  - 5. Replace furniture
  - 6. Foot traffic mats by entrance/exit doors to be cleaned monthly
- C. On an as needed basis, the following will be required:
- 1. Non-scheduled/rotation carpet cleaning.
  - 2. Clean interior windows on a monthly basis.
- D. Security:
- 1. Disarm security alarm when entering the building to start the job
  - 2. Re-arm security alarm when exiting building when job is completed
  - 3. Check all doors to insure they are locked at the end of each shift
- E. Day Porter: Monday – Thursday 7AM – 6PM
- 1. Inspect building to ensure the night crew did their job. Complete what night crew missed.
  - 2. City Counsel Auditorium: After each use.
    - a) Wipe and clean all windows and frames.
    - b) Vacuum carpeted flooring, spot clean as necessary.
    - c) Wipe down all hard surfaces including doors.
    - d) Clean all chairs.
    - e) Pick up any trash and empty trash receptacles.
    - f) Dust off air condition vents and any reachable light fixtures.
  - 3. City Hall Duties: Daily
    - a) Inspect periodically throughout the day for spills and stains and clean when you find them.
    - b) Inspect conference rooms and clean as necessary.
    - c) Empty trash receptacles in break rooms if needed.
    - d) Empty recycle receptacles throughout as necessary.
    - e) Inspect restrooms and clean/restock as necessary.
    - f) Keep Lobby clean.
    - g) Clean glass lobby window doors daily.
    - h) Keep outdoor sidewalk entrance to main lobby clean and swept. Hose down as necessary.

- i) When necessary, restock and empty trash in the Police Department Building.
- j) Report any non-working lights and any other issues you notice to the Facilities Manager.
- k) Any other duties assigned by the City Facilities Manager.
- l) Day Porter will have a cell phone so the Facilities Manager can reach them during normal working hours.

## **VII. Copper Sky MultiGen Center**

The Copper Sky MultiGen Center is new facility in Maricopa that opened for business in March, 2014. It is approximately 46,500 square feet and two (2) levels. It consists of general office areas, classrooms, corridors, break rooms, conference rooms, employee and public restrooms, kitchen areas, fitness centers, gym and pool lockers.

### **Project Description**

Cleaning is to be performed per the following schedule:

- Day Porter – fulltime Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday, hours to be determined.
- Evening Cleaning Crew: Cleaning is to start at 9:00 pm. The evening crew will also cover on the weekends and open holidays.
- Weekend Cleaning Crew: A part time cleaning staff will be assigned to work during the night cleaning operation hours. The defined hours of cleaning would be starting at 9:00 pm and be for four (4) hours per night.

The MultiGen Center consists of two (2) floors with various floor types including carpet, ceramic tile, terrazzo, rubber coated, concrete and stained concrete. The building consists of general office areas, classrooms, corridors, break rooms, conference rooms, employee and public restrooms, kitchen areas, fitness center, gym and pool lockers.

### **Day Time Porter –**

The successful contractor will assign a day time porter during the hours that the facility is open. The day porters will work Monday through Friday. Their duties are to include, but not limited to:

- Trash removal to designated exterior trash container
- Dust all horizontal surfaces in the public areas and office areas
- Clean
  - Break rooms
  - Office areas
  - Gym areas
  - Pool locker rooms
  - Fitness area
  - Restrooms
- All carpet will be vacuumed and spot cleaned
- Dust interior window sills
- Dry and wet mop all exposed flooring
- Re-stock all paper products and soap dispensers and hand sanitizers

During the day time operations, the Day Porter will be one of the main points of contracts between the contractor and the City staff.

### Night Time Staff –

A night time cleaning staff will be assigned during the night operations. The night time cleaning staff will work Monday through Friday. Their duties are to include, but not limited to:

- Trash removal to designated exterior trash container
- Dust all horizontal surfaces in the public areas and office areas
- Clean
  - Break rooms
  - Office areas
  - Gym areas
  - Pool locker rooms
  - Fitness area
  - Restrooms
- All carpet will be vacuumed and spot cleaned
- Dust interior window sills
- Dry and wet mop all exposed flooring
- Re-stock all paper products and soap dispensers and hand sanitizers

### Weekend and Holiday Staffing

The expectation is to have day porters and cleaning staff on the weekends and for any holidays during which the Copper Sky MultiGen Center is open. The duties are to include, but not limited to:

- Day Porter:  
The successful contractor will assign a day time porter during the hours that the facility is open. The day porter will work Saturday and Sunday. Their duties are to include, but not limited to:
  - Trash removal to designated exterior trash container
  - Dust all horizontal surfaces in the public areas and office areas
  - Clean
    - Break rooms
    - Office areas
    - Gym areas
    - Pool locker rooms
    - Fitness area
    - Restrooms
  - All carpet will be vacuumed and spot cleaned
  - Dust interior window sills
  - Dry and wet mop all exposed flooring
  - Re-stock all paper products and soap dispensers and hand sanitizers

During the day time operations, the Day Porter will be one of the main points of contracts between the contractor and the City staff.

- Part Time Clean Staff  
A part time cleaning staff will be assigned to work during the night cleaning operation hours. The defined hours of cleaning would be Saturday and Sunday, four (4) hours per night. The contractor staff member(s) will be assigned to specific building cleaning and will follow a specific cleaning schedule. The staff will perform a variety of cleaning tasks to include, but not limited to:
  - Trash removal to designated exterior trash container

- Dust all horizontal surfaces in the public areas and office areas
- Clean
  - Break rooms
  - Office areas
  - Gym areas
  - Pool locker rooms
  - Fitness area
  - Restrooms
- All carpet will be vacuumed and spot cleaned
- Dust interior window sills
- Dry and wet mop all exposed flooring
- Re-stock all paper products and soap dispensers and hand sanitizers
- Hard floors in all common areas
  - Auto scrubbing all hard floors throughout the MultiGen Center on a bi-weekly basis.  
This is to include, but not limited to:
    - Hallways
    - Break rooms
    - Rest rooms
    - Lobby
    - Stairs and landing

During the scheduled work hours of operations, this contractor staff member will be one of the main points of contact between the contractor and the City staff.

**Cleaning Specifications for Copper Sky MultiGen Center, Daily, Evening, Weekends and Holiday when open:**

- Nightly Building Cleaning: Monday through Friday
  - Vacuum carpets and mats
  - Dry and wet mop all hard surface floors
  - Straighten furniture
  - Dust off furniture and pictures of art
  - Empty trash cans and replace with new liners when needed
  - Spot clean all interior exterior glass doors
  - Clean and disinfect drinking fountains
  - Wipe down all glass / wooden table tops and mirrors
  - Dust off ceiling fans
  - Dust down lockers; wipe down when necessary
  - Remove cobwebs from walls and ceilings
  - Clean all vertical surfaces such as light switches, doors and door frames
- Nightly Pool Locker Cleaning
  - Dry and wet mop flooring with disinfectant
  - Clean shower area
  - Empty trash and reline as necessary
  - Empty and replace trash can liners on pool deck daily or as needed
  - Clean and disinfect barrels inside and out as needed
  - Clean and disinfect sinks
  - Clean all mirrors and chrome fixtures

- Clean and disinfect handrails
- Clean chairs and chair base
- Spot clean walls
- Refill all paper dispensers and soap dispensers
- Be sure exam room doors are securely closed
- Remove cobwebs from walls and ceilings
  
- Gym Cleaning: (Twice a week)
  - Dry and wet mop flooring with disinfectant
  - Clean restrooms
  - Refill all paper dispensers and soap dispensers
  - Clean shower area
  - Empty trash and reline as necessary
  - Clean and disinfect barrels inside and out as needed
  - Clean all mirrors
  - Wipe down gym equipment
  - Spot clean walls
  
- Daily and Nightly Restroom Cleaning Services
  - Dry and wet mop flooring with disinfectant
  - Empty trash and reline as necessary
  - Clean and disinfect barrels inside and out as needed
  - Clean and disinfect sinks
  - Clean all mirrors and chrome fixtures
  - Clean and disinfect handrails
  - Clean urinals and bowls (include tops and underside of bowl seats)
  - Replace urinal blocks as needed
  - Spot clean walls and partitions
  - Refill all paper dispensers and soap dispensers
  - (Weekly) Pour environmentally safe enzyme solution down drain
  - Ensure all doors are securely closed
  - Remove cobwebs from walls and ceiling
  
- Nightly Building Cleaning: Saturday and Sunday
  - Spot vacuum carpets and mats in gym and fitness area
  - Spot dry and wet mop all hard surface floors
  - Spot clean all gym and fitness center restrooms
  - Re-stock gym and fitness center restrooms
  - Empty trash cans and replace with new liners when needed
  - Spot clean all interior and exterior glass doors
  - Clean and disinfect drinking fountains
  - Dust down lockers; wipe down when necessary
  
- Common Areas Daily and Nightly Cleaning Services
  - Dry and wet mop lobby floor
  - Spot clean entrance doors and glass
  - Spot clean all partition glass
  - Wipe down tables in reception area
  - Clean and disinfect drinking fountains

- Clean and disinfect elevator walls, handles and control panel
- Sweep stairwells and damp mop when necessary
- Remove cobwebs from walls and ceilings
- Spot clean carpets
- Dust all high and low surfaces
- Daily and Nightly Kitchen / Lunch Room Cleaning
  - Spot dry and wet mop all hard surface floors with disinfectant
  - Clean all chrome fixtures
  - Spot clean doors and walls removing smudges, fingerprints, etc.
  - Clean and disinfect all tables
  - Wipe down all appliances exterior
  - Clean microwaves inside and out
  - Clean and disinfect sinks and counter tops
  - Empty trash cans and replace with liner
- Weekly, Monthly and Annually Cleaning Services
  - Dust window ledges (weekly)
  - Dust handrails in stairwells (weekly)
  - Spot clean lobby glass and walls (weekly)
  - Clean tops of lockers (weekly)
  - Remove cobwebs from interior and exterior areas (weekly)
  - Clean and disinfect telephones (monthly)
  - Clean smudges off baseboards (monthly)
  - High dusting in the Gymnasium (annual)

#### **VIII. Copper Sky Regional Park Public Rest Rooms**

The Copper Sky Regional Park has multiple public restrooms located throughout the park and these are to be cleaned, sanitized and restocked on a daily basis, Monday through Sunday, 350 days per year (excluding holidays). Cleaning is to begin after 11:00 pm. When service is completed, they are to lock up the restrooms. Their duties are to include, but not limited to:

- Daily and Nightly Restroom Cleaning Services
  - Dry and wet mop flooring with disinfectant
  - Empty trash and reline as necessary
  - Clean and disinfect barrels inside and out as needed
  - Clean and disinfect sinks
  - Clean all mirrors and chrome fixtures
  - Clean and disinfect handrails
  - Clean urinals and bowls (include tops and underside of bowl seats)
  - Replace urinal blocks as needed
  - Spot clean walls and partitions
  - Re-stock all paper products and soap dispensers and hand sanitizers
  - (Weekly) Pour environmentally safe enzyme solution down drain
  - Ensure all doors are securely closed
  - Remove cobwebs from walls and ceiling

#### **IX. Maricopa Public Library**

The Maricopa Public Library is located at 41600 W. Smith Enke Road, Suite 122, Maricopa, AZ. The Public Library will be open 6 days per week and due to the high volume of traffic, janitorial/cleaning services will be needed, after hours, on a daily basis. This will consist of basic vacuuming, dusting and restroom cleaning as detailed in this RFP. There is also a need for interior and exterior window cleaning, carpet cleaning semi-annually and some as-needed services. All services are detailed and defined in this RFP.

## **X. Project Description**

### **• Work Schedule**

The Contractor shall clean the Maricopa Public Library on a daily basis, Monday through Saturday, during the evening and/or nighttime hours. The Contractor's work hours shall begin no earlier than 8:00 pm and shall be planned to coincide with the daily closing schedule. The Contractor supervisor shall disarm the security system when entering the building and re-arm the security system at the end of the shift.

The Contractor shall conduct a daily inspection of each facility during daylight hours on a weekly basis as part of the quality control process. The Daily Work Report (Exhibit A) shall be left on the counter in the lobby area after each weekly inspection.

The Contract Administrator/designee may perform periodic inspections to ensure compliance with contract requirements. It is anticipated that these inspections will be performed on a weekly basis. If deficiencies are noted, a deficiency report will be furnished to the Contractor.

The Contract Administrator/designee shall decide all questions that may arise as to the quality and acceptability of any work performed under this contract.

### **• Daily Services**

#### General Janitorial and Cleaning Services

- a. Trash Disposal
  - i. Trash receptacles shall be emptied, cleaned and a new liner inserted
  - ii. Trash and refuse will be bagged and removed from the building to a designated area.
- b. Dust all horizontal surfaces
  - i. Includes tables; chairs; book shelves (including tops of bookshelves); counters; wooden dateline partition; book trucks
- c. Clean Break Room / Staff Area
  - i. Wipe and disinfect all hard surfaces
  - ii. Vacuum, sweep, mop and disinfect all floors in common area and offices
  - iii. Paper products and soap shall be replenished as necessary.
- d. Clean Restrooms
  - i. Floors, toilet partitions, doors, sinks, toilets, urinals, and mirrors shall be washed thoroughly. After being washed, fixtures shall be wiped dry with a clean rag, and the floors shall be dried by either forced air or dry mopping.
  - ii. Cleaned surfaces will appear free of streaks or film.
  - iii. Toilets and urinals shall be kept free of hard water deposits and stains.
  - iv. Replace air fresheners as needed. Odor suppressant blocks and mats shall be replenished as needed in urinals.



- v. Paper goods, seat covers, and soap shall be replenished as necessary. At least one full roll of toilet paper should be in evidence on each spindle each time serviced.
- e. Sweep / Vacuum / Mop all hard floor surfaces
  - i. Public Library area
  - ii. Meeting Rooms
  - iii. Study Rooms
  - iv. Behind the Circulation Desk
  - v. Library Office area
  - vi. Floors shall be dried by either forced air or dry mopping
- f. Dust inside window ledges, daily
- g. Dust window treatments every other week
- h. Contractor shall immediately report any graffiti or marking of any kind on any surface in the facility to the Contract Administrator/designee.
- i. Contractor shall ensure that locks are used and maintained on dispensers with locking devices.
- j. Contractor shall inspect the restrooms and staffs break room for the purpose of checking for inoperative fixtures and performing any of the cleaning tasks, which may be necessary to maintain a neat and clean appearance. Contractor shall immediately report any inoperable fixtures to the Contract Administrator/designee.
- k. Security Alarm
  - i. Disarm Security Alarm when entering building to start job
  - ii. Re-Arm Security System when exiting building when job is finished
- l. Checklist
  - i. Fill out Daily Work Report nightly and place completed form on counter in lobby area every Saturday night

Window Cleaning: Frequency: Once per month

- a. Wipe and clean all window frames
- b. Clean all inside window glass surfaces
- c. Number and style of windows:
  - i. 8 windows, 4 panes each, 4' x 7'
  - ii. 16 windows, 4 panes each, 6' x 7'
  - iii. 2 side glass doors, 3 panes each, 4' x 10'
  - iv. 2 front doors, 8 panes each, 11' x 13'
  - v. 1 main front door, 13 panes, 11' x 13'

Carpet Cleaning: Frequency: Semi-Annual, Sundays (carpet must be dry by Monday, 8 am)

Area = approximately 7000 square feet

- 1) Pre-treat for soils and spots
- 2) Move all furniture
- 3) Vacuum entire floor
- 4) Commercially clean all carpeted floor surfaces
- 5) Replace furniture
- 6) Foot traffic mats by entrance/exit doors

On an as needed basis, the following may be required:

- 1. Non-scheduled/rotation carpet cleaning

- **Preventive Maintenance Requirements**

- i. Contractor shall maintain in good working condition the fixtures in the rest rooms including, but not limited to, soap dispensers, mirrors, urinals, toilets, wash basins. Stopped toilets, sinks, etc., shall be plunged to dislodge the stoppage and allow cleaning.
- ii. Contractor shall notify Contract Administrator/designee of problems with plumbing fixtures, door locks, and defective vents, clogged sewer lines, etc., on the Daily Work Report.
- iii. Contractor shall notify Contract Administrator/designee when light bulbs need replacement

**XI. Pacana Park Public Rest Rooms**

Pacana Park is located at 19000 N. Porter Road, Maricopa, AZ. Pacana Park will be open seven (7) days per week and due to the high volume of traffic, janitorial/cleaning services will be needed, after hours, on a daily basis. This will consist of the Public restroom cleaning detailed in this RFP.

**Project Description**

**1. Work Schedule**

The Contractor shall clean the Pacana Park Public Rest Rooms designated areas on a daily basis, Monday through Sunday, during the evening and/or nighttime hours. The Contractor's work hours shall begin no earlier than 11:00 pm and shall be planned to coincide with the daily closing schedule.

The Contractor shall conduct a daily inspection of each facility during daylight hours on a weekly basis as part of the quality control process. The Daily Work Report (Exhibit A) shall be left on the table in the Staff Break Room every Thursday night

The Contract Administrator/designee may perform periodic inspections to ensure compliance with contract requirements. It is anticipated that these inspections will be performed on a weekly basis. If deficiencies are noted, a deficiency report will be furnished to the Contractor.

The Contract Administrator/designee shall decide all questions that may arise as to the quality and acceptability of any work performed under this contract.

**2. Daily Services**

General Janitorial and Cleaning Services

- i. Trash receptacles shall be emptied and cleaned, and a new liner replaced. Trash and refuse will be bagged and removed from the building to a designated area.
- ii. Clean Break Room / Staff Areas
  1. Wipe and disinfect all hard surfaces
  2. Sweep, mop and disinfect all hard floor surfaces
  3. Paper goods and soap shall be replenished as necessary
- iii. Clean Public Restrooms
  1. Floors, toilet partitions, doors, sinks, toilets, urinals, and mirrors shall be washed thoroughly and disinfected. After being washed, fixtures shall be wiped dry with a clean rag, and the floors shall be dried by either forced air or dry mopping.
  2. Cleaned surfaces will appear free of streaks or film

3. Toilets and urinals shall be kept free of hard water deposits and stains.
4. Replace air fresheners as needed. Odor suppressant blocks and mats shall be replenished as needed in urinals
5. Paper goods, seat covers, and soap shall be replenished as necessary. At least one full roll of toilet paper should be in evidence on each spindle each time serviced.
6. All restroom facilities shall be maintained free of spider webs
7. Paper wads shall be removed from ceilings, walls and other surfaces
8. Contractor shall immediately report any graffiti or marking of any kind on any surface in the restrooms to the Contract Administrator/designee
9. Contractor shall ensure that locks are used and maintained on dispensers with locking devices
10. The rest rooms shall be inspected for the purpose of checking for inoperative fixtures and performing any cleaning tasks, which may be necessary to maintain a neat and clean appearance in the rest rooms. Contractor shall immediately report any inoperative fixtures to the Contract Administrator/designee
11. The inventory and storage space areas shall remain organized and cleaned
12. Daily Work Reports are to be left on the table in the Staff Break Room every Thursday night

iv. Lock up Public Restrooms at the end of each shift

### **3. Weekly Services**

- i. Windows and walls shall be scrubbed weekly with soap and water and wiped dry to maintain a clean, smear-free appearance
- ii. Additional floor care as necessary to remove all foreign substances such as gum or tar
- iii. Each facility shall be inspected by the Contractor during daylight hours once per week. The inspection shall be documented by the Contractor on the Daily Work Report

### **4. Preventive Maintenance Requirements**

- i. Contractor shall maintain in good working condition the fixtures in the rest rooms including, but not limited to, soap dispensers, mirrors, urinals, toilets, wash basins. Stopped toilets, sinks, etc., shall be plunged to dislodge the stoppage and allow cleaning.
- ii. Contractor shall notify Contract Administrator/designee of problems with plumbing fixtures, door locks, and defective vents, clogged sewer lines, etc., on the Daily Work Report.
- iii. Contractor shall notify Contract Administrator/designee when light bulbs need replacement

## **XII. Extra Work**

On an as needed basis, additional cleaning services may be required at the Maricopa City Hall, Copper Sky MultiGen Center, Copper Sky Regional Park or Pacana Park for major City sponsored events. Contractor shall submit an hourly labor charge for the extra services as part of the price sheet. The rate shall include all labor needed to perform the work. The hourly rate will remain firm for the duration of the contract. The events are defined as:

1. Salsa Fest - one (1) day in April
2. Great American Fourth– one (1) day in July

In the event that the City desires additional cleaning and/or service beyond the scope of this contract, the Contractor shall be requested to submit an estimate to the City prior to the work. The estimate will be reviewed by the Contract Administrator/designee. (The City reserves the right to perform the work by others if in the best interest of the City.) Upon completion of an approved service, the Contractor shall be paid in accordance with the price sheet for the extra work.

**XIII. Additional Requirements**

- i. Background Checks and fingerprinting
- ii. Bonded
- iii. Licensed
- iv. Insurance (see Special Terms and Conditions, page 11, item 14)
- v. Quarterly Review Meetings with City Contract Administrator or designee to go over services provided to make sure the Scope of Services criteria are being met.

**XIV. Items the City will supply**

The City will not be providing any cleaning supplies, equipment, paper products, soaps, deodorants, or sanitizers. The intent of this contract is for the successful contract to provide everything.

The successful contractor is to make sure there is sufficient supply on hand for the Day Porter to replenish all items if they are depleted.

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## PROPOSAL FORMAT AND REQUIRED RESPONSES

The information set forth in paragraphs below must be included with all proposals. *Failure to provide any of the information requested by these paragraphs is grounds for the City to reject a proposal.*

In order for the City to conduct a uniform review process, all proposals must be submitted in the format set forth below. Failure to follow this format may be cause for rejection.

1. **Offer Sheet:** The attached Introduction/Offer Sheet (Page 1 of RFP) must be completed and returned with the Offeror's proposal. Failure to return the Offer Sheet and to sign it is grounds for the City to reject a proposal.
2. **Table of Contents:** The Table of Contents must indicate the material included in the proposal by section and page number. A proposal's table of contents should mirror this section of the City's Request for Proposal and must include all the items set forth in this section of the Request for Proposal.
3. **Letter of Transmittal (Limit to two pages):** A letter of transmittal must be submitted with an Offeror's proposal. The letter must include:
  - a. A statement of the Offeror's understanding of the products and services required by the Request for Proposal listed in the scope of work.
  - b. The names of the persons who are authorized to make representations on behalf of the Offeror (include their titles, addresses, fax number, e-mail addresses and telephone numbers).
  - c. A statement that the individual who signs the transmittal letter is authorized to bind the Offeror to contract with the City.
4. **Firm Overview (Excluding attachments, limit to four pages):**
  - a. Your firm is in what primary line of business?
  - b. Does your firm have at least one office located in the State of Arizona?
  - c. Discuss the structure of your firm. If a private firm, state whether a corporation, partnership, sole proprietorship, or combination. Provide a listing of all principals and/or owners. Indicate the length of time the firm has been in business under the current business name as well as any previous business names.
  - d. Provide documentation that the Offeror is licensed under the applicable laws of the State of Arizona.
5. **Experience (Excluding attachments, limit to four pages):**
  - a. Describe comparable services provided by the firm to municipalities in the last twenty-four (24) months similar in scope to the City's request. Please include the names of the municipalities that you have provided this service.
  - b. How long has your firm been in the janitorial/cleaning business and in what cities or locations has your business been licensed.

- c. Please include the resumes of the principles of your firm along with their experience in the janitorial/cleaning industry and their number of years in the industry.
6. **Detail responses to the Evaluation Criteria:** Please included detailed information addressing the evaluation criteria as defined in the “Special Terms and Conditions”, Item # 7, page 10.
- A. **Capabilities:** Offers shall describe Contractor’s experience related to government and commercial contracts for janitorial services. Responses shall demonstrate that qualified personnel will be performing all aspects of the services listed. Offers shall include length of time contractor has had experience in performing this type of work and list pertinent staff by name, job title, experience, and length of service with company. Offer shall also provide staffing levels (number of personnel provided to perform work specifically on this contract), identify all appropriate licenses held and by whom (if any), and list and describe all equipment (type and quantity) to be used to perform the tasks required. Contractor shall have had a minimum of three (3) years’ experience in providing janitorial services as well as provide a 24-hour phone number in case of emergencies.
- B. **Compliance with Specifications:** Offers shall include Contractor’s understanding of the project, a detailed plan of action describing how they propose to accomplish the work, and procedures for implementation and start-up. The plan of action should include a full summary of the proposed maintenance plan: performance levels; a complete listing of equipment to be used, compatible with current dispensers and fixtures, and the brand of cleaning chemicals/supplies, compatible with current dispensers and fixtures, that will be used; frequency of tasks; work schedule(s); Lead Person inspections; and quality control.
- C. **Cost of Service:** Offers shall include the weekly, monthly and annual price for each location on the attached price sheets. Prices shall be stated as a flat fee for each location.
- D. **Staffing Plan:** Please provide a detailed staff sourcing plan. Please include in this plan: 1) whether the staff will be local or from outside of the City of Maricopa; b) number of staff per shift; c) anticipated number of hours for service; d) qualified backup staffing plan for vacations, sick days; e) qualified day porter replacement for vacation or sick days.
- E. **References:** Offers shall provide three (3) references from Arizona companies (governmental agencies preferred) for whom Contractor has provided similar service in the past twenty-four (24) months. Company name, address, phone number, contact person, length of service, and a brief description of the scope of service provided. In addition to references listed, the City reserves the right to contract references not provided by Offeror. The failure to provide the required number of references and contact information may be the basis for a non-responsive determination.
7. **Bonds:** The successful Contractor shall deliver to the City a Performance Bond issued by a surety company or companies holding a certificate of authority to transact surety business in the State of Arizona issued by the Director of the Department of Insurance pursuant to Arizona Revised Statutes Title 20, Chapter 2, Article 1. The bond shall not be executed by an individual surety or sureties. Bonds signed by an agent must accompanied by a certified copy of such agent’s authority to act.

8. **Crew Size and Experience:** List the estimated crew sizes that will be required for each location and their qualifications of cleaning similar facilities. Provide the anticipated estimate number of hours you believe each shift will require. Also provide staffing plans and how vacation and sick days will be covered.
9. **References (Limit to one page):** Offerors shall provide three (3) references from Arizona Companies (governmental agencies preferred) for whom Contractor has provided similar service in the past twenty-four (24) months. Company name, address, phone number, contact person, length of service, and a brief description of the scope of service provided. In addition to references listed, the City reserves the right to contact references not provided by Offeror.
10. **Disclosures of Conflict of Interest: (Limit to one page):** The offeror shall include a statement that no conflicts of interest exist as defined by Arizona Revised Statutes, Title 38, Chapter 3, Article 8. In the event any professional or personal financial interest, does exist the nature of the relationship shall be disclosed to the City and examined by the City of the material facts of the disclosure. The above reference statute shall govern the actions of the city in the event a conflict exists.
11. **Substitute W-9 Form:** Complete and return the attached City of Maricopa Substitute W-9 form (Attachment B).
12. **Proposed Fees/Compensation:** Offers shall include the weekly, monthly and annual price for each location on the attached price sheets. Prices shall be stated as a flat fee for each location (Attachment A).
13. **Pre-Submittal Meeting:**  
None.

**(BALANCE OF PAGE INTENTIONALLY LEFT BLANK)**

**RFP 15FAC052914 Janitorial Services City Wide**

**Vendor Submittal Check List**

- \_\_\_\_\_ Offer Sheet, Signed
- \_\_\_\_\_ Table of Contents
- \_\_\_\_\_ Letter of Transmittal, Signed (limit to 2 pages)
- \_\_\_\_\_ Firm Overview (limit to 4 pages)
- \_\_\_\_\_ Experience (limit to 4 pages)
- \_\_\_\_\_ Detail response to the Evaluation Criteria (page 10)
- \_\_\_\_\_ Plan of Action for implementation and start up
- \_\_\_\_\_ Staffing Plan
- \_\_\_\_\_ Equipment Listing (type and quantity)
- \_\_\_\_\_ Crew Size and Experience of crew
- \_\_\_\_\_ References
- \_\_\_\_\_ Disclosures of Conflict of Interest
- \_\_\_\_\_ Substitute W-9 Form completed
- \_\_\_\_\_ Completed Price Sheet (Attachment A)



**PRICE SHEET**

**PRICING SHEET FOR MARICOPA JANITORIAL SERVICES**

1) Maricopa City Hall

- a. Weekly Fee \_\_\_\_\_
- b. Month Fee \_\_\_\_\_
- c. Annual Fee \_\_\_\_\_

2) Copper Sky MultiGen Center

- a. Weekly Fee \_\_\_\_\_
- b. Month Fee \_\_\_\_\_
- c. Annual Fee \_\_\_\_\_

3) Copper Sky Regional Park Public Rest Rooms

- a. Weekly Fee \_\_\_\_\_
- b. Month Fee \_\_\_\_\_
- c. Annual Fee \_\_\_\_\_

4) Maricopa Public Library

- a. Weekly Fee \_\_\_\_\_
- b. Month Fee \_\_\_\_\_
- c. Annual Fee \_\_\_\_\_

5) Pacana Park Public Rest Rooms

- a. Weekly Fee \_\_\_\_\_
- b. Month Fee \_\_\_\_\_
- c. Annual Fee \_\_\_\_\_

Attachment A (con't.)

**COMBINED TOTAL WEEKLY FLAT FEE**

\_\_\_\_\_

**COMBINED TOTAL MONTHLY FLAT FEE**

\_\_\_\_\_

**COMBINED TOTAL MONTHLY FLAT FEE**

\_\_\_\_\_

**Special Event Janitorial / Cleaning Services**

**Per Hour Rate**

\_\_\_\_\_

**SUBSTITUTE W-9 FORM**

**PART I: Company Information:**

1. Name (as shown on Income Tax Return): \_\_\_\_\_
2. Business Name (if different than above): \_\_\_\_\_
3. DUNS #: \_\_\_\_\_
4. Federal employer identification number (or SSN): \_\_\_\_\_
5. Type of organization (check one):
 

<input type="checkbox"/> Individual/Sole Proprietor	<input type="checkbox"/> Limited Liability Company*
<input type="checkbox"/> Corporation	<b>*Choose the tax classification</b>
<input type="checkbox"/> Partnership	<input type="checkbox"/> Disregarded Entity
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Partnership
6. Order Address: \_\_\_\_\_  
 \_\_\_\_\_  
 (Order address) (City) (State) (Zip code)
7. Remittance address (if different than above): \_\_\_\_\_  
 \_\_\_\_\_  
 (Remittance address) (City) (State) (Zip code)
8. Contact person for bid invitations: \_\_\_\_\_
9. Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_
10. Email address of contact person: \_\_\_\_\_
11. Applicant is a (check one):
 

<input type="checkbox"/> Factory Representative	<input type="checkbox"/> Jobber
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Authorized distributor
<input type="checkbox"/> Retail dealer	<input type="checkbox"/> Contractor
<input type="checkbox"/> Consultant	<input type="checkbox"/> Other: _____
12. Indicate if the business is registered as a minority or woman-owned company.
 

<input type="checkbox"/> Minority-owned	<input type="checkbox"/> Woman-owned	<input type="checkbox"/> Not Applicable
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13. How long has the company been in business? \_\_\_\_\_
14. Does applicant currently hold a valid business license issued by the City of Maricopa?
 

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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**PART II: COMMODITY OR SERVICE DESCRIPTION**

1. Commodity/Service description (this section must be completed): \_\_\_\_\_

**PART III: APPLICANT TERMS & CERTIFICATION**

**Terms:**

**The City of Maricopa may take up to 30 calendar days after the receipt of vendor's invoice to render payment unless other arrangements are made through a written contract. Applicant's signature below signifies acceptance of those terms.**

**Under Penalties of perjury, I certify that:**

1. The number shown on this form is my correct federal employer identification number.
2. I am not subject to backup withholding because of failure to report interest and dividend income.
3. I am a U.S. person (including a U.S. resident alien).  
*(NOTE: You must cross out item 2. above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return).*

4. The following business ownership classifications are applicable:

Disadvantaged Business Enterprise Ownership Classification (Select One Only):

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Non-Small/Non-Minority/Non-Disabled               | <input type="checkbox"/> 8 Small Business/Disabled Owner                 |
| <input type="checkbox"/> 2 Small Business (Per ARS §41-1001.20)              | <input type="checkbox"/> 9 Minority Woman Owned Business                 |
| <input type="checkbox"/> 3 Minority Owned Business [Per 15 CFR §1400.1(a)]   | <input type="checkbox"/> 10 Disabled-Minority Owned Business             |
| <input type="checkbox"/> 4 Woman Owned Business                              | <input type="checkbox"/> 11 Disabled-Woman Owned Business                |
| <input type="checkbox"/> 5 Owned By Disabled Individual (Per ARS §41-1492.5) | <input type="checkbox"/> 12 Small Business/Minority-Woman Owned          |
| <input type="checkbox"/> 6 Small Business/Minority Owned                     | <input type="checkbox"/> 13 Small Business/Disabled-Minority Owned       |
| <input type="checkbox"/> 7 Small Business/Woman Owned                        | <input type="checkbox"/> 14 Small Business/Disabled-Minority-Woman Owned |

"The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding."

\_\_\_\_\_  
**Name** (Please print)

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title** (Please print)

\_\_\_\_\_  
**Date**

Exhibit A

**Daily Work Report - Maricopa Public Library**

**Empty Trash Throughout Building:**

Date									
Initials									

**Sweep, Vacuum, and Mop All Exposed Floors:**

Date									
Initials									

**Dust All Surfaces Throughout Building, including top of bookcases:**

Date									
Initials									

**Clean All Three (3) Restrooms:**

Date									
Initials									

**Clean Breakroom and Office Area:**

Date									
Initials									

**Restock all Paper Towel, Toilet Paper, Toilet Seat, Soap Dispensers and Sanitary Napkin Liners:**

Date									
Initials									

**Re-Arm Alarm When Exiting:**

Date									
Initials									

**All Windows To Be Cleaned Monthly:**

Date									
Initials									

**Comments: Needed repairs; lost and found; incidents**

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**Daily Work Report - Pacana Park**

**Empty and Dispose of all Trash:**

Date									
Initials									

**Sweep and Mop All Restroom and Breakroom Floors:**

Date									
Initials									

**Wipe Down All Counters In Buildings:**

Date									
Initials									

**Clean and Sanitize All Three Restrooms:**

Date									
Initials									

**Clean and Sanitize Breakroom:**

Date									
Initials									

**Restock all Paper Towel, Toilet Paper, Toilet Seat, Soap Dispensers and Sanitary Napkin Liners:**

Date									
Initials									

**Check and Remove Paper from Ceilings and Walls in Restrooms:**

Date									
Initials									

**Lock All Exterior Restroom Doors when Finished:**

Date									
Initials									

**Comments: Needed repairs; lost and found; incidents**

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