

CHESTERSM
METROPOLITAN DISTRICT



REQUEST FOR PROPOSAL

JANITORIAL SERVICES

JULY 13, 2021

CHESTER METROPOLITAN DISTRICT REQUEST FOR PROPOSAL

Janitorial Services

The Chester Metropolitan District (“District”) is soliciting proposals from individuals or firms (“Vendors”) interested in providing professional, customer-focused janitorial services for the District. The District operates a total of three (3) facilities at various locations throughout Chester County, with only the Headquarters building located at 155 Wylie Street in Chester being part of the current RFP.

The term of this contract shall be one (1) year beginning on [DATE]. The contract shall automatically renew for up to four (4) additional one-year terms for a total possible contract life of five (5) years. Pricing shall remain fixed during the initial contract term and any subsequent renewal term, except for a cost adjustment to cover any increase or decrease in prevailing wages.

Pre-Proposal Briefing Session and Tour

To assist those Vendors interested in submitting proposals for this RFP, two District Representatives will be conducting a **PRE-PROPOSAL TOUR ON JULY 20, 2021**. The pre-proposal tour is mandatory.

The District Representative for this RFP is Kelli Johnson, Executive Assistant. Please contact Kelli Johnson if you wish to attend the pre-proposal overview briefing and guided tour of the facility. COVID-19 social distancing and best practices will be required during the briefing and tour.

Pre-Proposal Briefing and Tour:

Contact: Kelli Johnson, Executive Assistant

E-Mail: kjohnson@chestermetrosc.com

Date and Time: July 20, 2021; 10 a.m. EST

Location: Chester Metropolitan District Headquarters

Address: 155 Wylie Street, Chester, South Carolina 29706

Estimated Budget

The estimated budget for the janitorial work ranges from **\$28,000**. The quote price for services shall be based on three (3) cleanings per week, every week. Any charges for additional services will only be permitted if additional charges are agreed to by owner and vendor in writing.

Scope of Work

The Scope of Work is expected to include, but not be limited to, the tasks identified in Exhibit A to this RFP. Exhibit A is a detailed list of the mandatory janitorial tasks, the frequency of each task, and the facility where the tasks shall be provided.

While Exhibit A sets forth the Scope of Work anticipated by the District at this time, there is no guarantee by the District that this shall continue over the duration of the contract. The District reserves the right to add, modify, or delete tasks and facilities as necessary; any such action shall be formalized by a written amendment to the contract.

Addenda and Acknowledgement of Addenda:

All substantive questions and answers resulting from the pre-submittal briefing and tour session shall be formalized and issued as a written addendum to this RFP. Only written addenda should be utilized by Vendors when preparing a response to this

RFP. Vendors submitting proposals shall acknowledge receipt of any addendum to this RFP by identifying such in the **Original Response Checklist**.

Basic Requirements

EQUIPMENT, SUPPLIES, AND MATERIALS:

The Vendor shall furnish all necessary equipment, materials, and supplies required in performing the janitorial tasks, including cleaning supplies. Consumables such as paper products shall be supplied by the District.

PERFORMANCE AND PAYMENT BOND:

The Vendor shall secure a performance and payment bond with a surety company. The amount of the bond shall be no less than the amount of one-year compensation.

INSURANCE:

The Vendor shall hold Commercial General Liability insurance.

FEDERAL, STATE, AND LOCAL COMPLIANCE:

The Vendor shall comply with all applicable federal, state, and local laws, rules, and regulations affecting its performance.

The Vendor shall comply with the applicable provisions of the Federal Occupational Safety and Health Administration (OSHA) and the South Carolina Department of Health & Environmental Control (SCDHEC) and the standards and regulations issued thereunder and certifies that all items furnished and purchased shall conform to and comply with said law, standards and regulations.

The Vendor shall certify that it has complied, and shall continue to comply during the duration of this contract, with the United States Immigration and Control Act of 1986 in that every employee of the Vendor is eligible for employment in the United States.

Submittal Requirements

Proposals shall be submitted in a sealed envelope, clearly marked with **CHESTER METROPOLITAN DISTRICT JANITORIAL RFP**. The deadline for proposals by interested parties is July 29, 2021 by 2 p.m. Questions related to this solicitation may be directed to Kelli Johnson, Executive Assistant, at kjohnson@chestermetrosc.com. Questions via phone shall not be accepted.

Proposals shall be limited to single spaced, 8 1/2" by 11" typewritten pages (min. 12-point font). The submittal shall be no more than (15) single pages not including Pricing Sheets.

Supplemental information, such as brochures, may be submitted if desired. The following documentation shall be included in your proposal:

COMPANY HISTORY:

- Years in janitorial business
- Key personnel and their experience, including resumes of key company personnel that shall be involved with this contract.

EMPLOYMENT:

- Average length of employment for managers, supervisors and janitors.
- Describe your process to ensure quality cleaning personnel shall always be available to fulfill contract obligations without interruptions.
- Ratio of field supervisors to workers.
- Describe your process for integrating new staff into your organization and training them to properly perform quality cleaning. Include a copy of written information supplied to employees concerning firm philosophy, policies, and training.
- Supplies and Equipment: Complete list of chemicals and other cleaning supplies to be used (include brand names).
- Complete list of equipment to be used, including number of pieces, and type of equipment.

REFERENCES:

- List at least three current or within the past three years, janitorial contracts (include number of square feet cleaning, description of services and total dollar amount of each).
- Provide point of contact and telephone number or e-mail address for each reference.

QUALITY ASSURANCE PROGRAM.

- Include your company's process for tracking and investigating complaints and include your resolution process.
- Description for your company's process for customer-initiated changes in contracts and includes your communication plan for change orders.

Evaluation Criteria

The District's Evaluation Panel shall use the following criteria to evaluate each proposal:

- Cost - 50 Points

- Capability, Qualifications, and References – 30 Points
- Responsiveness and Understanding – 10 Points
- Other Relevant Factors – 10 Points

The proposals will be the basis from which Vendors will be selected for interviews. Following the District Representatives' evaluation of the proposals received, selected Vendors may be invited to make oral presentations before the District's Evaluation Panel.

The District's Representative will provide additional details outlining the preferred content of the presentation to each Vendor that is invited to participate. Upon completion of the evaluation process, the District's Evaluation Panel will determine the most qualified individual or Vendor based on all materials and information presented. The District will then begin negotiations for an agreement with the selected Vendor.

Any Vendor failing to submit information in accordance with the procedures set forth in the RFP may be subject to disqualification.

The District reserves the right to change the solicitation schedule, issues amendments to the solicitation, or cancel the solicitation at any time prior to the submittal deadline. The District reserves the right to reject any and all proposals at any time, without penalty. The District reserves the right to refrain from contracting with any respondent. Vendors eliminated from further consideration will be notified by mail or email by the District as soon as practical.

Proposals remain confidential until closing deadline after which proposals are considered a public record subject to public disclosure. Proposers shall mark as "proprietary" any information that the Proposer believes meets exemption. This designation will be considered by the District in response to public records requests. Any Proposal may be withdrawn, either personally or by written request, at any time prior to the time set for the Proposal submittal deadline.

Exhibit A

Janitorial Services Supplemental Information **(including Cleaning Products)**

The following are base requirements identified in this Request for Proposal (RFP).

Prospective Vendors shall provide for these requirements when preparing their proposals.

SUBCONTRACT AND ASSIGNMENT

Not Permitted.

SECURITY

Keys, including key cards, to each facility and certain areas will be furnished by the District. It shall be the Vendor's responsibility for safe keeping of all keys in their custody. Any lost keys shall be reported immediately to the District's Representative. If the Vendor loses a key, Vendor shall be required to pay the District's cost to replace the key. If a breach of security results from the loss of keys, requiring locks to be changed or re-keyed, the Vendor shall be charged the District's cost plus twenty percent (20%) for administrative cost. The charges shall be deducted from monthly payments due to the Vendor. If any keys issued to the Vendor during the term of the contract are not returned at the expiration date of the contract, replacement keys or hardware replacement as described above shall be deducted from the final payment to the Vendor.

If Vendor's employee is suspected of theft, violence, harassment or other improper conduct while working at District facilities, the Vendor shall be required to cooperate fully with the City of Chester's Police Department investigation process. This shall include providing janitorial employees for investigative interviews in a timely manner. The Vendor shall be solely liable for any costs associated with an investigation and no costs shall be passed onto the District. Upon written notice from the District Representative, the Vendor shall remove any employee the District deems is guilty of improper conduct.

Vendor employees shall not prop open, block open, or leave unlocked any District facility door, window, or other access point and shall not allow anyone into a secured District facility without first checking with their supervisor and requesting to see their District identification. District employees authorized access to a secured area shall have keys, card key, etc. pre-issued to them for that purpose. Vendor employees observing anyone trying to enter a District facility without pre-issued I.D. shall report this to the Chester City Police Department immediately by calling

911. Vendor personnel observing suspicious people in or around District facilities shall report it to Chester City Police Department at once. Lost and found articles shall be turned into the District Representative.

Vendor employees are prohibited from the moving and reading of papers on desks, the opening of desk drawers and cabinets, the use of telephones and office equipment at District's facilities.

EQUIPMENT, MATERIALS, SUPPLIES, AND UTILITIES

The Vendor shall furnish all necessary equipment, materials, supplies and products, required in performing services of the contract. If the District furnishes any equipment, materials, or supplies, the Vendor shall use prudent care in handling, storing, and using such items to assure economical and proper use of said items. The District reserves the right to approve or disapprove the use of any said equipment, materials, supplies, and products.

The District shall provide electrical power at designated outlets for Vendor to operate equipment as necessary in the conduct of work. The Vendor shall assure that its employees are instructed not to use electrical wall outlets where computers and other sensitive equipment are plugged in. The District shall provide hot and cold water as necessary.

Janitorial closets are located within the District facilities for storing supplies and equipment including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and in an orderly manner by the Vendor at all times. Vendor shall not store supplies or equipment on site that does not fit in designated custodial closets or storage rooms.

The Vendor shall provide to the District copies of all Safety Data Sheets (SDS) on all chemicals used in the work and stored in janitorial closets. The Vendor shall provide a copy of the Hazard Communication Program indicating the name of the person to contact.

SAFEGUARDING DISTRICT PROPERTY

The Vendor shall take all reasonable precautions to safeguard and protect District property. Any loss, theft, or damage shall be reported as soon as possible to the District Representative. In the event there is loss, theft or damage reported and there is reasonable cause to believe Vendor employee may have been involved, the District may turn this over to the City of Chester Police Department for handling.

USE OF CITY PROPERTY/EQUIPMENT

Vendor employees shall not to use any District property/equipment such as computers, copy machines, televisions, video machines, radios, telephones, etc.

unless the use of such equipment is required as a job function. Any exception must be in writing and authorized by the City Representative. Heating, ventilating, and air conditioning systems shall only be turned on or off by Vendor employees with prior written approval of the District Representative. The use of a District phone during an emergency, such as dialing 911, is also allowed.

CLEANING PRODUCTS

Disinfectant -- Vendor shall implement industry standards required by the District with regard to cleaning products for COVID-19 and other such illnesses in accordance with recommendations for public health agencies, including the Center for Disease Control and Prevention (CDC), and the South Carolina Department of Health & Environmental Control.

HYGIENE

Vendor shall implement industry best practices by requiring their employees to perform the following:

- Wash their hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching their eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover their mouth and nose with a tissue when coughing or sneezing, then throw the tissue in the trash and wash their hands.
- Clean and disinfect objects and surfaces.
- Stay at home and away from others if they are feeling ill.

DISTRICT HOLIDAYS

District facilities are closed on the following observed Holidays. The Vendor shall review with the District's Representative the work schedule around Holidays for each year a contract is approved to commence.

New Year's Day

President's Day

Independence Day

Veteran's Day (observed)

Christmas Day (observed)

Day after Christmas (observed)

Martin Luther King's Birthday

Memorial Day

Labor Day

Thanksgiving

Day after Thanksgiving

EXHIBIT A - Cleaning Schedule	WEEKL Y	MONTHL Y
ENTRANCES/WAITING AREA/HALLWAYS/COMMON AREAS		
Thoroughly clean glass entrance doors and partitions	3X	
Clean and disinfect light switches and door handles	3X	
Tidy waiting areas, straighten magazines, displays, put chairs in proper position, etc.	3X	
Dust horizontal surfaces	1X	
Mop hard surface floors	3X	
Vacuum all carpeted areas and mats	2X	
Empty all trash receptacles and remove to a collection point. Replace liners as needed. Spot clean inside and outside of receptacles to remove spillage	3X	
Dust air vents, tops of doors, ceiling corners, edges, wall hangings etc.		1X
Dust all vertical surfaces		1X
Wipe clean baseboards		1X
BREAKROOM / KITCHENS		
Clean and disinfect light switches and door handles	3X	
Thoroughly vacuum and mop floor with disinfectant	3X	
Vacuum walk off mats	3X	
Clean, disinfect, and polish sinks and backsplash areas	3X	
Wipe clean all tables and chairs	3X	
Wipe down exterior of appliances	3X	
Clean inside microwaves	3X	
Empty all trash receptacles and remove to a collection point. Replace liners as needed. Spot clean inside and outside of receptacles to remove spillage	3X	
Replenish paper towels and hand soap	3X	
Dust air vents, tops of doors, ceiling corners, edges, wall hangings etc.		1X
Wipe clean baseboards		1X
Thoroughly clean trash cans		1X
RESTROOMS		
Clean and disinfect light switches and door handles	3X	
Clean and disinfect sinks, toilets, toilet seats, urinals, and toilet bases	3X	
Clean all dispensers, mirrors, and fixtures	3X	
Mop floors with disinfectant	2X	
Empty all trash receptacles and remove to a collection point. Replace liners as needed. Spot clean inside and outside of receptacles to remove spillage	3X	
Restock towels, tissue, hand soap, air freshener, toilet seat dispenser	3X	
Clean partitions	1X	
Dust air vents, tops of doors, ceiling corners, edges, wall hangings etc.		1X
Wipe clean baseboards		1X

MEETING ROOMS/CONFERENCE ROOMS/EVENT SPACES		
Clean and disinfect light switches and door handles	1X	
Thoroughly clean glass entrance doors and vacuum mats	1X	
Vacuum all carpeted areas and mats - spot clean as needed	1X	
Dust CLEARED horizontal surfaces	1X	
Empty all trash receptacles and remove to a collection point. Replace liners as needed. Spot clean inside and outside of receptacles to remove spillage	1X	
Thoroughly clean partition glass	1X	
Dust air vents, tops of doors, ceiling corners, edges, wall hangings etc.		1X
Wipe clean baseboards		1X
Dust blinds.		1X
OFFICES		
Clean and disinfect light switches and door handles	3X	
Vacuum all carpeted areas and mats - spot clean as needed	2X	
Dust CLEARED horizontal surfaces	1X	
Empty all trash receptacles and remove to a collection point. Replace liners as needed. Spot clean inside and outside of receptacles to remove spillage	3X	
Dust air vents, tops of doors, ceiling corners, edges, wall hangings etc.		1X
Wipe clean baseboards		1X
Dust blinds.		1X