

Gateway Community Action Partnership

REQUEST FOR PROPOSALS
JANITORIAL SERVICES PROVIDER(S)

Date:

December 2, 2013

To:

Potential Janitorial Service Providers

From:

Gateway Community Action Partnership

Subject:

Request for Proposal for Janitorial
Services

Action Requested:

You are invited to review and respond to
the attached Request for Proposal

Project Title: Janitorial Services RFP

RFP Number: GCAP-2013-2

Deadline:

See attached RFP Schedule

For further information, please write to:

[Ms. Nakia Ames](#)

[Gateway Community Action](#)

[Partnership,](#)

[110 Cohansey Street, Bridgeton, NJ](#)

JANITORIAL SERVICE PROVIDERS RFP SCHEDULE	DATES
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	Events	
1	Issue RFP	12/2/13
2	Deadline for submission of written Questions by potential Janitorial Service Provider.	12/9/13
3	Answers to Questions are submitted no later than	12/16/13
4	Proposal Due Date and time:	12/26/13 2 P.M.
5	Determine Short List of Janitorial Service Provider(s) along with Interview dates, times and locations for interviews	1/5/14
6	Interviews	1/10/14 (Estimated)
7	Notice of Intent to Award is announced	1/15/14 (Estimated)
8	Execute and Commence Contract	2/1/14

1. GENERAL INFORMATION

Gateway Community Action Partnership (GCAP) is the permanent grantee responsible for maintaining janitorial services for the Atlantic and Cape May Counties Head Start Programs facilities located in New Jersey.

These sites are identified as rentals. This assignment will involve maintaining janitorial services for these existing facilities.

2. PURPOSE OF THIS RFP

Gateway Community Action Partnership is in need of janitorial services for the Atlantic and Cape County Head Start buildings. This RFP is the means for prospective Janitorial Service Provider(s) to submit their qualifications. The facilities to receive janitorial services include classrooms, administrative and support offices, parking lots and/or structures, and undeveloped land. More than one Janitorial Service Provider may be contracted with to provide these services.

3. SCOPE OF WORK/PROPOSAL SPECIFICATIONS

The work covered in this specification includes furnishing all labor, equipment, some supplies and supervision necessary to complete janitorial service. It shall be understood that in addition to these services, all tasks incidental to cleaning functions not specifically listed but normally included in general janitorial practices will be provided.

These specifications will apply to the present locations. Minor alternations in the physical layout or change in operation will not affect the provisions of the contract. The janitorial task and frequency schedule indicates the **minimum acceptable cleaning frequencies**.

The Contractor will employ only personnel who are trained and proficient in performing janitorial services, using modern equipment, methods, and techniques. All janitorial personnel shall present a neat, clean and well groomed appearance and be of good moral character. GCAP reserves the right to require the replacement of any employee whose deeds or conduct is believed to be detrimental to the program.

The Contractor's employees shall not utilize any GCAP telephones, office equipment or furnishings. The Contractor shall provide GCAP, and keep current, a list of all employees, by name, title and address, which are under the employ of the Contractor and assigned work under this contract.

All janitorial employees are required to:

- a. Wear distinctive and/or identifiable uniform.
- b. Wear clearly readable identification.
- c. Pass security clearance through the approved GCAP background check.

Upon completion and during the sequence of their duties, janitorial personnel will turn off all lights in unoccupied areas unless otherwise directed. It is also the responsibility of the janitorial personnel to check for open or unlocked doors and windows and to close and secure them. When difficulty is encountered in keeping areas locked or windows closed and locked, GCAP shall be immediately notified.

4. BUILDING SECURITY

The Contractor shall be responsible for maintaining the security of the building. Lock and unlock doors as required to clean an immediate area. Entire floors shall not be unlocked at any one time, as this reduces security.

The Contractor shall lock all building outside entry doors between 4:00 and 4:05 p.m. nightly, unless otherwise advised.

Notices and schedules of meetings, including times and location, will be provided monthly by GCAP.

GCAP employees with keys may enter the building at any time. After working hours, GCAP employees without keys must show GCAP identification card.

Prior to leaving the building each night, the Contractor shall check to see that all outside doors are locked and that the building is secure.

Emergency phone numbers will be provided to the Contractor. The Contractor shall notify the appropriate person in a timely manner of any difficulties in securing the building.

Any conditions in the facility that may require repair shall be reported to GCAP in writing. For example, dripping faucets, damaged walls, burned out lights, etc.

The proposal shall include all of the following information. Failure to include all of the required information **WILL** result in disqualification of a Bidder.

A. The responding vendor's qualifications, years in business, staff profile and experience to provide janitorial services required by GCAP.

(Attach as Addenda A)

B. The bidder shall identify the business entity as individual, assumed name, partnership (naming partners), or corporation. Indicate the official capacity of the person(s) executing the proposal and bid.

(Attach as Addenda B)

C. The number of full-time hourly employees employed by the business currently.

(Attach as Addenda C)

D. The number of part-time hourly employees employed by the business currently.

(Attach as Addenda D)

E. The number of salaried supervisory employees employed by the business currently.

(Attach as Addenda E)

F. A list of not less than five (5) organizations where the contractor is currently providing janitorial services. This list is to include the names and telephone numbers and contact personnel of each organization.

(Attach as Addenda F)

G. A list of three (3) organizations where the contractor is no longer providing janitorial services. This list is to include the names and telephone numbers of contact personnel at each organization.

(Attach as Addenda G)

H. The number of square footage and type of facilities presently being serviced and for how many years for each facility.

(Attach as Addenda H)

I. Concur that contractor will adhere to all contract provisions.

(Attach as Addenda I)

The Janitorial Service Provider(s) is/are expected to perform janitorial services for sites throughout Atlantic and Cape May Counties. The contract term will be from February 1, 2014 to January 31, 2015, reports may be requested at various points throughout this period. The subject properties are located in urban, suburban and rural areas. In order to submit a Proposal and obtain a contract for provision of said services to GCAP, the Janitorial Service Provider must be willing to provide said services in as many as the **10** sites listed below. Do not participate if you cannot meet this requirement. The selected Janitorial Service Provider(s) will be allowed to use subcontractors as it wishes, however, the Janitorial Service Provider(s) will remain the sole point of contact with GCAP, shall be completely responsible for the supervision and the acts of said subcontractors, and shall warrant the work of such subcontractors as if it were the Janitorial Service Provider's own work.

List of sites for which appraisals are being requested:

See Exhibit B

5. RIGHTS

GCAP reserves the right to reject any and all Proposals in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract.

6. RFP PROCESS

This RFP process and the RFP Schedule are subject to change at any time. Changes will be provided. Throughout this solicitation process, if there is any need for communication with GCAP with regards to any aspect of this RFP, such communication will be in writing.

With regard to the nature of the work being requested as well as this RFP itself, prospective Janitorial Service Provider(s) and their sub-consultants must not contact any GCAP personnel. Violation of this restriction will disqualify a firm from consideration.

Questions regarding the content of this RFP must be submitted no later than the date and time for submission of Questions specified in the RFP Schedule.

Proposals are submitted according to RFP Schedule.

Following submission of the Proposals, no further questions regarding the RFP will be answered, with the exception of questions regarding the RFP process itself. Any question regarding the RFP process shall be directed in writing.

Proposals are due on or before the date and time specified in the RFP Schedule. It is the sole responsibility of the submitting Janitorial Service Provider to ensure that the Proposal reaches GCAP on or before the date and time specified. Submittals received after the deadline will be rejected without review. With the exception of Proposals delivered by hand, GCAP provides no receipts nor makes any notification of its receipt or failure to receive any Proposal.

All materials to be submitted may be sent by US mail, express mail, courier service of the prospective vendor's choice, or by hand delivery to GCAP. E-mail submissions are not acceptable. If a Proposal is to be submitted by hand, it must be submitted only to Ms. Amy Loder. Please obtain a receipt from GCAP when submitting.

Submissions must be sent to:

Gateway Community Action Partnership
Attn: Ms. Nakia Ames
110 Cohansey Street
Bridgeton, New Jersey 08302

After an initial evaluation of the received Proposals for compliance with the requirements of this RFP, a short-list of qualified firms will be established.

GCAP will notify the short listed firms which have been established with their interview time and location.

Following selection, GCAP will contact the firm and proceed with the negotiation of the contract fee and execution of the contract.

If a satisfactory contractual agreement regarding services and fees cannot be reached between GCAP and the first selected Janitorial Service Provider within a reasonable period of time after notification of the Janitorial Service Provider selection, GCAP reserves the right to assign the work to another qualified Appraisal Service Provider.

7. PROPOSAL SUBMISSION:

Prospective Service Providers are hereby advised that in providing a Proposal to GCAP, they are, by virtue of the act of providing said Proposal, agree to be subjected to GCAP's Rules governing Requests for Proposals.

Submit your Proposal to the address specified above on or before the date and time required. Submittals may be sent by registered mail, certified mail, express delivery service, or by hand delivery. Submittals received after the deadline will be rejected without review.

When submitting, submit all of the following materials:

Submit 3 written copies of your Proposal, in accordance with the all of the requirements requested in this proposal.

8. PROPOSAL EVALUATION PROCESS, INTERVIEWS, AND SELECTION

In order to evaluate the Proposals, an evaluation team consisting of GCAP staff will be evaluating responses.

The evaluation team will initially determine if the Proposal submitted conforms to the requirements of this RFP. Prospective Consultants that submitted Proposals failing to meet RFP requirements will, as soon as practicable, be notified in writing.

The evaluation team will evaluate and grade the remaining Proposals with the qualifications being judged weighted as indicated below. In the process of grading the Proposals submitted, GCAP Staff may contact names provided in the Proposals in order to verify the experience and performance of the prospective Consultant, their key personnel, and their key sub-consultants, as appropriate.

Proposals should be prepared simply and economically providing a straight-forward, concise description of the contractor's ability to meet the requirements of the RFP. GCAP may review and inspect the Contractor's activities during the term of this contract. After reasonable notice to the Contractor, GCAP may review any of the Contractor's internal records, reports, or insurance policies.

9. TERM

This contract begins on February 1, 2014 through January 31, 2015 with the option to automatically renew annually through January 31, 2017 unless terminated in accordance to Article 15.

10. INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify GCAP, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of GCAP in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions

11. INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

Workers' Compensation Insurance with New Jersey statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.

Comprehensive/Commercial General Liability Insurance with a combined Single limit of \$1,000,000 each occurrence for bodily injury and property damage. GCAP shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.

Contractor shall be responsible to GCAP or insurance companies insuring GCAP for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage.

Contractor shall furnish GCAP with satisfactory certificates of insurance or a certified copy of the policy. No payments will be made to the Contractor until the current certificates of insurance have been received and approved by GCAP. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish GCAP with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to GCAP, 110 Cohansey Street, Bridgeton, New Jersey, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

12. COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/PEOSHA requirements and the Americans with Disabilities Act.

GCAP may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

13. EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for Employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

14. CRIMINAL BACKGROUND CHECK

The Contractor will be responsible for payment of security screening as determined by GCAP. Any employee of the vendor will be subject to an approved criminal background check before entering GCAP buildings.

15. TERMINATION OF CONTRACT

Either party may terminate the contract without cause by giving thirty (30) days written notice to the other party.

16. PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect GCAP against such liability.

17. CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by GCAP and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

18. EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral. The term of the contract would begin February 1, 2014 through January 31, 2015 with the option to automatically renew annually through January 31, 2017.

19. INSPECTION OF FACILITIES

GCAP Management reserves the right before making an award to have the premise of the bidder inspected, or to take any other action necessary to determine fitness, reliability and ability to perform. The inspection could check the physical location, facilities, equipment, spare parts and/or equipment for ability to comply with conditions of the bid.

20. GENERAL CONDITIONS/SERVICE INFORMATION/AREAS

DAYS/HOURS OF WORK

The specified janitorial services are to be provided five (5) evenings per week, Monday through Friday, starting time will be 4:00 p.m. GCAP reserves the right to modify and/or change the starting time if necessary.

The Contractor will schedule all work to be done on a non-interfering basis with the building operation as far as is practical. The work schedule is to be approved by Facilities Management.

The Contractor's proposal is to include a schedule of the total number of employees and labor hours to be worked on a daily and yearly basis for each location.

21. GENERAL SPECIFICATIONS/EMPLOYEE SAFETY

The Contractor is responsible for instructing and training their employees in appropriate safety measures. Janitorial employees will be responsible for maintaining a safe work environment while completing their tasks.

The Contractor shall comply with New Jersey's Right to Know Law which requires that all employers within the State comply with federal Hazard Communications Standards. These Standards specify that employers develop a written hazard communication program, which is to be made available for workers and their designated representatives

22. SUPERVISION AND CONTRACT ADMINISTRATION

A checklist will be completed by the Contractor, or his designated supervisor, ensuring that all required tasks are completed on a daily basis. **This checklist shall be turned in to GCAP monthly with invoice.**

A monthly review of the contractor performance will be conducted between Facilities and the contractor. Any deficiencies in performance will be delivered to the contractor in writing.

Failure to provide supervision with requested conformance with the Specifications will be considered deficient performance. **Failure to correct a notice of deficient performance from GCAP will constitute cause for termination of the Contractor.**

The Contractor will correct, within 24 hours, deficiencies for any task labeled as daily weekly or monthly. The Contractor will correct, within 48 hours, any deficiencies for any task labeled as semi-monthly, quarterly or annually. Should the Contractor fail to correct these deficiencies within the time stated, GCAP may take one or all of the following actions.

- a. Correction of the deficiencies will be made by GCAP and billed to the contractor or deducted from the monthly billing.
- b. Procure service for correction of the deficiency from other sources and hold the Contractor responsible for any costs incurred.

23. SUPPLIES

For the treatment of various types of flooring, carpeting, furniture, etc., only such material recommended and approved by the manufacturers and/or GCAP shall be used.

The Contractor will provide all cleaning products to complete the contract.

GCAP will provide hand soap for dispensers, paper products such as, roll paper towels, c-fold paper towels, toilet paper along with trash can liners and trash bags as needed.

It will be the responsibility of the Contractor to contact GCAP in a timely

manner for the delivery of the aforementioned products as determined by Facilities Management.

24. EQUIPMENT

All power and hand equipment will be furnished by the Contractor. The Contractor shall be responsible for keeping all equipment and tools in good repair. Any damage caused to the building or furnishings shall be the responsibility of the Contractor. GCAP shall repair said damage and back charge the Contractor for the costs. Any equipment found defective will be removed from the premises by the Contractor.

Non-expendable items must be identified as the Contractor's by marking it as such in an identifiable manner.

The Contractor is solely responsible for equipment and tools stored on the property. It is the intention of GCAP to provide a level of cleanliness suitable for a "World Class Service Organization". Those Contractors unable to provide an appropriate level of service will be terminated.

25. MISCELLANEOUS SERVICES- ADDITIONAL NEEDS

All additional services outside the scope of services will be performed based on a written proposal and GCAP's authorization for those services.

26. JANITORIAL TASK & FREQUENCY SCHEDULE/FLOORS

Restrooms, Offices, Entrances, Kitchens, Waiting Areas, Hallways, and Lunchrooms

See attached **Exhibit A – Specifications** for Daily, Weekly, and Bi-Annually scopes of work.

A separate bid is requested for the following **additional services**:

Strip & refinish tile floors **SEMI-ANNUALLY**

Shampoo carpets **SEMI-ANNUALLY**

27. BID SHEET

Please attach bid sheets for each center/site in Exhibit B separately. Two bids are allowable per center/site. One bid should address everything on Exhibit A and one bid should address additional services.

If a multi-site discount is offered, please include on a separate bid sheet.

**PLEASE LIST ANY SERVICES THAT WOULD INVOLVE EXTRA CHARGES
SERVICE EXTRA CHARGE**

\$
\$
\$
\$

28. CONDITIONS OF AWARD

GCAP reserves the right to award Contractors on a per site basis. If Contractor is awarded site, they are not automatically awarded additional services.

ADDENDA

Attach requested **ADDENDA A through I** to the balance of this RFP.

SIGNATURE PAGE

Signature Company Name

Print Name Company Address

Title City St. Zip

Telephone # Fax #

Federal Tax ID # URL/Email Address

The above individual is authorized to sign on behalf of company submitting proposal.
Proposals must be signed by an official authorized to bind the provider to its provisions