



REQUEST FOR PROPOSALS

**Custodial Cleaning Services**

City of Excelsior Springs Missouri  
Excelsior Springs Community Center  
500 Tiger Drive  
Excelsior Springs, Mo 64024

**Due Date: Received by 11:00 am Friday, March 3, 2017**

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## **1. Request for Proposal**

In order for the Excelsior Springs Community Center to live its mission and vision, we must ensure every aspect of our organization meets high quality standards of excellence. To this end, one of our goals is to ensure our center is safe, well maintained, clean and in a state of readiness for associate, member, volunteer and community engagement.

With this in mind, we are soliciting proposals to provide custodial cleaning services at our brand new Community Center. The selected company, will provide supervision and detailed services in this request. The company will also provide staff that meet the high standard of excellence and competency for the City of Excelsior Springs at the Community Center.

**Questions:** All inquiries regarding this submission should be directed in writing to:

Jesse Hall, Interim Community Center Director  
Email: [jesseh@esmocommunitycenter.com](mailto:jesseh@esmocommunitycenter.com)  
Steve Marriott, Director of Administrative Services  
Email: [smarriott@ci.excelsior-springs.mo.us](mailto:smarriott@ci.excelsior-springs.mo.us)

**Pre-bid Walkthrough:** There will be an optional walk-through at all locations as detailed on the following page for respondents not familiar with the new Community Center. Please schedule an appointment with Robert Mawby at 816-656-2500.

**Submission Deadline:** Proposals must be submitted no later than 11:00 am Friday, March 3, 2017. We accept both sealed bid packages and accepting electronic copies via email to Jesse Hall or Steve Marriott (emails listed above).

**Selection Schedule and Contract Term:**

RFP Issued	February 15
Pre-Bid Facility Walkthroughs (optional)	February 20-24
Proposals Due	March 3
Contractor Interviews (if necessary)	March 6-10
Contract Award Date	March 20
Contract Start Date	March 27

**2. Scope of Services**

To help bidders understand the scope of work, information in this section highlights various key aspects of the building that may impact staffing and services:

Formal custodial cleaning services will begin on March 27, 2017. Services are intended to continue for a two-year term but the City of Excelsior Springs will have the option to discontinue service if cleaning falls below expectations with a 30-day notice. Services are anticipated to include:

- 1. Overnight Cleaning Crew:** Provide all on-site overnight custodial cleaning personnel and equipment, chemical and paper consumables. Personnel shall be fully trained to conduct the custodial cleaning tasks at a high level with efficiency and safety, and with adequate supervision and technical support.
- 2. Day Porter:** Provide all on-site daytime custodial cleaning personnel and equipment and will provide cleaning chemicals and paper consumables. Personnel shall be fully trained to conduct the custodial cleaning tasks at a high level with efficiency and safety. A co-ed day porter team approach is preferred.
- 3. Special Services:** Provide on-demand services such as floor strip & wax, carpet cleaning, high window cleaning and dusting to be negotiated at contract or after.
- 4. Safety Initiatives:** Establish building-related safety initiatives including comprehensive background checks and uniforms for all personnel
- 5. Reporting:** Establish and maintain a tracking system to proactively monitor & evaluate custodial cleaning services. Conduct regular walk-throughs with Center Director, Property Manager to ensure quality is being met.

### 3. Submission Requirements

Proposals are due by Friday, March 3, 2017 at 11:00 am. All information required in the request for proposal must be provided to constitute an acceptable proposal. We accept both sealed bid packages and accepting electronic copies via email to Jesse Hall or Steve Marriott (emails listed above).

The proposal must include a table of contents. Each section must be clearly identified.

1. **Letter of Commitment:** Indicate your firm's commitment to the project and how your firm will meet or exceed all expectations.
2. **Qualification Statement:** Include all of the information listed below about your firm's qualifications:
  - a. **Firm History:** Submit a brief history of the firm including the date of organization and an explanation of the firm's ownership.
  - b. **Past Claims or Disputes:** Indicate any claims, disputes, litigation or arbitration proceedings involving your firm in the last 5 years. Indicate who they were with and give the current status of each.
  - c. **Insurance:** City of Excelsior Springs requires a certificate of general liability insurance. Proof of insurance must be provided with bid proposal.
  - d. **Fee Proposal:** Please provide the proposed fee for the services outlined in the sections above. Proposal must include bids for work on **Attachment A**.
4. **References:** Include the name, title, and contact information of 3 current references.

### 4. Selection Process

The firm's qualifications will be evaluated by based on the proven ability of each respondent to perform the requested services and any other factor or criterion that may be deemed relevant or pertinent for its evaluation of such qualifications. The evaluation will include:

1. Evidence of firm's and proposed personnel's ability to perform all the work responsibilities
2. Capability of providing custodial cleaning services in an excellent manner
3. Past experience with maintaining community centers, fitness facilities and childcare sites.
4. Provision of indemnity and insurance consistent with requirements
5. Proposed cost of services

The City of Excelsior Springs reserves the right, in its sole and absolute discretion, to: (a) waive any informalities or irregularities in any proposal process; (b) issue subsequent RFPs for the same work; (c) modify the RFP schedule or postpone the date for acceptance of proposals; (d) accept any proposals or combination of proposals; (e) reject any or all responses received pursuant to this request; (f) supplement, amend, substitute or otherwise modify this request; (g) cancel this request with or without the substitution of another request or similar process; (h) conduct investigations with respect to the qualifications and experience of each respondent; (i) take any action affecting the RFP process, or the services or facilities subject to the request that would be in the best interests of the City of Excelsior Springs; (j) require one or more of the respondents to supplement, clarify or provide additional information in order for the City of Excelsior Springs to evaluate the proposals submitted; and (k) waive any defect or technicality in any proposal received, to the extent that any or all of such courses of action are deemed by the City of Excelsior Springs to be in the best interests of the City of Excelsior Springs. All parties responding to this RFP do so at their own expense. The City of Excelsior Springs assumes no responsibility or liability for costs associated with responding to this RFP

### 5. Terms & Conditions

A prospective Custodial Cleaning Service partner must be willing to adhere to the terms and conditions of this request, including the following, and in responding to this RFP, the firm accepts these terms.

1. **Service Provider Payment:** Payment to the service provider will be made only for actual work performed and accepted in accordance with the contract. Any scheduled item of work to be done and materials to be furnished may be increased, decreased or omitted as herein after provided, and no claim for loss, anticipated profits or costs incurred in anticipation of work not ultimately performed will be allowed due to such increase or decrease.
2. **Examination of Plans, Specifications and Site Work:** The respondent is expected to examine carefully the site of the proposed work, the drawings available to date, and special provisions before submitting a proposal. The submission of a proposal shall be considered conclusive evidence that the respondent has made such examination and is satisfied as to the conditions to be encountered in performing the work and as to the requirements of the contract.
3. **Familiarity with Laws:** The respondent is assumed to have made himself or herself familiar with all federal and state laws and all local by-laws, ordinances and regulations which in any manner affect those engaged or employed on the work or affect the materials or equipment used in the work or affect the conduct of the work, and the respondent, if awarded the contract, shall be obligated to perform the work in conformity with said laws, by-laws, ordinances and regulations notwithstanding its ignorance thereof. If the respondent shall discover any provision in the plans or specifications which is in conflict with any such law, by-law, ordinance or regulation the respondent shall forthwith report it to the Director of Facilities of Achievement First in writing.
4. **Signatory Authority:** The respondent's proposal must be signed with ink by a representative of the company who is authorized to enter into a contract on behalf of the company.
5. **Indemnification and Insurance:** The contractor will be required to sign an indemnification and provide adequate insurance for this project.