

Woolson Real Estate Co., as Agent for Gulf Bend Center Request for Proposal –Janitorial Services

Woolson Real Estate Co., Inc., as Agent for Gulf Bend Center (GBC or the Center) is requesting a proposal from a janitorial services vendor with experience in providing daily janitorial services for small to mid-sized commercial office buildings.

I. BACKGROUND INFORMATION

GBC is a community center in the State of Texas formed as the result of legislation passed in 1965. GBC is a 501(c)(3) non-profit agency governed by a nine-member Board of Trustees. It has grown from a small organization offering limited services to a major behavioral health provider, serving over 8000 individuals annually in a comprehensive array of mental health, and intellectual developmental disabilities services. GBC provides services in a seven-county region that includes: Victoria, Jackson, Calhoun, Refugio, Goliad, Dewitt, and Lavaca Counties.

A. Purpose of Janitorial Services

The purpose of this Request for Proposal is to obtain daily janitorial services from an experienced, dependable, and reputable janitorial services provider for Gulf Bend Regional Plaza, a 55,781 s.f. 3 story office building at 6502 Nursery Dr., Victoria, TX 77904. Cleaning services will be provided for Gulf Bend Regional Plaza (GBRP) starting September 1, 2019. This RFP seeks companies which can provide cleaning services for GBC offices and common areas within GBRP that will substantially meet the standards and business requirements of the operations of GBC. Respondents interested in submitting a proposal must comply with the terms and conditions described in this RFP. The specific services to be provided by the vendor will be discussed in the next section and details listed in Attachment D.

B. Scope of Products/Services Requested by Independent Contractor.

Respondent shall perform and provide these products and/or services under the terms of this agreement. The selected Independent Contractor shall work directly with Woolson Real Estate Co., GBC's agent and Property Manager, to determine the specific duties and standards of performance.

- Janitorial Services will include, but may not be limited to, the following:
 - Cleaning common areas and GBC offices
 - Cleaning drinking fountains
 - Cleaning glass entrance doors and sidelights, and interior doors and walls
 - Dusting and cleaning office and reception area furniture
 - Cleaning blinds
 - Vacuuming carpeted areas
 - Cleaning and disinfecting toilets and urinals
 - Cleaning bathroom fixtures and mirrors
 - Refilling all toilet tissue, paper towel, and soap dispensers
 - Emptying interior and exterior trash receptacles and replacing liners
 - Removing trash from building and properly disposing of it in exterior compactor
 - Professionally cleaning carpets
 - Mopping, stripping, and sealing vinyl tile floors
- Please refer to Attachment D for bidder details including a listing of daily, weekly, monthly, and other duties

C. Woolson Real Estate Co. Responsibilities

- Any required information will be provided for the contractor. Woolson Real Estate Co. will work directly with Contractor to assure that GBC standards for the building are maintained on a daily basis and any deficiencies are corrected within the following business day.

D. Contractor Responsibilities

- Contractor will provide and pay for trained personnel adequate to perform the required janitorial services in accordance with the approved schedule of services.
- Contractor will be responsible for all screening, hiring, training, and any benefits provided for personnel.
- Contractor's employees assigned to GBC must be in good standing, have no prior felony convictions and be drug-free, with the exception of approved prescription medications.
- Contractor's employees assigned to GBC are subject to approval by Woolson Real Estate Co. Contractor will replace any employee who consistently does unsatisfactory work, proves to be unreliable, or fails to communicate appropriately with Woolson Real Estate's Building Manager.
- Janitorial personnel shall be employees of the Contractor and at all times be covered under Contractor's required Insurance policies.
- Contractor's personnel must be neat and clean in appearance and interact courteously with GBC staff, employees, and customers.
- Standard hours of service shall be Monday through Friday from 4:00 p.m. to 9:00 p.m. or as necessary to accomplish the required duties.
- Contractor must maintain Commercial General Liability and Workers Compensation Insurance with limits of not less than \$1,000,000.
- Contractor must provide a current Certificate of Insurance with the required limits of liability naming Gulf Bend Center, 6502 Nursery, Dr., Victoria, TX as Certificate Holder.
- Contractor's supervisors and office/scheduling personnel will work cooperatively with Woolson Real Estate's Building Manager and will timely communicate any pertinent questions or issues.
- Contractor will provide the equipment and supplies necessary to accomplish the assigned tasks, which shall include, but may not be limited to, brooms, mops, mop buckets, vacuums, janitor's carts, bathroom cleaners, window cleaners, and all other supplies and equipment necessary for cleaning and sanitizing.
- GBC will provide the required bathroom and trash supplies, which shall include, but may not be limited to, paper towels, trash can liners, bathroom tissue, hand soap, and any special supplies as needed

E. Terms of the Contract

The contract for Janitorial Services, based upon the Board of Trustees' approval of the proposal, will be for the following term:

- A three-year period which will cover GBC's fiscal years FY20-FY22. September 1, 2019 through August 31, 2022.
- There will be an additional three-year renewal period *at the discretion of the Center*, which will cover GBC's fiscal years FY23-FY25. September 1, 2022 through August 31, 2025.
- The agreement can be terminated by GBC for cause.

F. Dispute Resolution

Disputes concerning the terms of contracted goods and services that cannot be resolved will be brought before an independent mediation center, whose decision will be binding upon both parties.

II. TECHNICAL PROPOSAL CONTENT

A. Cover Letter

See Conditions for Submission of Proposal in Section IV.

B. Technical Component

To describe clearly the contractor's understanding of the work to be done, the proposer will:

- Describe the level of assistance that will be expected from GBC personnel; and
- Make a statement concerning the independence of the proposer, including direct and indirect financial interest, and the relationship, if any, of any employee of GBC and/or any members of the Board.

C. Management Component

The proposer will furnish satisfactory evidence of capability to provide in a professional and timely manner the goods and services stated in the Request for Proposal. To meet this requirement, the proposer will:

- If applicable, provide the name of the external quality control review organization of which the proposer is a member and the proposer's length of membership. Also, state the review organizations planned frequency of reviews;
- If applicable, also state whether the vendor has received a review and whether in the most recent review an unqualified report was issued (a copy of the review report must be requested by GBC);
- State whether the proposer is a national, regional or local vendor.
- State whether the proposer is currently under the terms of a public or private reprimand by any state/federal agencies;
- Provide evidence of the ability to comply with the requirements in Sections II and VII of the Request for Proposal.
- Vendor is not being investigated for Overcharging by any State or Federal Agency.
- Vendor will notify the Center of any changes in ownership and the vendor will notify any entity requesting this information.

D. Evaluation

Criteria used to evaluate the proposer's methodologies, products and services are included as Attachment A.

III. DOLLAR COST PROPOSAL

A. Total Maximum Price

The dollar cost bid should contain all pricing information relative to performing the services as described in this request for proposal. The first page of the dollar cost bid should include the following information:

- Name of vendor,
- Certification that the person signing the proposal is entitled to represent the vendor, empowered to submit the proposal and authorized to sign a contract with GBC, and
- Effective GBC fiscal years FY20-FY22, September 1, 2019 to August 31, 2022, three-year term period as described in this Request for Proposal.
- **DISCLAIMER:** GBC reserves the right to make final determination. The number of hours available are not guaranteed if not worked.

B. Manner of Payment

Payments will be made in accordance with the contract.

IV. CONDITIONS FOR SUBMISSIONS OF PROPOSAL

A. Proposals must include:

- A cover letter clearly stating the name of the vendor and the name, address and telephone number of the proposer's representative.
- Proposal must address each of the requirements as stated in this Request for Proposal;

B. Acceptance/Rejection of Submittal

GBC may reject any and/or all proposals, and to negotiate portions thereof, including the following:

- Proposals that address only part of the requirements contained in this Request for Proposal with not be considered.
- Select any proposal, considering the quoted estimated fee and other factors.
- Request any additional information from the proposer that GBC may reasonably require.
- Reject proposals that have been modified.

C. Preparation Costs

- GBC shall not be responsible for proposal preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal.
- By submitting a proposal, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.

D. Oral Interviews and Other Communications Prior to Submission

- GBC may ask proposers to send a representative for an oral interview prior to approval of a proposal.
- GBC is aware of the time and effort you expend in preparing and submitting bids.
 - Let us know of any bid requirements, which are causing you difficulty in responding to the Center's RFP.
 - We encourage you to meet with the Center's Selection Committee to address any questions and/or concerns.
 - We want to make this process as smooth and easy as possible so that all vendors can compete for Gulf Bend Center's business.
- GBC will not be liable for the costs incurred by the proposer for such interview.

G. Late Submissions

- Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer unopened.

H. Confidentiality – Open Records Act

- The content of all proposals will be kept confidential throughout the selection process.
- Once the selection process has ended and a selection has been made, copies of any proposal will be available for other respondents to review.

I. Disposition of Proposals

- All materials submitted in response to the RFP shall become the property of the Center.

J. Non-Participation

- If you do not wish to participate in the current proposal process, but wish to participate in the future, all procurement 'Request for Proposals' will be provided on the public website for Gulf Bend Center at <https://www.gulfbend.org/>. The link will be found on the home page by clicking on the green tab that says 'RFP/Contracts'.
- If you will to provide your vendor's future interest in bidding for products and/or services, please submit a "No Bid" by the same time that the proposal is due and at the same location as stated for bidding.

K. Awarded Proposal Withdrawal

- An awarded proposal that has been accepted by GBC, may not be withdrawn or canceled by the proposer without permission of GBC.

L. GBC Provisions

- **FUNDING:** Funds for payment have been provided through GBC budget approved by the Board of Trustees annually for each fiscal year. Therefore, anticipated orders or obligations that may arise past the end of the current GBC fiscal year shall be subject to budget approval.
- **SALES TAX:** GBC is exempt by law from payment of Texas Sales Tax and Federal Excise Tax.
- **EXCEPTIONS/SUBSTITUTIONS:** All bids meeting the intent of this request for proposal will be considered for award. Bidders taking exception to the specifications, or offering substitutions, shall state these exceptions in the 'Exceptions/Comments' section provided below, 'Attachment E', or by attachment as part of the proposal. The absence of such a list shall indicate that the bidder has not taken exceptions and that GBC shall hold the bidder responsible to perform in strict accordance with the specifications of the proposal. See ATTACHMENT A. GBC reserves the right to accept all or none of the exception(s)/substitutions(s) deemed to be in the best interest of GBC.
- **PROPOSAL MUST COMPLY** with all federal, state, county and local laws concerning these types of service.
- **INVOICES:** When applicable, invoices will show all information as stated above and will provide a monthly invoice. Invoicing will be mailed directly to Gulf Bend Center Accounts Payable Department, 6502 Nursery Dr., Ste 100, Victoria, Texas 77904, or emailed to payables@gulfbend.org.
- **REMEDIES:** The successful bidder and GBC agree that both parties have all rights, duties and remedies available as stated in the Uniform Commercial Code.
- **VENUE:** This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Victoria, Texas.
- **ASSIGNMENT:** The successful proposer will not sell, assign, transfer or convey this contract, in whole or part, without the prior written consent of GBC.
- **SILENCE OF SPECIFICATION:** The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point will be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications will be made based on this statement.

V. PROCEDURES FOR SUBMITTING PROPOSALS

A. Delivery of responses to the Request for Proposal, whether email, mail or hand-delivery, should be addressed to:

Dianne Jernigan, Property Manager
Woolson Real Estate Co., Inc.
2715 Houston Highway
Victoria, TX 77901
jernigan@woolson.com
361-676-6228

- Proposal must be received no later than **August 15, 2019** by EOB.

B. Number of Copies of Proposal

- Submit one copy of the Technical Proposal and one copy of the Dollar Cost Bid. Each copy must be clearly marked as "Technical Proposal" or "Dollar Cost Bid."

VI. ASSISTANCE TO PROPOSERS

Any person wishing to obtain additional information about the Request for Proposal or about the operations of GBC:

- May contact Dianne Jernigan, Property Manager, at 361-676-6228 or Anna Arage, CFO, at 361-582-2339. If there is no answer, please leave a message.
- You may also contact the Center by emailing the CFO at anna1685@gulfbend.org or Property Manager at jernigan@woolson.com.
- Please put 'Request for Proposal –Janitorial Services' in the subject line of email.

VII. STATEMENT OF REQUIREMENTS

A. Minimum Qualifications

All vendors submitting a proposal must:

- Be legally able to do business in the State of Texas.
- Maintain policies of general and professional liability insurance coverage.
- It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any selected contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

B. Proposal Guidelines

Please respond as outlined in this request for proposal and observe the following guidelines:

- Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
- Our final contractor selection will be made based on our evaluation of the criteria outlined in the RFP.
- Submission of a proposal will be construed to imply agreement in advance to the services outlined in the enclosed materials.
- Brochures, photos, or any other appropriate printed material may be included in your proposal.
- The proposal package should be kept as brief as possible, however, with the subject areas clearly defined.

C. Questions

- Vendor History and Experience
 - Provide a brief history of your company including size, volume of business, locations, number of years in business and business philosophy.
 - Describe your visibility and influence within your field.
 - Provide contact names and phone numbers of 3 references.
- Compensation
 - Describe how you expect to be compensated for the products/services outlined in this proposal.

D. Confidentiality of Records of Individuals Served by this Agreement.

- If applicable, contractor agrees to keep all protected health information (PHI) of employees confidential in accordance with all applicable state and federal laws, statutes, and regulations protecting the confidentiality of such information, according to the State and Federal Administrative Codes.

E. Key Dates Required for the RFP

The following table outlines Gulf Bend Center's key dates and events for RFP process.

07/31/2019	RFP is available at https://www.gulfbend.org
08/5/2019-08/12/2019	Initial Meetings for questions, etc. Oral Interviews
08/15/2019	Deadline for receipt of Proposals to Woolson Real Estate EOB.
08/19-22/2019	Center's Selection Committee review period for proposals submitted.
08/23/2019	Notification of Selected Proposal, pending Board Approval
08/27/2019	Board approval. Notification of Awarded Proposal following.

- Proposals shall be received no later than Thursday, August 15, 2019 EOB (5pm).
- ***Proposers must sign and date the proposal on the appropriate page provided below.***
- ***Proposals which are not signed and dated in this manner may be rejected.***
- Initial meetings may be scheduled with the Center's Selection Committee to go over questions and/or concerns.
- The Committee will be available to meet with interested financial institutions as to clarification of needs during the initial open RFP period from August 5, 2019 through August 12, 2019.
- To schedule meeting(s) during the initial open ITB period, please call Dianne Jernigan, Property Manager, at 361-676-6228 or email jernigan@woolson.com, or Anna Arage, Chief Financial Officer, at 361-582-2339 or email anna1685@gulfbend.org.
- Bids received after the deadline, Thursday August 15, 2019, EOB (5pm), will not be considered for the award of the contract and will be considered void and unacceptable.
- Accepted bids will be reviewed August 18 – 21, 2019. A decision will be made, and notification of the selected proposal will be made by Friday 23, 2019 EOB.
- We will contact all vendors who turned in proposals following the reviewing.
- GBC reserves the right to extend the submission deadline or any other deadline or date indicated in the RFP if an extension would be in the best interest of Gulf Bend Center.
- The recommended proposed vendor MUST provide GBC with the signed agreement/contract and all required documentation (if applicable) prior to the service start date of September 1st, 2019.
- The signed RFP will act as a bidding contract which must include all other necessary agreements.

ATTACHMENT A EVALUATION WORKSHEET

This worksheet is to be used to document GBC's evaluation of the proposers' qualifications. Points within the ranges specified are to be assigned to the below-listed criteria as a means for quantifying the relative strengths and weaknesses of the various proposals. If oral interviews are necessary to break a tie or for making final clarification in the evaluation process, additional points may be awarded. While the total score is a significant factor, the requester of the services reserves the right to consider other factors in making a final selection.

PROFESSIONAL QUALIFICATIONS

The evaluation of professional qualifications of the proposers will be based on the following criteria:

I. MANDATORY CRITERIA

Proposals will not be considered for further evaluation unless there is compliance with the following criteria. The proposer:

- A. Must have proper credentials to perform required services.**
- B. Must adhere to Gulf Bend Center's policies and procedures.**
- C. Must not have a record of substandard work.**
- D. Must submit a proposal meeting all the requirements of the Request for Proposal.**

II. TECHNICAL CRITERIA

Proposals which have met each of the criteria in Section I above will be evaluated on the following criteria:

A. Technical experience of the vendor:

- Experience in providing Janitorial Services for commercial buildings.
- Experience with government entities

B. Characteristics of the staff, including consultants to be assigned to the services:

- Size and structure of the company, including staff positions.
- Qualifications of supervisory personnel, consultants and any other team individuals.
 - Years and types of experience
 - General direction and supervision to be exercised over the staff assigned by the vendor's management personnel.

C. Clear understanding of the work to be performed:

- Janitorial Services for GBC.

**ATTACHMENT B
RFP – JANITORIAL SERVICES
ACKNOWLEDGEMENT
TO BE COMPLETED BY BIDDER**

GULF BEND CENTER IN ITS SOLE AND ABSOLUTE DISCRETION SHALL HAVE THE RIGHT TO AWARD CONTRACTS FOR ANY OR ALL MATERIALS LISTED IN EACH PROPOSAL, SHALL HAVE THE RIGHT TO REJECT ANY AND ALL PROPOSALS, AND SHALL NOT BE BOUND TO ACCEPT THE LOWEST PROPOSAL AND SHALL BE ALLOWED TO ACCEPT THE TOTAL PROPOSAL OF ANY ONE VENDOR, OR AS OTHERWISE STATED IN THIS PROPOSAL.

THIS SUBMISSION IS GUARANTEED AS AN IRREVOCABLE OFFER VALID THROUGH AUGUST 27, 2019 AFTER THE PROPOSAL OPENING DATE.

BY RETURNING THIS BID PROPOSAL COMPLETED, THE BIDDER CERTIFIES THAT THE PROPOSAL SPECIFICATIONS ARE UNDERSTOOD AND COMPLIED WITH. PROPOSAL MAY BE CONSIDERED INVALID IF NOT RETURNED.

Name and Address of Company:

Authorized Representative:

Company Name

Authorized Signature

Number/Street Address

Typed or Printed Name

City, State, Zip Code

Title

Telephone Number

Fax Number

Email address

BID AMOUNT FOR PRODUCTS/SERVICES TO BE RENDERED WITHIN ALL ASPECTS OF THIS RFP – FY20-FY22 JANITORIAL SERVICES TOTAL:

\$ _____

BIDDER MAY ATTACH SUPPORTING DOCUMENTATION AS DEEMED NECESSARY. PLEASE REFERENCE DETAILS ON ‘ATTACHMENT D’.

**ATTACHMENT C
NOTICE 'NO BID' FORM**

Dear Vendor,

Please check the appropriate box below, complete the remainder of this form and return it **BY THE SCHEDULE DUE DATE OF THE BID:**

- Our Company cannot provide the services requested.
- We have chosen **NOT** to submit a Proposal at this time. We did not submit a Proposal because:

Reason(s) _____

- Please REMOVE our name from future requests until further notice.

Reason(s) _____

Company Name: _____

Representative (Print Name): _____

Address: _____

Email: _____

Phone Number: (____) _____ Fax Number: (____) _____

PLEASE RETURN THIS FORM ONLY TO:

**DIANNE JERNIGAN, PROPERTY MANAGER
NOTICE 'NO BID' RFP – JANITORIAL SERVICES
WOOLSON REAL ESTATE CO. INC.
2715 HOUSTON HIGHWAY
VICTORIA, TX 77901
jernigan@woolson.com
361-676-6228**

Authorized Signature: _____

Title: _____ Date _____

**ATTACHMENT D
BIDDER DETAIL OF SERVICES TO BE PROVIDED
JANITORIAL SERVICES RFP**

DAILY DUTIES:

- Empty trash cans and replace liners in all offices and restrooms
- Remove all trash from the building and properly dispose of it in trash compactor
- Clean all drinking fountains
- Clean glass on entrance doors, sidelights, and interior partitions
- Dust and clean all window sills in entrances and common areas
- Sweep and mop all tile and other hard surface floors in accessible areas
- Vacuum all carpeted floors in accessible areas
- Clean and disinfect all toilets and urinals
- Clean all bathroom fixtures and mirrors
- Refill all toilet tissue, paper towel, and soap dispensers
- Clean interior and exterior of elevators

WEEKLY/MONTHLY DUTIES:

- Remove fingerprints, dirt, and smudges from doors, windows, and walls (weekly)
- Dust and clean office furniture in accessible offices and reception areas (weekly)
- Wipe down window sills, shelves, cabinets, etc. in accessible areas weekly
- Perform high dusting including air vents and corners monthly
- Clean stairs and landings in both stairwells monthly

OTHER DUTIES:

- Clean carpets three times (3X) annually, scheduled in advance
- Wax/buff tile floors three times (3X) annually, scheduled in advance

Gulf Bend Center will purchase supplies as needed. Vendor will provide list of needed supplies to Woolson Real Estate on a weekly or as needed basis.

Gulf Bend Center will designate a secure maintenance area (to be determined) for janitorial supplies and equipment.