



**REQUEST FOR PROPOSALS
FOR
CUSTODIAL SERVICES
PROJECT NO. OM-22-005**

Issued by:

City of Stockton

Public Works Department, Operations and Maintenance

1465 South Lincoln Street

Stockton, CA 95206

Date Issued: December 15, 2021

Date Proposals Due: Thursday, January 13, 2022, by 3:00 pm

LATE SUBMITTALS WILL NOT BE ACCEPTED

1.0 INTRODUCTION

The City of Stockton (City) is seeking proposals from qualified janitorial firms (Contractor) to provide custodial services at various City facilities. Service locations include City administrative buildings, public recreation facilities, and public libraries. The City intends to select a Contractor who is registered and licensed in the State of California to provide for a clean and sanitary environment for City employees and members of the public. The Contractor will be required to have qualified staff with demonstrated experience in janitorial work. Proposals will be reviewed and ranked on company experience, staff qualifications, communication, references, cost proposal, and other relevant information. Once negotiated, the City will award a Service Contract for a term of five (5) years.

2.0 BACKGROUND INFORMATION

The City's Public Works Department is responsible for custodial services at City facilities. City staff provide these services at City Hall and Police Department locations, and contracts services at 23 additional City-owned or occupied facilities/locations. The City seeks proposals from qualified firms to establish an agreement for custodial services that meets the requirements set forth in this Request for Proposals (RFP).

3.0 RFP INFORMATION

3.1 Description

The City of Stockton is soliciting proposals for Custodial Services, Project No. OM-22-005. Selection of a Contractor involves a competitive negotiation process. Qualified individuals, firms, contractors, consultants, or entities which meet the requirements set forth in this RFP are encouraged to participate.

The City considers this to be an outcome-based RFP. Generally, determinations for specific frequencies of service will be at the discretion of the Contractor. There are exceptions which are clearly noted throughout this document and the associated attachments. The interview process will be used to discuss contractor decisions regarding frequencies of service and their effect on pricing and outcomes. The City must agree that the proposed frequencies of service will result in desired outcomes. Please note: The final contract will be based on the outcome and not the proposed frequencies of service.

Base bids are for work described throughout this document. Items to be considered "Additional Services" have also been identified within this RFP. The Contractor is to provide rates and fees for additional services related to labor and applicable equipment or supplies as outlined in the bid documents.

3.2 Tentative Schedule

The following is the tentative schedule for this RFP. Any changes in the scheduled dates for the Pre-Proposal Conference, Deadline for Final Questions or Proposal

Submission Deadline will be advertised on BidFlash in the form of an addendum to this RFP. The schedule for the evaluation process and other future dates may be adjusted without notice.

RFP Release by the City	12/15/2021
Pre-Proposal Conference and Job Walk	1/5/2022
Deadline for Final Questions	1/6/2022
City Responses to Questions	1/7/2022
Proposal Submission Deadline	1/13/2022
Contractor Interviews as Needed	Week of 1/24/2022
Contract Approval and Execution by City Council and City Manager	Spring 2022

3.3 Pre-Proposal Conference and Job Walk Registration

The mandatory pre-proposal conference will start at the Cesar Chavez Central Library at 605 N. El Dorado St., Stockton, CA 95202 at 9:00 AM on Wednesday, January 5, 2022. The pre-proposal conference will take place in the library's Stewart Hazelton Meeting Room. Site visits will include the Cesar Chavez Library, Stewart Eberhardt Building, and Stribley Community Center. Transportation between facilities will not be provided by the City. Please notify Cristina Pfeffer at (209) 937-8954 or Cristina.Pfeffer@stocktonca.gov, by January 4, 2022, to register for participation in the pre-proposal conference and job walk.

3.4 Selection Process

Contractors that have submitted the best and most complete proposals may be invited to an interview. The number of Contractors invited to an interview may vary depending upon the number of proposals submitted. The Contractor's proposed supervisor(s) of work to be performed may be required to attend.

The City reserves the right to make a selection after review of the proposals without oral interviews; therefore, the proposal should be submitted initially on the most favorable terms that the Contractor might propose.

A Service Contract will be negotiated with the Contractor considered best meeting the City's need for this project. In the event a mutually satisfactory contract cannot be negotiated with the City's first choice, negotiations may be terminated and commenced with the Contractor considered next best in meeting the City's needs for this particular project.

The selected Contractor will be required to execute a City-prepared contract. The contract may further refine the scope of services and will provide for the terms and conditions of employment.

The award of any contract is expressly contingent upon City Council approval and the availability of funds.

The City reserves the right to reject any or all proposals, or to waive minor irregularities in said proposals, or to negotiate minor deviations with the successful Contractor(s). In the case of a difference in unit price versus the extended figure, the unit price shall govern.

4.0 SCOPE OF SERVICES

4.1 Standards of Service

All City facilities included in this Contract shall be maintained in accordance with the City of Stockton Custodial Standards, attached as Attachment D. The Contractor shall provide routine, scheduled and emergency custodial services by qualified personnel. The Contractor must provide vehicle(s) to be used by the Contractor's staff, which shall display the Contractor's logo and have the various, necessary equipment to conduct these services.

The Contractor must possess, and have readily available in functioning order, all required tools, equipment, apparatus, materials and supplies needed to perform all work necessary to maintain facilities in compliance with standards set by the Public Works Department. All excess materials and equipment in the Contractor's inventory shall be the property and responsibility of the Contractor until such materials or equipment are used in City facilities.

4.2 Additional Services

The City has the authority to direct additional and extra work, including but not limited to, work to address vandalism, City initiated improvements, various event functions, service for City-owned sites not requiring routine service, and the addition of new sites. Additional Services outside the Facility Scope, attached as Attachment C, and/or the Custodial Standards (Attachment D) will require written approval from the City prior to the commencement of work. Costs for additional services completed by the Contractor prior to receiving written approval from the City shall be the responsibility of the Contractor.

The City recognizes the inherent complexity of "services," "standards" and building an agreement that covers every potential scenario. Below is a list of additional items that the City will deem as "Additional Services." Items may be added or deleted through the negotiation process.

- A. Graffiti Removal
- B. Additional kitchen cleaning due to facility rentals
- C. Exterior walls in excess of 10 feet high
- D. Hourly janitorial needs for special events and clean up

- E. Carpet or cleaning services at City facilities not receiving normal custodial services (e.g., Fire Stations, City Hall, Police Department, etc.)
- F. Electrostatic spraying of areas needing decontamination for COVID prevention measures

4.3 Special Instructions

- A. ONLY Contractor's employees allowed on the premises.
- B. All cleaning products shall be approved by the City prior to use by Contractor.
- C. Contractor shall maintain onsite and up-to-date sets of Safety Data Sheets (material safety and data sheets) for all chemicals and cleaning products used at each site. This shall be subject to City inspection and shall be considered property of the City.
- D. The City shall provide lockable storage for Contractor supplied cleaning materials.
- E. Contractor shall maintain all cleaning materials inside lockable storage containers when not in use.
- F. Contractors will report hazardous conditions and items beyond minor repair to Facilities Supervisor, or designee, for correction within eight (8) hours of service via the City's computerized maintenance management system (CMMS).
- G. Contractors will report all vandalism, graffiti, and non-functional components within 8 hours of discovery via the City's CMMS.
- H. Contractors will not be responsible for the removal of graffiti if effort above and beyond normal cleaning routines is required. All graffiti should be photographed prior to removal. Photographs shall be submitted to the City designee within 8 hours of discovery. If graffiti cannot be removed during the normal course of cleaning, the City shall be notified within eight (8) hours of discovery via the City's CMMS.
- I. Appropriate cleaner shall be used so as to not damage window tinting.
- J. At all times, personnel shall wear uniforms with exposed photo ID tags, or they shall not be permitted to enter the premises.
- K. All Contractor's employees responsible for opening and closing City facilities shall be properly capable of setting/operating fire and burglar alarm systems. Contractor will be responsible for costs incurred if alarm systems are not properly operated and/or staff is called out to respond.
- L. Contractor shall be in accordance with OSHA Standard #1910.1030 regarding worker exposures to blood-borne pathogens.
- M. Removal of recyclable waste from City premises for the purpose of personal or Contractor gain shall be considered theft.
- N. The City reserves the right to have Contractor remove from assignment to City facilities such Contractor employees deemed incompetent, careless, insubordinate or in any way objectionable, or any personnel whose actions may be contrary to the public interest or inconsistent with the best interests of the City.

- O. Items found or left behind by patrons are to be turned in to the designated facility supervisor.
- P. Contractor shall maintain janitorial closets and City-provided storage areas in a clean and orderly condition.
- Q. All personal workspaces, cubicles and offices shall be maintained in accordance with the Custodial Standards unless specifically indicated by a “DO NOT CLEAN” sign placed in a conspicuous location such as a door, window, office chair or desktop.
- R. Contractor shall not move any loose papers, books, other seemingly work-related material from personal workspaces such as desktops, bookcases, or armoires.
- S. Contractor shall not be required to remove the belongings of or interact with any loiterers or “homeless” members of the public in order to complete the provisions of this contract.
- T. Contractor shall contact the City’s representative to report loitering, or “homeless encampment” belongings which interfere with their assigned work.
- U. Contractor shall handle universal waste in accordance with the City’s universal waste program.

4.4 Consumable Supplies

The Contractor shall supply, at the City’s expense, and with a predetermined markup, the following consumable supplies:

- A. Paper toilet products (tissue and seat covers)
- B. Paper hand towels
- C. Liquid hand soap
- D. Restroom air freshener
- E. Urinal blocks/deodorizers
- F. Bags or another container to be placed in receptacles for feminine sanitary product waste
- G. Liquid hand sanitizer

The City reserves the right to purchase these consumable supplies elsewhere and supply them to the Contractor.

4.5 Inspections

The City and Contractor shall jointly conduct monthly quality of service inspections of facilities maintained by the Contractor. The City reserves the right to conduct additional independent inspections without the Contractor present. City of Stockton Custodial Standards (Attachment D) shall be used as a basis for all inspections.

4.6 Carpets and Spots

Any spot or stain on carpet smaller than one (1) square foot shall be dealt with during routine service. Any spot or stain on carpet larger than one (1) square foot

shall be dealt with via a scheduled extraction. The scheduled service shall be jointly agreed upon by the facility's supervisor and the Contractor. In the event that a service date and time cannot be agreed upon, the service will be determined by the Contract Administrator or their designee.

Any spot or stain on upholstered furniture smaller than four (4) square inches shall be dealt with during routine services. Any spot or stain on upholstered furniture larger than four (4) square inches shall be considered Additional Services and billed and paid as such.

5.0 CONTRACT ADMINISTRATION

5.1 Term of Service

The term of the Service Contract shall be effective 30 days from the date of contract execution and shall remain in full force and effect for a period of five (5) years, beginning July 1, 2022, through June 30, 2027. The City may terminate this Service Contract at any time if the Contractor fails to perform in accordance with the Scope of Work, Custodial Standards and terms and conditions of the contract, provided that 60 day prior written notice is given to the Contractor.

Goods and/or services shall not be suspended by the Contractor without 30-day prior written notice to the City's designated Contract Administrator.

5.2 Inspection Problem Resolution Process

The City will regularly inspect the Contractor's work and rate it according to the City of Stockton Custodial Standards. Contractor will be paid for work rated "meets standards." Contractor will not be paid for work rated "below standard," or for remedial required to improve such a rating if attributed to neglect on the part of the Contractor, until conditions are improved. City staff will work closely with Contractor's representatives to achieve the results described in the standards. However, responsibility for meeting standards rests with the Contractor.

The Contractor shall be responsible for maintaining City facilities in accordance with the Custodial Standards, the cost of which shall be included in the base bid, unless otherwise called out as "Additional Services" in this RFP.

During the first three (3) months of the contract, the Contractor will inspect the sites weekly and discuss inspections with the City. This process and time frame will allow for the Contractor to understand the site issues enough to proceed. Following this period, the Contractor shall continue performing weekly quality assurance inspections. Based upon performance, and at the Contractor's request, the City reserves the right to adjust the quality assurance schedule and extend the time between inspections.

The Contractor will provide electronic versions of the weekly inspections to the City within two (2) days of inspection completion. An action plan with deadlines must be provided to the City to indicate when corrections will be made if an area is deemed “below standard.” Failure to turn in inspections may result in monthly payment being withheld until inspections are submitted.

For any site that fails to meet City standards as a result of some action that is the Contractor’s responsibility, the Contractor is to notify the City immediately and develop a plan to bring the site back into compliance with standards. Should the City discover a site(s) that does not meet City standards, and the City has not been notified by the Contractor, the Contractor will be put on notice in writing to bring the site back into compliance. The following penalty will result:

- A. The monthly payment for the specific site(s) will be withheld by the City until the site is compliant with City standards.
- B. If compliance is reached within 48 hours of notice, the City will release one hundred percent (100%) of the payment.

If the City has to notify the Contractor a second time for noncompliance at the same site within 12 months of the initial notice, the following penalty will occur:

- A. The City will withhold the monthly payment for the site. If compliance is reached within 48 hours of notice by the City, the City will release 80% of the payment, retaining 20% as a penalty.

For purposes of penalties, the “site” referred to in this section shall be the facility in which the deficiency has occurred. The percentage withheld will be in relation to the site’s monthly payment of this contract.

The parties will observe the following progressive resolution process:

- A. Written notice of the problem.
- B. Field conference with the inspector/Contractor’s field representative to identify the problem and agree on a solution as presented by the Contractor.
- C. Conference between City’s Contract Administrator and Contractor’s representative.
- D. Imposition of penalties and/or correcting defect at Contractor’s cost.
- E. Termination of Service Contract.

5.3 Work Hours

Scheduled services shall typically occur during “cleaning hours” designated by the Facility Scope (Attachment C) for each listed facility/location. The Contractor shall conduct the work at all times in a manner which will not interfere with normal recreation programs and/or facility use. Any modification to the hours and days of

custodial services as requested by the Contractor is subject to approval by the City.

The City reserves the right to modify, add or lessen hours at any time. Should the City decide to request additional service hours, the City will notify the Contractor via change order prior to the service hours being added.

5.4 Safety

Safety provisions shall conform to Cal-OSHA Safety Orders, and all other applicable federal, state, county and local laws, ordinances, codes and regulations in performing the work under this contract. Where any of these are in conflict, the more stringent requirement shall be followed. The Contractor's failure to thoroughly familiarize itself with the aforementioned safety provisions shall not relieve it from compliance with the obligations and penalties set forth therein.

The Contractor shall develop and maintain for the duration of the contract a safety program that will effectively incorporate and implement all required safety provisions. The Contractor shall appoint an employee who is qualified and authorized to supervise and enforce compliance with the safety program. The Contractor shall submit a copy of this safety program along with proof of training to the City within 30 days of entering into this contract, and upon City request for the duration of the contract.

5.5 Response Time

Contract supervision shall be immediately available at all times Contractor employees are working onsite and must be available 24 hours a day via telephone. The Contractor must respond to a major discrepancy in the contract within one (1) hour of initial contact. All non-urgent communications shall be returned within the same working day.

5.6 Contractor's Employees

The Contractor and its employees represent the City in the performance of their work. Only Contractor's employees or subcontractors are allowed on City premises where work is being performed. At all times, personnel shall wear uniforms. Contractor's employees and subcontractors shall not smoke tobacco in any City park and within 20 feet of any public building.

5.7 Employer Provided Uniforms

The Contractor shall provide each of its employees with uniforms and photo ID cards. Uniform apparel shall be kept neat, clean and in good repair. All uniforms shall include the Contractor's name and logo.

5.8 Locks and Keys

The Contractor shall be responsible for the series of keys assigned to it and shall assign these keys to its personnel for use in maintaining the facilities. The Contractor shall properly use and keep safe all keys or locks issued by the City to the Contractor. The Contractor shall report all lost or stolen keys or locks to the City within 24 hours of discovery. The Contractor shall reimburse the City for the total cost of re-keying or replacement keys/locks that have been lost. Upon termination or cancelation of the contract, the Contractor shall immediately return all keys, cards, remotes, etc. to the City. The Contractor shall reimburse the City for the total cost of lost items.

5.9 Refuse Disposal

Disposal of refuse must be placed inside a dumpster serviced by the City of Stockton.

5.10 Recyclable Waste

Shall be placed in marked recyclable waste containers provided and serviced by the City of Stockton.

5.11 Service Requests

In addition to service requests submitted by the Contract Administrator, the Contractor shall routinely monitor the City's CMMS for work order assignments no less than once per business day. Upon receipt of service request via CMMS, the Contractor will contact the Contract Administrator for work authorization with a proposed date, time and cost (if applicable).

5.12 Reporting via CMMS

The Contractor shall use the City's CMMS to report vandalism, lighting issues, accumulation of Universal Waste, or other work orders for City staff as directed.

5.13 Staffing, Workmanship and Quality Level

The Contractor shall provide a staffing level to perform custodial services at City facilities in a thorough and professional manner, so that the City is provided with reliable and high-quality custodial services at all times. The Contractor shall provide management and technical supervision through competent supervisors as required. The Contractor shall be responsible for skills, methods, and actions of all employees, subcontractors, and for all work done. All frontline janitorial staff shall have a basic level of speaking and understanding English in order to accept basic instructions during dangerous or emergency circumstances. Contractor shall provide management and supervision who can fluently speak, read, and write English to effectively communicate with City staff.

5.14 Service Locations

See City of Stockton Custodial Base Pricing Sheet, attached as Attachment E, or the Facility Scope (Attachment C) for service locations.

5.15 Equipment

The Contractor shall furnish and maintain all equipment necessary for properly servicing and maintaining the Custodial Standards in City facilities. Failure to provide suitable equipment for carrying out all requirements of this contract may be grounds for contract termination.

5.16 Emergency Situations

For medical or public safety emergencies occurring at City facilities, call 911. For all building maintenance emergencies (water leaks, etc.) contact the Public Works Supervisor or designated staff to report the issue immediately (24 hours/day).

5.17 Contract Administrator

During the performance of the contract the City will be represented by the Facilities Manager, (209) 937-5069, and/or Contract Administrator, (209) 937-8954.

5.18 Additions and Deletions to Contract

The City currently requires custodial services for all the locations listed in this RFP and reserves the right to either add or delete locations as conditions warrant. Cost of additional locations shall be the same base rate relative to supplied square footage.

5.19 Continued Use of Facilities

The facilities being serviced by this contract will continue to be occupied during the contract. Work shall be performed in an orderly manner with minimum disturbance and inconvenience to the occupants. The Contractor shall confine and limit its personnel to only those areas required in performing the work.

6.0 PROJECT GENERAL INFORMATION

6.1 Proposal Submissions

Costs for developing proposals are entirely the responsibility of the Contractor and shall not be chargeable in any way to the City. All materials submitted become the property of the City.

An electronic copy of the proposal shall be submitted no later than **3:00 pm on Thursday, January 13, 2022**, to the following email addresses:

Keegan.Rauzi@stocktonca.gov
Cristina.Pfeffer@stocktonca.gov

The cost proposal must be a separate electronic document labeled “Cost Proposal,” with project name and number.

The subject line of the email shall include: **CUSTODIAL SERVICES, Project No. OM-22-005**. Late proposals will not be accepted.

6.2 Acceptance or Rejection of Proposal

The City reserves the right to negotiate an agreement with the firm submitting the highest-ranking proposal. Also, the City reserves the right to reject any and all proposals or to waive any irregularity in a proposal if it is deemed to be in the best interest of the City. Failure to submit all requested information could be grounds for rejection of the proposal.

6.3 Proposal Questions and Requests for Clarification

Any questions or requests for clarification shall be submitted via email to:

Cristina.Pfeffer@stocktonca.gov

Requests for clarification shall be submitted by **Thursday, January 6, 2022, at 3:00 pm**. If a response warrants an addendum to the RFP, such addendum will be posted on BidFlash at least two days prior to the proposal due date. It is the proposer’s responsibility to check the website for any addendums or responses to questions. The website address is as follows:

[http://www.stocktongov.com/services/business/bidflash/pw.html?dept=Public Works](http://www.stocktongov.com/services/business/bidflash/pw.html?dept=Public_Works)

6.4 Causes for Disqualification

Any of the following may be considered cause to disqualify a proponent without further consideration:

- A. Evidence of collusion among proponents.
- B. Any attempt to improperly influence any member of the evaluation panel.
- C. Any attempt to communicate in any manner with a City of Stockton elected official during the RFP process will, and shall be, just cause for disqualification of proponent’s proposal and considered non-responsive.

- D. A proponent's default in any operation of a professional services agreement which resulted in termination of that agreement.
- E. Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the City.
- F. No person, firm, or corporation shall be allowed to make or file or be interested in more than one bid for the same supplies, services, or both, provided, however, that subcontract bids to the principal bidders are excluded from the requirements of this section: Section 3.68.120 of the Municipal Code.
- G. Any exceptions to the insurance requirements may result in declaring a proposal non-responsive.

6.5 Licensing Requirements

Any professional certifications or licenses that may be required are the sole cost and responsibility of the successful proposer.

Contractor is not required to have a business license to submit a proposal. The Contractor selected to perform this work must obtain a City of Stockton business license prior to a purchase order being issued and maintain this license throughout the duration of the Contract.

The successful proposer and any subcontractor(s) shall provide copies of all valid licenses and certificates required for performance of the services being bid upon. The copies shall be emailed or delivered to the City of Stockton no later than ten (10) days after the Contractor receives notice of award from the City of Stockton. Current copies of licenses and certificates shall be provided to the City of Stockton within 24 hours of demand at any time during the contract term.

City of Stockton Business License Customer Service can be reached at (209) 937-8313, or business.license@stocktonca.gov.

6.6 Insurance Requirements

The proposer must obtain and maintain the required insurance. Proposer should review Attachment A, Instructions to Vendors, for information regarding insurance, indemnification, Disadvantaged Business Enterprises, prevailing wages, etc. Failure to comply with the Instructions to Vendors may be grounds for rejection.

6.7 Department of Industrial Relations

Registration with the California Department of Industrial Relations is required for this project. Please refer to Attachment A, Instructions to Vendors, for registration requirements.

6.8 Start of Work

The selected firm shall be expected to begin work within 30 days of contract signing and complete services according to the Scope of Services (Section 4.0) and Custodial Standards at the locations listed in the Facility Scope and Custodial Base Pricing Sheet at frequencies proposed by Contractor.

6.9 Product Ownership

Any documents resulting from the performance of work in the contract will become property of the City. This includes all work performed by subcontractors.

7.0 REQUIRED PROPOSAL CONTENT

The proposal shall be no more than 50 pages, with a minimum font size of 12. Proposer shall submit one electronic copy of the proposal and a separate electronic document with the cost proposal.

Proposals must include narrative responses to the following:

7.1 Introduction

Briefly introduce the proposal, including a statement of the firm's approach to providing custodial services to the City. Provide the name of the company, address, email, telephone number and name of the appropriate contact person. Describe any subcontract arrangements or licensing agreements.

7.2 Statement of Qualifications/Responsiveness

Describe your firm and provide a statement of your firm's qualifications for performing the requested services. Detail any involvement, past or current, relative to litigation or other disputes, if any, concerning your performance with any clients to whom your company has provided services. List all contracts canceled or not extended. State any and all instances of being disqualified, removed or otherwise prevented from completing the terms of any previous contracts over the past five (5) years. Give names, street addresses, and phone numbers, and explain the circumstances. Identify the services which would be completed by your firm's staff and those that would be provided by subcontractors, if any. Identify any subcontractors you propose to utilize to supplement your firm's staff. Include the firm's organization chart, including its constituent parts, and size variation of staffing levels in the past five (5) years.

7.3 Experience and References

Include a summary of your firm's experience in providing these or similar services. Provide a minimum of three (3) references for projects or services similar in nature and scope completed within the last five (5) years. Include brief descriptions of the contracts, dates, client names and contact persons' names, addresses, and

telephone numbers. Public sector references are preferred. No City of Stockton elected or appointed officials, or employees may be provided as a reference for this proposal.

7.4 Resources and Service Description

Provide a detailed discussion of your firm's approach to the successful implementation of this project. Include a comprehensive description of the resources and methodology that will be used to complete each element of the requested services.

7.5 Quality Control

Include a comprehensive description of your firm's vision of customer service, quality assurance and quality control for the work being proposed. Describe the steps your company takes to ensure that each person's role in your firm is understood as it relates to exceptional customer service and quality, not only to the City, but to the residents and visitors served by the City.

7.6 Staffing Process and Project Team

Include a work plan describing how your firm will regularly staff and supervise the contracted services. Describe the qualifications of the Project Manager and any other key personnel related to the project. Provide an overview of staff training programs, including information on the certifications maintained by the project team. Demonstrate the ability of the project team to perform the proposed work within the time limits of the required services, considering their current and projected workload and assignments. Discuss the availability of a supervisor and contingency plans when unavailable.

7.7 Liability Issues

Describe how your firm handles damage and theft claims.

7.8 Logistics

Describe where your firm is based, where it will store materials, and how your firm will make available the equipment and materials needed to perform all work.

7.9 Chemicals

List the chemicals proposed for use in this Contract. Describe how each will be used and methods used to comply with Local, State, and Federal laws and regulations.

7.10 Environmentally Preferable Procurement

Describe how your selection of materials and processes will best meet the intentions of the City's Directive FIN-35 Environmentally Preferable Procurement Policy (Attachment G).

7.11 Carpets and Upholstered Furniture

Describe how your firm proposes to handle carpet and upholstered furniture cleaning, care, and stain extraction. Please describe how spots are to be removed, frequencies for cleanings and your proposed timeframes.

7.12 Frequencies

Provide and discuss your proposed frequencies for each task associated with obtaining the desired outcomes. Please include expected production hours per task and per facility to obtain the desired outcomes in accordance with the City's Custodial Standards (Attachment D).

7.13 Billing/Invoicing

Describe your firm's billing and accounting system, as it will relate to this Contract. Describe your capability to customize invoices to meet the City's needs. Attach samples of your firm's billing forms and invoices.

7.14 Reports

Discuss management reports and quality assurance methods and their frequency. Emphasize how you would customize reports for the City that will show work accomplished, labor hours, and materials consumed by each site. Attach sample reports.

7.15 Computerized Maintenance Management System

Describe how your firm has worked within a customer-provided computerized maintenance management system for tracking assigned work orders and resource planning.

7.16 Cost Proposal

A. Base Bid Prices: Base bid prices shall include everything necessary for the completion of and fulfillment of the Contract, including but not limited to, furnishing all transportation, materials, equipment and all management, supervision, permits, labor, and services for each provided Facility Scope (Attachment C), unless otherwise identified as "Additional Work" within this document. Proposal prices shall include all applicable federal, state and local taxes.

Individual annual costs are to be submitted for each facility and grouping of facilities listed on Attachment E, Custodial Base Pricing. The basis of payment shall be on a monthly fixed price for services, unless otherwise agreed to in writing by the City.

The Contractor must agree to perform the described work for the prices indicated in its proposal and markup stipulated in the contract or as negotiated

by the City for the life of the contract. At the request of the Contractor, City, and Contractor will meet and revise prices annually to be effective for the next contract year in December of each year. This increase request shall be in accordance with consumer price index (CPI) for similar services in Stockton, California, according to the Bureau of Labor Statistics and shall not exceed 3% in any one year. The City agrees to adjust payments to reflect changes in work quantities and to pay for new work assigned to the Contractor at the contract rates then in effect. The City will only award a Service Contract if the cost of the agreement is at or below the approved funding allotment for specific facilities and funding sources.

Contractor is encouraged to attend the pre-proposal conference and job walk to inspect areas prior to submitting proposal in order to be fully aware of the scope of services required. Failure to do so will not relieve the successful proposer from performing in strict accordance with the specifications at no additional cost to the City.

- B. Material and Supply Pricing: The proposal shall include the Contractor's percentage markup on consumable supplies over its cost. This percentage should be included in the Contractor's Additional Services pricing sheet (Attachment F). Include a comprehensive list of the consumable supplies needed for this contract with your current pricing. The City reserves the right to purchase and supply to the Contractor all consumable materials and supplies.

Consumable supplies are defined as supplies utilized by facility users, guests and staff. All cleaning supplies necessary to maintain facilities in accordance with City of Stockton Custodial Standards (Attachment D) shall be provided by the Contractor and be accounted for in the Contractor's base bid for each facility.

- C. Additional Services: Proposals for hourly rates, unit costs, markups, etc. should be included in the Additional Services Price Sheet (Attachment F).

The cost proposal must be in the form of a separate, electronic document from the proposal.

8.0 PROPOSAL EVALUATION

The Contractor selection process will follow the estimated timeline below:

<u>Event</u>	<u>Date</u>
Post Request for Proposals	December 15, 2021
Pre-Proposal Conference/Job Walk	January 5, 2022
Written Questions submitted by	January 6, 2022

Response to Written Questions
Proposals Due
Contractor Interviews
City Council Approval

January 7, 2022
January 13, 2022
Week of January 24, 2022
Spring 2022

8.1 Proposal Scoring Criteria

Proposals will be selected using a “best value” methodology based on the following categories:

- A. Cost Proposal (25 points).** Points will be weighted with regard to the overall base bid prices and additional service rates.
- B. Experience (20 points).** Previous experience in providing a superior level of service to like-sized public and/or private entities.
- C. Quality of Work (20 points).** Assessments of work quality, performance, and working relationships by current and recent clients that indicate high levels of satisfaction and effectiveness.
- D. Qualifications of Staff (15 points).** Qualifications of proposed staff to be assigned to the project.
- E. Communications Capabilities (10 points).** Well organized communications systems and reporting capabilities that demonstrate an ability to complete tasks efficiently and effectively and do not require constant supervision by the City.
- F. Reports and Invoices (5 points).** Effectiveness and clarity of sample reports and invoices utilized by the firm.
- G. Local Business Preference (5 points).** A maximum of 5 points will be given for local preference in accordance with Stockton Municipal Code Section 3.68.090.

The selection committee will evaluate all proposals. This is a qualifications and cost-based selection, so ranking will be in accordance with the attached Evaluation Scoring Worksheet (See Attachment B). Cost will be a factor in evaluation, but selection is predominately qualifications based. Cost proposals will not be opened until after other categories have been evaluated. Local preference will also be a factor, so Stockton firms are encouraged to propose. Also, non-Stockton firms should make an effort to use Stockton subcontractors whenever possible. Points will be weighted based on the amount of work being performed by the local consultants and/or businesses.

8.2 Negotiations

City staff will begin negotiations with the highest ranked firm. If an agreement cannot be reached after a reasonable period of time, as determined by the City, then the City will terminate negotiations with the number one ranked firm and negotiations will be opened with the second ranked firm. The compensation discussed with one prospective Contractor will not be disclosed or discussed with another Contractor.

The selected consultant will be expected to enter into a Professional Services Contract with the City. Proposers should direct their attention to Attachment A, Instructions to Vendors, for the most current insurance and indemnification language. It is expected that the successful proposer will accept these terms without modification.

The contract shall not be in force until the Council approves the Contract and the City Manager signs it. Work performed before the issuance of a Notice to Proceed cannot be paid by the City.

ATTACHMENTS:

Attachment A – Instructions to Vendors

Attachment B – Evaluation Scoring Sheet

Attachment C – Facility Scope

Attachment D – Custodial Standards

Attachment E – Custodial Base Pricing

Attachment F – Additional Services Pricing

Attachment G – Admin Directive FIN-35