

Project Name: Openhouse Janitorial Services RFP

Company Name: Openhouse

Service Address: 65/75 Laguna Street

City, State, Zip Code: San Francisco, CA 94102

Procurement Contact Person: Charity Horst

Telephone Number of PCP: 415-728-0196

Email Address of PCP: OpsRFP@openhousesf.org

Fax Number: 415-296-8008

Introduction

Openhouse is soliciting proposals for a one (1) year contract for janitorial cleaning services for two Openhouse buildings. Vendors are required to submit written proposals that present the vendor's qualifications and understanding of the work to be performed. The vendor's proposal should be prepared simply and economically and should provide all the information it considers pertinent to its qualifications for the Specifications listed herein. Emphasis should be placed on completeness of services offered and clarity of content.

Proposals are due no later than 5:00 p.m. on Monday, April 1, 2019, by email to OpsRFP@openhousesf.org. Alternatively, you may mail your proposal to the following address.

Openhouse
Attn: Operations, RFP
65 Laguna St.
San Francisco, CA 94102

A walk-through of the Service Offices will be held on March 14, 2019 at 10:30 a.m. The Activity Center at 75 Laguna will be unavailable for a walk-through due to its current state of construction. Please refer to Exhibit A for quoting purposes.

General Instructions for Proposal

- 1) Proposal Content – A complete proposal will contain the following:
 - Proposal Form & Signature Page – the proposal form and signature page must be completed and signed by an individual authorized to bind the vendor. All proposals submitted without such proposal form and signature page may be deemed nonresponsive.
 - References – Proposals shall include a list of three (3) references including business name, address, phone number, and contact person. It is preferred that references are those of California contacts. Openhouse reserves the right to contact references other than, and/or in addition to, those furnished by a vendor.
- 2) Proposal Period – Proposal prices are based on a work commencement date of July 1, 2019.
- 3) Proposal Award – It is the intent of Openhouse to accept the lowest responsible proposal, provided it has been submitted in accordance with the proposal documents. If a proposal is selected it will be the most advantageous regarding price, quality of service, the Vendor's qualifications and capabilities to provide the specified service, and other factors which

Openhouse—RFP for Janitorial Services

Openhouse may consider. Openhouse reserves the right to accept or reject any or all proposals and to waive irregularities therein.

- 4) Contract Term – The term of the Contract shall be for one (1) year, unless earlier terminated. The Contract may be terminated by either party with a thirty (30) day written notice.
- 5) Basis of Payment – Payment will be made to the contractor within 30 days upon receiving the contractor’s monthly invoice. The invoice shall state the date the service was performed and the amount for each building. Special services provided will be billed via a separate invoice and described by the service provided and the date it was provided.

Proposals should include

- 1) One (1) copy of the proposal
- 2) Proposal Form and Signature Page
- 3) Worker’s Compensation Certification
- 4) Independent Contractor Statement
- 5) Reference Form

Specifications

The specifications outline the requirements for janitorial cleaning services for one (1) floor of the Service Offices, as well as two (2) floors and one (1) passenger elevator of the Senior Activity Center. The street addresses, site plans (Exhibit A), and approximate square footage are included to assist you in your quote. To assist in verification of effective service performance, an example janitorial cleaning checklist (Exhibit B) is also included.

Service Offices: 65 Laguna St., San Francisco, CA 94102

- Entry Level / First Floor
Approx. 2,700 sq. ft. Includes Lobby, Offices, Kitchen, meeting rooms, and multipurpose room.

Senior Activity Center: 75 Laguna St., San Francisco, CA 94102

- Entry Level / Basement
Approx. 3,250 sq. ft. Includes main entryway and Lobby, Art Room, Computer Room, Lifelong Learning Room, Offices, restrooms, and storage rooms.
- First Level
Approx. 3,500 sq. ft. Includes two Activity Rooms, Library, Kitchen, Entry and exit corridors, offices, restrooms, and Storage rooms.

Hours of Operation

Openhouse hours of operation are from 9:30a.m. to 5:30p.m., Monday through Friday, and reduced hours on weekends. Preferred janitorial hours are after closing. If after-hour premiums apply, please so state.

65 Laguna Service Offices

Twice Weekly:

- 1) Empty all compost, recycling, & garbage receptacles; wipe down exterior of receptacles as needed; replace liners as needed and remove to the collection point.
- 2) Vacuum all carpeting and damp mop hard surface floors, taking care to get into corners, along edges, under desks, and behind doors. Spot treat soiled areas.
- 3) Dust and wipe horizontal and vertical surfaces including desktops, overhead storage, and file cabinets as needed.
- 4) Clean and sanitize telephones, door handles, hand sanitizer dispensers, and water dispenser - removing watermarks and splashes on sides, fronts, and surrounding walls.
- 5) Clean and sanitize kitchen sink, counters and surrounding areas, removing splash marks from adjacent walls.
- 6) Spot clean exteriors of all appliances (coffee/tea maker, microwave oven, toaster, refrigerator, etc.)

Monthly:

- 1) Dust and wipe window sills, ledges, moldings, pictures, office furniture including chairs and all manner of furnishings.
- 2) Thoroughly dust and wipe office equipment including computers and shredder.
- 3) Complete all high dusting, including exhaust fans and air ventilators within reach.
- 4) Clean and sanitize compost, recycling, & garbage receptacles, inside and out.
- 5) Spot clean walls, fixtures, frames, doors, kick and floor plates, door jams, etc. Damp wipe dispensers, vents, light covers, handrails, and horizontal surfaces/edges.
- 6) Thoroughly clean interior of refrigerator and microwave oven, removing food particles and stains.

Special Services - Annually:

- 1) Steam clean all carpeted areas – Approx. 2,500 ft²
- 2) Thoroughly wash windows (interior and exterior on ground level).

75 Laguna Senior Activity Center

Daily (including weekends):

- 1) Empty all compost, recycling, & garbage receptacles, wipe down exterior of receptacles as needed, replace liners as needed, and remove to the collection point.
- 2) Vacuum all carpeting and damp mop hard surface floors, taking care to get into corners, along edges, under desks, and behind doors. Spot treat soiled areas.
- 3) Dust and wipe horizontal and vertical surfaces including desktops, overhead storage, and file cabinets as needed.
- 4) Clean and sanitize door handles and handrails, elevator call buttons, telephones, hand sanitizer dispensers, and drinking fountains - removing watermarks and splashes on sides, fronts, and surrounding walls.
- 5) Clean and sanitize sinks (bathrooms, art room, activity room) and surrounding areas.
- 6) Thoroughly clean and sanitize toilets inside and out.
- 7) Clean and polish bathroom mirrors.
- 8) Restock paper towels, bathroom tissue, and hand soap. Wipe/polish dispensers as needed.
- 9) Damp wipe elevator doors.
- 10) Clean and sanitize kitchen sink, counters and surrounding areas, removing splash marks from adjacent walls.
- 11) Clean and sanitize exteriors of all appliances (coffee/tea maker, microwave oven, toaster, ice machine, refrigerator, warming trays, food service equipment, etc.)
- 12) Load, run, and unload dishwashing machine. Put all dishes away in designated areas.
- 13) Clean interior of microwave ovens removing food particles and stains.

Monthly:

- 1) Dust and wipe window sills, ledges, moldings, pictures, office furniture including chairs and all manner of furnishings.
- 2) Thoroughly dust and wipe office equipment including computers and shredders.
- 3) Complete all high dusting, including exhaust fans and air ventilators within reach.
- 4) Clean and sanitize compost, recycling, & garbage receptacles, inside and out.
- 5) Spot clean walls, fixtures, frames, doors, kick and floor plates, door jams, etc. Damp wipe dispensers, vents, light covers, handrails, and horizontal surfaces/edges.
- 6) Clean and sanitize the interior of refrigerator and ice machine. Clean refrigeration coils to remove dust.
- 7) Clean and sanitize the interior of dishwashing machine.

Special Services - Annually:

- 3) Repair and polish concrete floors – Approx. 1,700 ft²
- 4) Perform routine maintenance on polyurethane flooring – Approx. 450 ft²
- 5) Steam clean all carpeted areas – Approx. 1,000 ft²
- 6) Thoroughly wash interior and exterior windows.

Emergency Services

The contractor shall make available the necessary staff to respond to emergency requests within two (2) hours. Openhouse guarantees a minimum charge of 2-hours per emergency service call.

Equipment and Cleaning Chemicals

Openhouse will supply all cleaning equipment, chemicals, trash bags, dishwashing detergents, hand soaps, paper towels, and toilet paper. The contractor will agree to use Openhouse-supplied Green Seal Certified industrial & institutional cleaning products. The contractor will coordinate the restocking of cleaning equipment and cleaning products with the appropriate Openhouse staff person.

Maintenance

The vendor shall report any damage to facilities and/or broken items that need replacing to the appropriate Openhouse staff person.

Insurance

- (a) Types and Amounts: The contractor shall fully insure itself, its officers, directors, employees, agents and presentations as follows:
- i. Worker's Compensation Insurance, including Employer's Liability with limits not less than \$1 million each accident; and
 - ii. Commercial General Liability Insurance with limits not less than \$1 million each occurrence Combined Single Limit for Bodily Injury and Property Damage, including coverage for Contractual Liability, Personal Injury, Independent Contractors, and Broad Form Property Damage.
- (b) Endorsements: Liability policies shall be endorsed with an Additional Insured Endorsement to:
- i. name as Additional Insureds Openhouse and its officers, agents and employees;
 - ii. provide that such insurance is primary to any other insurance available to the Additional Insureds with respect to claims covered under the policy;
 - iii. provide ten (10) days prior written notice to Openhouse of cancellation, intended non-renewal or reduction, by endorsement, of coverage or limits, mailed to the following Address:
Openhouse
Attn: Operations Dept.
65 Laguna St
San Francisco, CA 94102
 - iv. Worker's Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of Openhouse for all work performed by the contractor.
- (c) Certificate and Additional Insured Endorsement: No later than the contract commencement date, contractor shall furnish to Openhouse Certificates of Insurance and Additional Insured Policy Endorsements.

Proposal Form

The undersigned hereby submits the following proposal for the monthly cost of cleaning services:

65 Laguna: \$ _____ / Month

75 Laguna: \$ _____ / Month

Special Services: \$ _____ / Hr

Special Services: \$ _____ / Estimated Equipment Cost

Emergency Services: \$ _____ / Hr

Percentage of services performed by subcontractors: _____

Maintenance Services also Available by Contractor: Yes / No

Signature Page

By: Name and Title (please print): _____

Signature: _____

Contractor Mailing Address: _____

Contact (please print): _____

Phone: _____

Fax: _____

Email: _____

Exhibit A.1: 65 Laguna Service Offices: Entry Level / First Floor

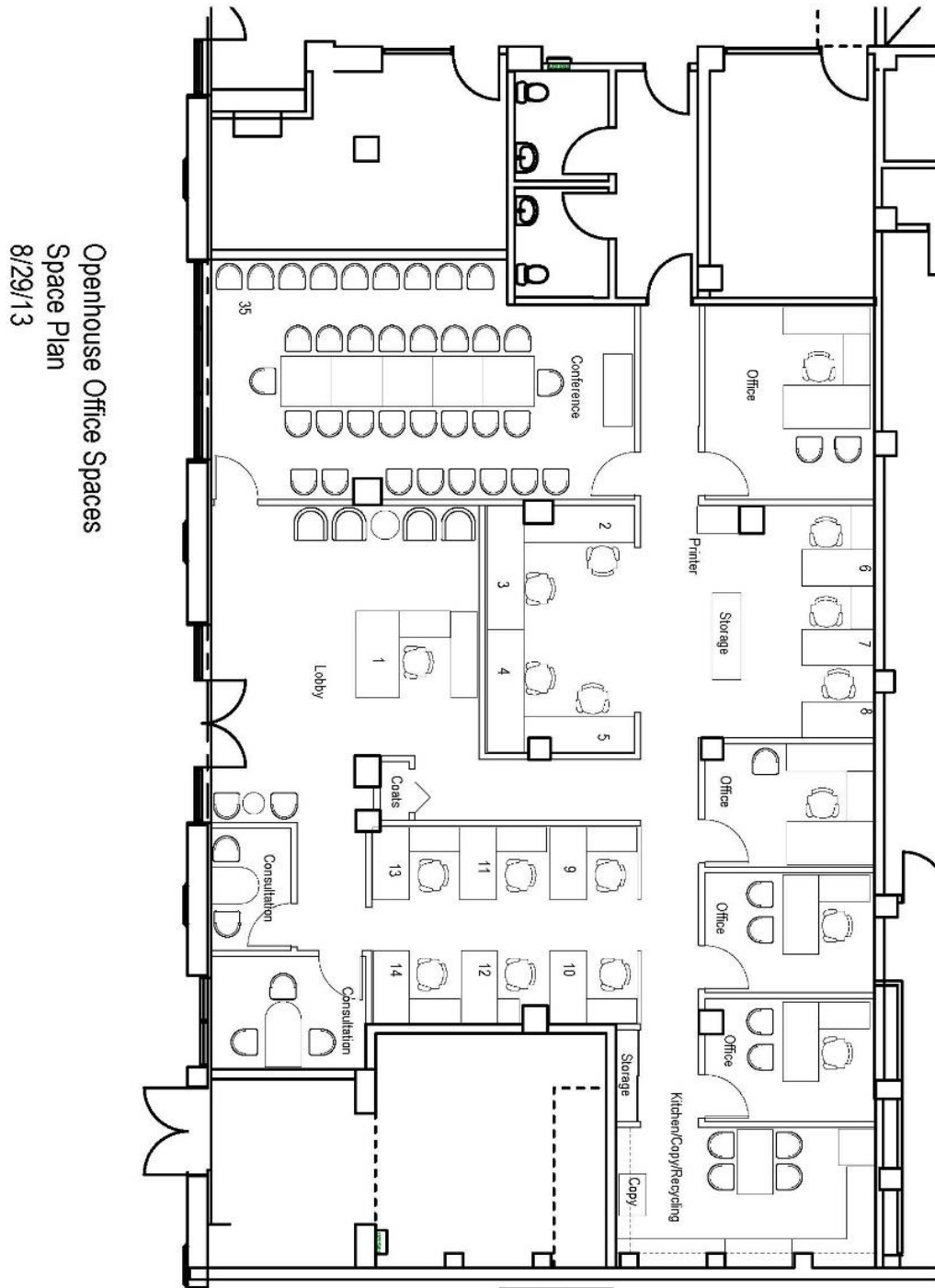


Exhibit A.2: 75 Laguna Senior Activity Center: Entry Level / Basement

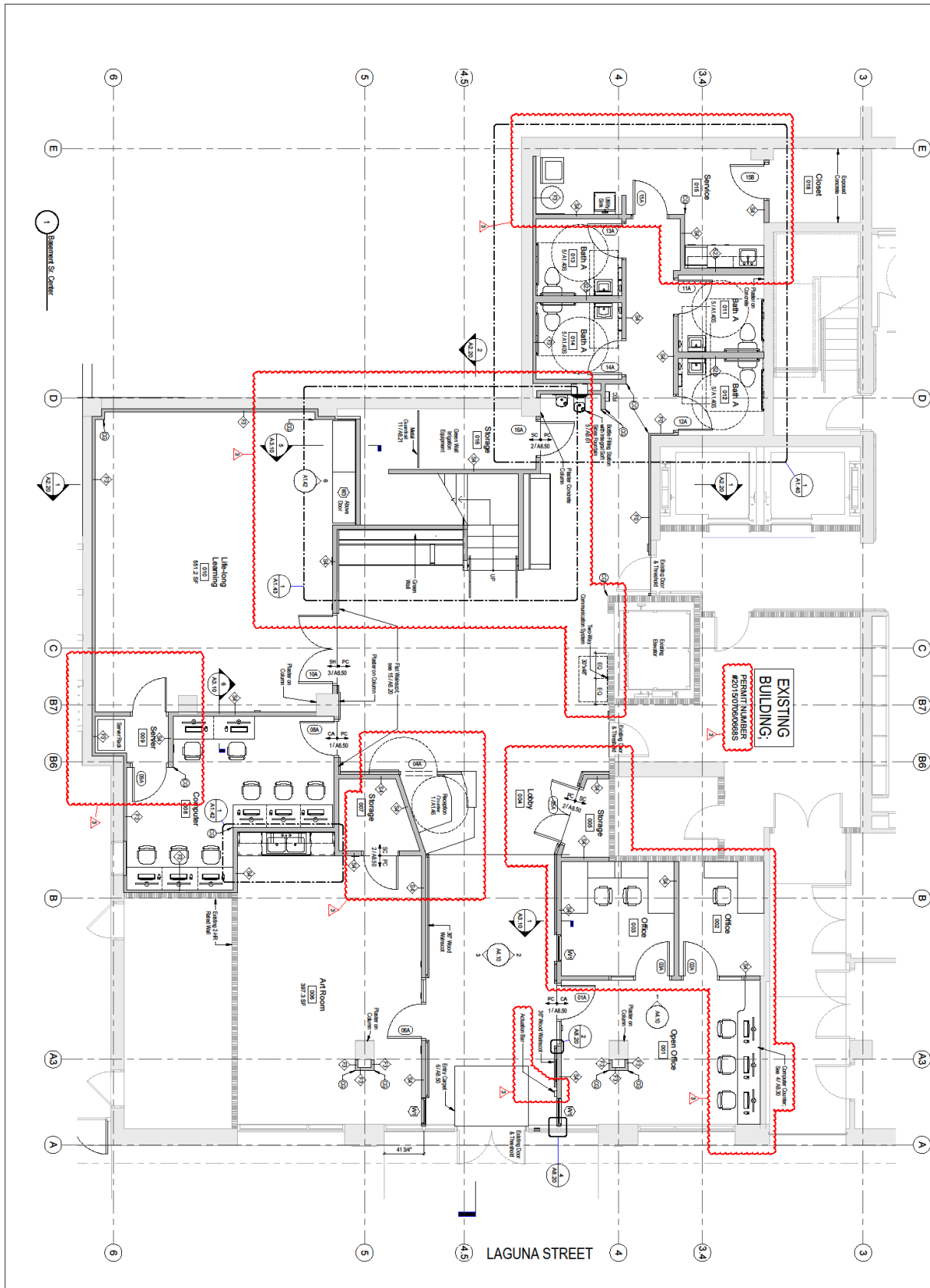


Exhibit B: Janitorial Cleaning Checklist Example

Monthly Facilities Cleaning Schedule				
<p>Monthly cleaning must be done consistently to prevent buildup of problems. When cleaning items, follow manufacturer's instructions and precautions. Employees should be properly trained on how to perform the cleaning when the task is assigned. If professionals are hired to complete the work, such as HVAC or floor cleaning, the manager should verify sign off in the employee's section. When the task is completed, another manager should verify and initial that the task was done correctly.</p>				
Item to Clean	Basic Cleaning Instructions	Last Cleaned	Print Name	Mgt. Initials
Ceiling (Monthly)	Clean Vents, clean ceilings, remove cobwebs, dust, dirt.			
Ceiling lights (Monthly)	Clean ceiling light fixtures and replace light bulbs.			
Other Light Fixtures (Monthly)	Clean shields and fixtures and replace light bulbs			
Walls (Monthly)	Remove grease and clean			
Kitchen Hoods (Monthly)	Clean filters; replace when needed			
Furniture Upholstery (Monthly)	Clean thoroughly			
Carpets (Every 2 months)	Shampoo and steam clean			
Grease Traps (Every 2 months)	Clean and degrease grease trap system			
HVAC (Every 2 months)	Shampoo or steam clean			
Hard Floors (Every 6 months)	Strip and reseal or wax			

Worker's Compensation Certification

I hereby certify, effective the date of my Contract with Openhouse and at all times in the performance of such Contract, that:

- I have and will maintain in full force and effect a policy of Workers' Compensation Insurance in compliance with the laws of the State of California with the following insurance company:

Company Name

Agent's Name, Address and Telephone Number

Policy Number and Effective Date

Date

Signature of Contractor

Independent Contractor Statement

It is agreed that nothing herein contained is intended or should be construed in any manner as creating or establishing the relationship of co-partners between the parties hereto or as constituting the Contractor as the agent, representative or employee of Openhouse for any purpose or in any manner whatsoever. The Contractor is to be and shall remain an independent contractor with respect to all services performed under this Agreement.

The Contractor represents that it has, or will secure at its own expense, all personnel required in performing services under this Agreement. Any and all personnel of the Contractor or other persons, while engaged in the performance of any work or services required under the Agreement, shall have no contractual relationship with Openhouse, shall not be considered employees of Openhouse and any and all claims that may or might arise under the Unemployment Compensation Act or the Workers' Compensation Act of the State of California on behalf of said personnel arising out of employment or alleged employment including, without limitations, claims of discrimination against the Contractor, its officers, agents, contractors or employees, shall in no way be the responsibility of Openhouse; and the Contractor shall defend, indemnify and hold Openhouse, its officers, agents and employees harmless from any and all such claims irrespective of any pertinent tribunal, agency, board, commission or court. Such personnel or other persons shall neither require nor be entitled to any compensation, rights or benefits of any kind whatsoever from Openhouse, including without limitation, tenure rights, medical and hospital care, sick and vacation leave, Workers' Compensation, Unemployment Insurance, disability, and/or severance pay.

Company Name: _____

Mailing Address: _____

Signature and Title: _____

Date: _____

Client References Request for Proposal for Cleaning Services

Please list three (3) client references. It is preferred that the references are clients within the State of California. Openhouse reserves the right to contact references other than, and/or in addition to, those being furnished below.

1) Name of Contact Person: _____

Name of Company: _____

Address: _____

Phone Number: _____

2) Name of Contact Person: _____

Name of Company: _____

Address: _____

Phone Number: _____

3) Name of Contact Person: _____

Name of Company: _____

Address: _____

Phone Number: _____