



Date:1/29/20

TO: Janitorial Contractors

FROM: Mark Rives – Facilities Director

BIDS WILL BE RECEIVED AT THE ADDRESS BELOW:

YWCA  
3820 West Pine  
St. Louis, MO 63108  
ATTN: Mark Rives  
(314) 427-4940 Ext: 1073  
(314) 389-5139 Fax  
E-Mail: [mrives@ywcastlouis.org](mailto:mrives@ywcastlouis.org)

ALL QUESTIONS PLEASE CALL: MARK RIVES: 314-427-4940 Ext: 1073

Attached is a Request for Proposal (RFP) for janitorial services for nine (9) YWCA Head Start Centers and one (1) main Head Start administrative office with an additional building which is non-Head Start. We are seeking proposals from individuals or companies with a documented track record in providing janitorial services to the commercial and institutional areas.

PROPOSAL SUBMISSION TO THE ABOVE ADDRESS

PROPOSAL SUBMISSION DATE: March 5<sup>th</sup>, 2020

CONTRACTOR COMMENCEMENT DATE: April 1, 2020

Contractor Bid Meeting: February 5<sup>th</sup>, 2020 9:00 AM at Bessie T. Draper Early Head Start. 4642 W. Florissant St. Louis Mo. 63115

Locations can be visited by calling Center identifying yourself and purpose of visit; you must sign in utilizing the sign in log at each center and request a walk through. Phone numbers for centers are listed below center information.

Minority-Owned Businesses will be given special consideration in the evaluation process, but are not guaranteed the contract award.

Award will be made to the lowest, best and most responsible bidder. Award notification will be made within 7 to 10 business days after receipt. Contractor must submit pages 20 through 23 of the RFP. Evaluation interview meetings with finalists may be necessary. Submissions should be on the most favorable terms possible. The YWCA retains the right to reject any and all proposals received in response to this RFP.

Confidentiality - The Contractor and the YWCA agree to keep the information related to all contracts in strict confidence. All information is to be treated on a "need to know basis."

## **BID FORMAT FOR JANITORIAL RFP**

All bids must be submitted on 8 1/2" x 11" paper and be bound on the left side with tabs separating the sections listed below.

Please give a separate quote for each building location.

### **BID SECTIONS**

- \* Cover Letter / Executive Summary
- \* Contractor Information Form
- \* Bid Quotations Form
- \* Employee Selection and Training - Narrative on program
- \* Continuous Quality Improvement Program - Detail program
- \* Management Reports - supply samples and procedures/policies re. use example inspection report and sign in sheets)
  
- \* Contractor's Certifications Form
- \* References Form
- \* Insurance and Indemnity
- \* Miscellaneous

## LOCATION INFORMATION

### Pagedale Head Start Center

1436 Ferguson Avenue  
Pagedale, MO 63133  
Phone: 314-727-1134

17,109 square feet = 6 classrooms (2 Full Day, 3 Part Day, 1 E.H.S.); 5 offices, 1 gym; 1 kitchen; 4 restroom areas.  
Closed Holidays. 1 Week Winter Break. Summer Break in August  
Summer - full day open.

**Day Porter - Year Round. (Part-Time Possible, During Summer Break Depending on Head Start Schedule)**

### North County Head Start Center

10725 Vorhof Drive  
Jennings, MO 63136  
314-867-9522

33,000 square feet = 13 classrooms (5 Full Day, 7 Part Day, 2 E.H.S.) 4 offices; 1 gym; 1 kitchen; 9 restroom areas.  
Closed Holidays, 1 week Winter Break, Summer Break in August  
Summer – Full Day Open.

**Day Porter - Year Round.**

### Overland Head Start Center

2210 N. Warson Rd.  
Overland MO. 63114  
314-426-1506

11,575 square feet= 10 classrooms (4 full day/4 part day, 2- E.H.S) 2 offices; 5 restrooms;  
Lower Level-1 multi-purpose room, Parent room, Office Areas, Kitchen, Staff Lounge.  
Closed Holidays.1 week winter break, Summer break in August

Summer- Full Day Open.

**Day Porter-Year Round. (Part-Time Possible, During Summer Break Depending on Head Start Schedule)**

**Pine Lawn Head Start Center**

4100 Peyton Place  
St. Louis MO. 63120  
314-382-9041

7,700 square feet= 3 classrooms (2 full day, 1 part day) 1 kitchen, 3 restrooms, 5 offices, 1 conference room.  
Closed Holidays. 1 week winter break, Summer break in August  
Summer- Full Day Open.

**Full Day Porter** (Schedule flexibility based on operational schedule of Head Start)

**Educare Head Start Center**

1101 Milwaukee  
Kirkwood MO. 63122  
314-821-4470

7,200 square feet= 4 classrooms (3 Full Day 1 –E.H.S.) Office area and common areas.  
Closed Holidays. 1 week winter break, Summer break in August  
Summer- Full Day Open.

**After Hours Cleaning.** (Schedule flexibility based on operational schedule of Head Start)

**Betty J. Robinson Head Start Center**

4146 Garfield  
St. Louis MO 63113  
314-535-9501

9,579 square feet= 6 classrooms (3 Full Day 3 Part Day 1 E.H.S.) Office area, 1 Kitchen, Teachers' Lounge, Parent Room.

Closed Holidays. 1 week winter break, Summer break in August  
Summer- Full Day Open.

**Day Porter-Year Round.** (Part-Time Possible During Summer Break Depending on Head Start Schedule)

**West Florissant Head Start Center**

4632 West Florissant  
St. Louis MO 63118  
314-385-0598

15,400 square feet= 6 classrooms (3 Full Day 3 Part Day) Office Area, 1 Kitchen, Gross Motor Room, 4 Restrooms.  
Closed Holidays. 1 week winter break, Summer break in August  
Summer- Full Day Open.

**Day Porter-Year Round.** (Part-Time Possible During Summer Break Depending on Head Start Schedule)

**South County Head Start Center**

4974 Heege Rd.  
St. Louis MO. 63123

10,952 S.F.= 6 Classrooms, 1-Kitchen, 1-Cafeteria, 4- Restrooms, 1- Office area, 2- Offices  
Closed Holidays.1 week winter break, Summer break in August  
Summer- Full Day Open.

**Day Porter-Year Round. (Part-Time Possible During Summer Break Depending on Head Start Schedule)**

**Bessie T. Draper Early Head Start**

4642 W. Florissant  
St Louis MO. 63115

7058 S. F. = 4-classrooms with restrooms, 1- Staff lounge, 2- staff restrooms, 10 Office area.  
\*\* Location has special cleaning needs.

Closed Holidays.1 week winter break, Summer break in August

**After hours cleaning.**

**Head Start Central Office**

1770 Beltway Drive  
Overland, MO 63114  
314-427-4940

26,000 square feet = all office areas 3-Kitchens; 8-Restrooms; 4- Conference Rooms.

Hours: 8:00 a.m. - 5:00 p.m. Monday through Friday

Closed Holidays.

**After Hours Cleaning.**

**Phyllis Wheatley Building**

YWCA Administrative Building  
3820 W. Pine Blvd.  
St. Louis MO 63108  
314-531-1115

24,173 square feet= all Office area's, Kitchen area, Dining Area, Conference Room, Public Restrooms.

Hours: 8:00 a.m. - 5:00 p.m. Monday through Friday

Closed Holidays

**Day Porter- Hours to be Flexible.**

**Phyllis Wheatley Heritage Center**

2709 Locust  
St. Louis MO 63108  
314-531-1115

7,000 square feet= Banquet room, 1- Breakout rooms, Lobby Vestibule area, Kitchen,2- Restrooms.  
Provide cleaning services when requested.

**Clean-up after Schedule Events.**

SUBJECT: Grouping of Facilities

The following is a grouping of facilities, which will be bid on separately as groups. The YWCA reserves the right to award all or none of the facilities to any one Contractor.

**GROUP 1**

**Overland Head Start**

2210 N. Warson Rd.  
Overland, MO 63114

**North County Head Start**

10725 Vorhof Dr.  
Jennings, MO 63136

**Head Start Central Office**

1770 Beltway Dr.  
Overland, MO 63114

**Bessie T. Draper Early Head Start**

4642 W. Florissant  
St. Louis Mo. 63115

**Pine Lawn Head Start**

4100 Peyton Place  
St. Louis MO 63120

**West Florissant Head Start**

4632 W. Florissant  
St. Louis MO 63118

**GROUP 2**

**South County Head Start**

4974 Heege Rd.  
St. Louis, MO 63123

**Pagedale Head Start**

1436 Ferguson Ave.  
Pagedale, MO 63133

**YWCA Phyllis Wheatley Building**

YWCA Administrative Offices  
3820 West Pine Blvd.  
St. Louis, MO 63108

**Garfield Head Start**

4146 Garfield  
St. Louis MO 63133

**Educare Head Start**

1101 Milwaukee  
Kirkwood MO 63122

**Phyllis Wheatley Heritage Ctr.**

2711 Locust  
St. Louis MO 63108

## **CONDITIONS FOR CONTRACTORS' BIDS**

### **I. Request For Proposal**

We stress that our interest is in QUALITY CLEANING, EMPLOYEE IMAGE and SERVICE.

The YWCA buildings are to be maintained in a first class manner.

Included in this bid package is a Quotation Form, which you are to complete and attach with the requested supporting material.

*The following items should be carefully read and acted upon accordingly:*

1. The price submitted with the Contractor Bid is to include quality cleaning, Monday through Friday. Summer schedule may vary by site. Please document all proposed schedules.
2. The term of agreement shall be for one (1) year with 3 1 year extensions. Contract extensions are possible with the approval from the YWCA. However, the agreement may be canceled at any time by either party without cause, upon 30 days written notice.
3. The Owner reserves the right to accept or reject any proposal without explanation.
4. All invoices for cleaning services are to be provided to the Owner by the 10th of each month for the prior month's service. Payment shall be made when the YWCA is provided the monthly invoices. Should the YWCA find any part of the work effort unsatisfactory or incomplete, the YWCA representative will notify the Contractor in writing of such dissatisfaction giving the reason(s). If, in the opinion of the YWCA, the work continues unsatisfactory, the YWCA reserves the right to cancel the contract with 30 days notice in writing to the Contractor.
5. All supervisory and cleaning personnel are to be employees of the cleaning Contractor, but will be subject at all times to approval of the YWCA. In addition, at the start of the contract, and continuing for as long as deemed necessary by the Owner, at its sole election, all employees of the cleaning contractor employed at the YWCA shall have been current employees of the cleaning contractor. This is to insure a proven, experienced, stable cleaning staff. Paying more than minimum wage specified is acceptable. This is to ensure a professional, experienced cleaning staff with minimal turnover.
6. All employees of the cleaning contractor are to be attired at all times, while performing services at the YWCA , in uniforms approved by the Owner and provided by the cleaning contractor at the cleaning contractor's sole cost and expense. All employees of the Contractor will be in a shirt or smock with a patch identifying the cleaning contractor's company. Uniforms must be submitted and approved by the Owner.
7. All cleaning materials and equipment to be used by the Contractor are to be supplied and maintained by the Contractor at its sole cost and expense. All cleaning materials, equipment, and supplies are subject, at all times, to the approval of the Owner.
8. Nothing herein contained shall be deemed nor construed by the Owner nor Contractor as creating the relationship of principal or agent or of a partnership or joint venture. It is understood that the Contractor is an independent Contractor, supplying services to the YWCA.
9. All work performed by the Contractor and its personnel will at all times be subject to review and acceptance by the Owner. The Owner reserves the right to modify these specifications at any time during the term of this agreement and negotiate added costs, if any.
10. The Contractor shall comply with all applicable laws, regulations, and ordinances in its business conduct at the YWCA and shall furnish the Owner with copies of any and all permits and licenses required.

11. The Contractor agrees that all work and materials hereunder shall be used and performed in compliance with the requirements of the Occupational Safety and Health Act of 1970, as amended, and related federal, state, and local requirements. The Contractor is fully responsible for the safety and health of all persons engaged in said work, and acknowledges that, with the respect to such persons, the Owner shall not be construed as nor be held liable for any obligations as an employer within the meaning of the Act. Failure to comply with this provision will allow the Owner to terminate the agreement immediately without notice.

12. All bids and proposals rendered by the Contractor to the Owner shall be quoted in prices good through date.

13. The Contractor will report all defective or broken building equipment or fixtures, any unlocked doors, stains which are not removable, lost items found, or any other unusual events to the Owner.(Facilities Director)

14. Contractor shall be responsible for careless workmanship. If a task is not performed to produce the specified, standard result, it shall be re-done at the Contractor's expense. Rework shall be performed without charge and shall not interfere with nor detract from the performance of regular, scheduled work.

15. The Contractor may be called upon periodically by the Owner to perform work not previously specified. Such work will be classified "extras". These extras shall be on a time and materials basis, with the Contractor providing the rate up front, in writing, to the Owner. The Contractor will not perform this work unless authorized in writing to do so by the Facilities Director.

16. Limited storage space for supplies and equipment will be provided for the Contractor. These storage areas are to be kept clean and odor free. All supplies must be properly stored in locked cabinets or storage rooms, which are inaccessible to children.

17. No work called for in this proposal is to be subcontracted to another company, Contractor.

18. This is not an invitation or offer to contract and creates no obligation on the part of the YWCA and no rights on the part of the participant. The YWCA reserves the right to reject or accept proposals in whole or in part or to discuss different or additional terms to those contemplated by the RFP. The YWCA may modify, amend, terminate or extend the RFP process for any or all participants, as the YWCA shall deem appropriate.

The participant will be solely responsible for any costs it may incur in connection with this RFP. The YWCA is not liable for any of participant's costs or expenses, and will not reimburse participant for any of its costs or expenses under any circumstances, including rejection of any or all proposals or cancellation of the RFP.

The YWCA reserves the right to waive deficiencies, informalities or irregularities in any proposal received and to accept the proposal which, in the YWCA's own judgment, is in the YWCA's own best interests. The YWCA reserves the right to request new or additional information at any time prior to the submission of a proposal or in response to a proposal.

The YWCA has the right to negotiate with any participant during and following the RFP process, and as part of that negotiation, to negotiate changes, amendments or modifications to the proposal without disclosure to other participants and without offering other participants the opportunity to amend their proposals.

19. Contractor must comply with the Davis Bacon Act.

20. All contractor staff will have a current TB test, physical and Backgrounds check. Backgrounds check will be performed by the YWCA. Blood Borne pathogens training provided by the contractor and copies of training submitted to the YWCA.

21. MSDS sheets will be provided and kept current by the contractor and kept on site at each location.

22. YWCA Facilities Director will be notified immediately of any staff changes or unusual circumstances.



II

**Insurance and Indemnity**

**INDEMNIFICATION CLAUSE:**

Contractor shall indemnify, defend, save and hold harmless YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, its officers, directors, agents and employees (hereinafter referred to as "Indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against YWCA of Metropolitan St. Louis., its subsidiaries and affiliates, its officers, directors, agents and employees for losses arising from the work performed by the Contractor for YWCA of Metropolitan St. Louis.

**INSURANCE REQUIREMENTS:**

Vendors, contractors and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract, are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the vendor, contractor, his agents, representatives, employees or subcontractors. The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. YWCA of Metropolitan St. Louis in no way warrants that the minimum limits contained herein are sufficient to protect the vendor, contractor or subcontractors from liabilities that might arise out of the performance of the work under this contract by the vendor, contractor, its agents, representatives, employees or subcontractors, and vendor, contractor or subcontractor is free to purchase additional insurance.

**A. MINIMUM SCOPE AND LIMITS OF INSURANCE:**

Vendor, contractor or subcontractor shall provide coverage with limits of liability not less than those stated below.

1.

**Commercial General Liability – Occurrence Form**

Policy shall include bodily injury, property damage, personal injury and broad form contractual liability coverage.

• General Aggregate	\$2,000,000
• Products – Completed Operations Aggregate	\$2,000,000
• Personal and Advertising Injury	\$1,000,000
• Blanket Contractual Liability – Written and Oral	\$1,000,000
• Fire Legal Liability	\$100,000
• Each Occurrence	\$1,000,000

A. The policy shall be endorsed to include coverage for sexual abuse and molestation.

- B. The policy shall be endorsed to include the following additional insured language:

*“YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, it’s officers, directors, agents, and employees shall be named as additional insured’s with respect to liability arising out of the activities performed by or on behalf of the Contractor”.*

- C. Policy shall contain a waiver of subrogation against YWCA of Metropolitan St. Louis, it’s subsidiaries and affiliates, it’s officers, directors, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

D.

The Contractor’s insurance coverage should be Primary and Non-Contributory.

Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL)

\$1,000,000

- A. The policy shall be endorsed to include the following additional insured language:

*“YWCA of Metropolitan St. Louis, it’s subsidiaries and affiliates, it’s officers, directors, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor, involving automobiles owned, leased, hired or borrowed by the Contractor”.*

- B. Policy shall contain a waiver of subrogation against YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, its officers, directors, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

- C. The Contractor’s insurance coverage should be Primary and Non-Contributory.

**3. Worker's Compensation and Employers' Liability**

Workers' Compensation Statutory Employers' Liability	
Each Accident	\$ 500,000
Disease – Each Employee	\$ 500,000
Disease – Policy Limit	\$ 500,000

A. Policy shall contain a waiver of subrogation against YWCA of Metropolitan St. Louis, it's subsidiaries and affiliates, it's officers, directors, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

**4. Professional Liability (Errors and Omissions Liability)**

Each Claim	\$1,000,000
Annual Aggregate	\$2,000,000

A. In the event that the professional liability insurance required by this Contract is written on a claims-made basis, vendor, contractor or subcontractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

B. The policy shall cover professional errors and omissions for those positions defined in the Scope of Work of this contract.

**5. Umbrella Liability:**

Umbrella Liability or Excess Liability	
Occurrence Limit	\$1,000,000
Aggregate Limit	\$1,000,000
Self-Insured Retention	\$10,000

A. The policy shall be endorsed to include the following additional insured language:

*"YWCA of Metropolitan St. Louis, it's subsidiaries and affiliates, it's officers, directors, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor".*

B. Policy shall contain a waiver of subrogation against YWCA of Metropolitan St. Louis, it's subsidiaries and affiliates, it's officers, directors, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

C. The contractor's insurance coverage should be Primary and Non-contributory.

**6. NOTICE OF CANCELLATION:**

Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be suspended, voided, canceled, or reduced in coverage or in limits except after ten (10) days prior written notice has been given to YWCA of Metropolitan St. Louis. Such notice shall be sent directly to YWCA of Metropolitan St. Louis, and shall be sent by certified mail, return receipt requested.

## **7. ACCEPTABILITY OF INSURERS:**

Insurance is to be placed with duly licensed or approved non-admitted insurers in the state of Missouri, with an "A.M. Best" rating of not less than B+, VII.

## **8. VERIFICATION OF COVERAGE:**

Contractor shall furnish YWCA of Metropolitan St. Louis with certificates of insurance (ACORD form or equivalent approved by YWCA of Metropolitan St. Louis) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

## **9. APPROVAL:**

Any modification or variation from the insurance requirements in this Contract shall be made by the YWCA of Metropolitan St. Louis' risk managers, whose decision shall be final. Such action will not require a formal Contract amendment, but may be made by administrative action.

## **10. EXCEPTIONS:**

In the event the vendor, contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance.

## **11. ADDITIONAL INSURANCE REQUIREMENTS:**

The policies shall include, or be endorsed to include, the following provisions:

- A. YWCA of Metropolitan St. Louis, its subsidiaries and affiliates, its officers, directors, agents, and employees wherever additional insured status is required. Such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract.
- B. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.
- C. F. Pollution Coverage: Pollution coverage provided for Bodily Injury, Property Damage & Cleanup costs resulting directly from physical injury to tangible property due to accidental release of pollutants brought by Contractor to a job site with limits of \$100,000 each incident and \$100,000 aggregate.
- D. All liability policies shall name the YWCA as additional insured
- E. A Certificate of Insurance, acceptable to the Owner, which evidences all required coverage shall be provided prior to execution of contract or prior to commencement of work, whichever is earlier. Any Accord Certificate of Insurance needs to have the phrases "will endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents, or representatives" stricken from the certificates.
- F. To the fullest extent permitted by law, the cleaning service contractor shall indemnify and hold harmless the client and their agents and employees from and against all claims, damages, losses, and expenses, including but not limited to attorneys' fees arising out of or resulting from the performance of the contracted service, provided that any such claim, damage, loss or expense is attributable to bodily injury to or destruction of tangible personal property (other than the contracted service itself) including the loss of use resulting there from, and to the extent only that it is cause in whole or in part by any negligent act or omission of the cleaning service contractor, anyone directly or indirectly employed by the cleaning service contractor, or anyone for whose acts the cleaning service contractor may be liable. The obligations of the cleaning contractor under this paragraph shall not extend to claims, damages, losses, and expenses, including but not limited to attorneys' fees, arising out of or in any way attributable to the negligence of the client and any of their agents and employees.

### III. References

List all currently active local accounts of schools or office buildings in your bid and include the following information: account name and address; type of property and start-up date; cleanable square footage; and contact person's name, title, and telephone number. A form is included in the RFP for your convenience.

### IV. Staffing

1. The Contractor shall consider as HIGH PRIORITY the IMAGE of the employees assigned to the YWCA. We insist on cleanliness (personal hygiene and wardrobe) and well-groomed hair. In addition, we stress sensitivity to the general appearance of the worker in regard to the YWCA clients, reaction to them during their normal shifts.

2. Staffing and labor hours shall be as required to perform the necessary work to maintain a superior QUALITY cleaning level. We depend upon the Contractor to know what it takes to do the job.

3. The Contractor will provide competent, experienced, high caliber employees. The Owner has the right to insist, in writing, that the staff be changed for any reason.

4. In addition to the cleaning services, the Contractor will be responsible for, the following:

A. Staff must be familiar with the emergency fire and disaster plan developed for the YWCA. All Contractor personnel must be aware of emergency evacuation procedures and must follow them in case of an emergency.

b. Contractor supervisory and management staff shall be available on request by the Owner staff at any time.

B. The Contractor executive management staff shall be available to meet with the Owner at any time in order to review the level of cleaning through a monthly tour inspection of the buildings.

C. The Contractor staff shall maintain a cleaning log for each YWCA building that is to be reviewed and checked daily, with written responses to each item by the on-site manager. Log book supplied by YWCA.

D. The Contractor shall maintain adequate back-up support for day porters or supervisors who may be out sick or on vacation.

5. To effectively have the best, honest employees possible along with the Federal Minimum Wage rate, nothing less than the general prevailing work rate per the Davis-Bacon Act must be paid for the type of work to be performed.

6. YWCA Head Start has several staff events during the school year. During these times the contractor will perform cleaning duties that could not otherwise be done while staff or children are present in the centers.

## **V. Scheduling**

1. Cleaning services will be performed Monday through Friday, 52 weeks per year, except on the nine holidays listed below:

New Year's Day

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Eve

Christmas Day

## **VI. Security Procedures**

1. Working Hours - Contract cleaning employees may arrive for work no earlier than 15 minutes before starting time and must leave within 15 minutes of signing out.

2. Uniforms - At all times, designated uniforms must be worn prior to entering the buildings. Failure to do so will result in denied entrance to the YWCA buildings.

3. Identification Badges - Upon arrival at the YWCA buildings, each cleaning employee will have attached to their uniform a photo ID badge issued by the Contractor.

4. Temporary Badges - Contract cleaning personnel must have a badge or they will not be allowed on the YWCA buildings premise unless a Contractor supervisor authorizes a temporary badge. Temporary badges may not be used in excess of three (3) days.

5. Sign-In Forms - Upon arrival, each contract cleaning person must sign-in on the Janitorial Time Sheet. The form must be filled out completely including the sign-out time at the end of the work period.

6. Enter and Exit - The contract cleaning employee entrances will be through the lobby doors. All exits will be through the same entrance. Trash disposal will be the exception.

7. Waiting Area - Contract cleaning employees arriving early for work must wait at their designated break area. Lunches or breaks are also to be taken at the designated break area. Breaks taken individually elsewhere in the YWCA buildings will not be tolerated.

8. Baggage - Carry-in baggage must be contained to a minimum (i.e. purses, shoulder bags, lunch bags, etc.) and will be checked upon request.

9. Smoking - Smoking will not be allowed on YWCA property.

10. Keys - All keys will be issued to the cleaners by their supervisor.

11. Terminated Housekeepers - The Owner will be notified of all terminated contract housekeepers that are dismissed from the YWCA buildings.

12. Gratuities - Contract employees should not accept any items from the YWCA staff.
13. Item Removal - Contract employees are not allowed to remove any items from the YWCA buildings. This includes food, trashed items, etc.
14. Food - Contract employees are not allowed to consume food in the YWCA buildings other than the food brought from home or food purchased through the public vending machines. This food will only be eaten at a designated break period in a designated location.
15. Security Checks - Contract cleaning personnel may be subject to a security inspection prior to exiting the YWCA buildings.
16. Theft - Theft will not be tolerated by the Owner. Any contract cleaning employee caught stealing will be subject to police prosecution. Any contract cleaning employee suspected of theft may be subjected to an interview with the Contractor's security and the contract terminated by the YWCA without notice.
17. Any and all additional work requested by Center manager's, Centers etc.. Must be approved by the Facilities Director. If work is completed without prior approval by Facilities Director will be denied payment for services.
18. Conduct - Contract cleaning employees should be aware that they are a highly visible work force and should conduct themselves with dignity and good taste, both on premises and when in the YWCA buildings parking facilities.

**YWCA JANITORIAL SPECIFICATIONS ATTACHED**

## YWCA Janitorial Specifications

	As Needed	Daily	Weekly	Monthly	3M	6M	1YR
<b>General</b>							
<b>Dusting</b>							
Furniture, file cabinets, copy machines, tables/legs			x				
Bookshelves, chair rails, baseboards, ledges, vents, etc.			x				
<b>Telephones</b>							
Dusted and Sanitized		x					
<b>Blinds</b>							
Dusted and *Cleaned	x			x			
<b>Upholstered Furniture</b>							
Dusted			x				
<b>Vinyl Furniture</b>							
Damp wiped			x				
<b>Water Fountains</b>							
Clean, sanitize, stainless polish		x					
<b>Carpets</b>							
Vacuumed		x					
Thorough: including kneeholes, edges, corners, etc.			x				
Extraction process this also includes rugs in classrooms	x					x	
<b>Hard Surface Floors</b>							
Dust Mop, remove heel marks, wet mop spots		x					
Complete wet mop and buff			x				
Scrub & Refinish					x		
Total strip and wax							x
<b>Mats</b>							
Cleaned, vacuum		x					
<b>Glass Partitions</b>							
Spot clean		x					
Thorough cleaning both sides			x				
<b>Trash disposal</b>							
Emptied to dumpster	x	x					
Clean trash receptacles	x						
<b>Cobwebs</b>							
Removed	x						
<b>ENTRANCE &amp; RECEPTION AREA</b>							
<b>Entrance Glass</b>							
Cleaned – both sides		x					
<b>Furniture</b>							
Polished or damp wiped		x					
Magazines – stacked & organized		x					



	As Needed	Daily	Weekly	Monthly	6 months	1 year
<b>Floors</b>						
Vacuumed, swept & wet mopped		x				
E.H.S Classroom Floors must be sanitized Daily		X				
<b>Rest Rooms</b>						
<b>Fixtures</b>						
Toilet bowls, seats, urinals, sinks – cleaned & sanitized		x				
Bright metal cleaned & polished		x				
<b>Glass</b>						
Mirrors and glass - cleaned & sanitized		x				
<b>Walls</b>						
Spot clean splash marks around dispensers	x	x				
Spot clean splash marks on partition walls and doors	x	x				
Fully wet clean and sanitize partition walls and doors			x			
<b>Dispensers</b>						
Clean, polish and fill all dispensers		x				
<b>Floors</b>						
Swept, damp mopped & sanitized		x				
Spray buffed				x		
<b>Conference Rooms</b>						
Sweep, Mop, Vacuum. Wipe Down Tables & Chairs	x	x				
<b>Furniture</b>						
Tables, counters and chairs - cleaned & sanitized		x				
<b>Cabinets, Metal and Vending Machines</b>						
Sanitized and spot cleaned		x				
Thoroughly cleaned			x			
<b>Microwave</b>						
Damp wipe inside and out sanitized		x				
<b>Floors</b>						
Vacuum or swept, damp mopped		x				
Spray buffed Depending on Area.	x		x	x		
<b>Stairwells</b>						
Swept and spot cleaned	x					
<b>Exterior</b>						
Pick up <b>ALL</b> debris (trash, paper, cigarette butts, etc.)		x				
Empty cigarette butt containers		x				
Empty trash receptacles		x				
Clean dumpster area	x					
<b>Kitchen, Coffee and Lunchroom</b>						
Sweep & Mop Floors						
Coffee & Lunchroom wipe down tables and microwave.	x	x				
Empty trash, Wipe Down Trash Cans	x	x				

## **REQUIREMENTS FOR CLEANING CONTRACTOR'S BID**

1. State your firm's qualifications to prove you are professionally qualified for this job should your firm be awarded the contract.
2. Show an organizational chart for your company.
3. Should your firm be awarded the contract, state who your project manager, supervisors, lead persons, and day porters/matrons will be and their qualifications for this job and position with your company. Include a job description and how long each has been in a similar position with your company.
4. We are aware that it is difficult to obtain employees who are dependable, do quality work, and project an acceptable image to our YWCA buildings. As a result, please describe your firm's hiring procedures, including your firm's minimum requirements for employment of personnel.
5. Describe your firm's training program, both new and existing, for service workers.
6. Provide five (5) current credit references, as well as the bank with whom you do business.
7. Please advise if you are strictly a local St. Louis area company performing services solely in this area. Do you perform services in other parts of the country? If so, state where. Also, please advise if you have strictly local ownership or do you have local as well as out-of-town ownership or are you solely owned by out-of-town ownership?
8. The janitorial contractor must submit a list of at least three (3) local emergency numbers of management level supervisory personnel, other than local answering services, who are authorized to dispatch backup working crews in the event of a request by the Owner for such services. The Contractor will update this list whenever there is a change throughout the life of the relationship with the Owner.
9. Show evidence of an adequate backup labor force and staff to be able to assist the project immediately in case of fire, flood, natural or man-made disasters, any other emergencies, or upon the written request of the Owner.
10. List any building associations your company is affiliated with. If so, for how long have you been a member?
11. What industry certifications, designations and/or awards does your company or company individuals have?
12. List any contract cleaning industry conventions, seminars, or conferences you have attended.
13. List all special services not called for in this bid package that your company performs.
14. Please explain in detail how your company will handle normal day-to-day complaints when they occur.
15. Include, in detail, your method of quality control.
16. Provide proof that the Housekeeping Contractor is licensed to provide services in the State of Missouri.
17. Present any other information pertinent to this bid which has not previously been covered that should be known to the Owner when considering your bid.

CONTRACTOR INFORMATION

Name:

Address:

City, State, Zip Code:

Telephone #:

Emergency #:

Contact Person:

Contact Person's Title:

Owner of Company:

Do you operate as an:     Individual     Corporation     Partnership

If you operate as a Corporation, in what state are you incorporated?

List names of officers:

If you operate as a Partnership, list names of partners and years of experience in the cleaning industry.

Partner:                      Experience:

Partner:                      Experience:

Number of employees in St. Louis operation:

Total number of employees in company:

Annual sales of company in St. Louis area for cleaning:

Other information:

**Signature of principle or officer:**

**Date:**

**BID QUOTATIONS**

**LOCATIONS WITH DAY PORTER:**

North County Head Start Center.  
Pine lawn Head Start  
Overland Head Start Center.  
Pagedale Head Start Center.  
West Florissant Head Start Center.  
South County Head Start Center.  
Metro Office.

- Day Porter will work 40 hours per week with some overtime when required.
- Start and end times may vary by location depending on needs of the center.
- Overtime must be approved by Facilities Director.

**CONTRACTOR'S CERTIFICATIONS**

- A. The individual signing certifies that he/she is authorized to contract on behalf of the Proposer.
- B. The individual signing certifies that the Proposer is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Proposer.
- C. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation or agreement, for the purpose of restricting competition.
- D. The individual signing certifies that the prices quoted in this proposal have not been knowingly disclosed by the Proposer prior to an award to any other Proposer or potential Proposer.
- E. The individual signing certifies that there has been no attempt by the Proposer to discourage any potential Proposer from submitting a proposal.
- F. The individual signing certifies that he/she has read and understands all of the information in the Request for Proposal, including the information on the programs/grants/contracts to be audited.
- G. The individual signing certifies that the Proposer, and any individual to be assigned to the contract, does not have a record of substandard audit work and has not been debarred or suspended from doing work with any federal, state, or local government.
- H. The individual signing certifies that the Proposer does not have financial or other interest in the YWCA, which could be deemed as conflict of interest.
- I. The individual signing certifies that the Proposer or any individual to be assigned to the contract does not have a record of conviction of child abuse or neglect or use of illegal drugs.
- J. The individual signing certifies that the Proposer (is) (is not) a minority vendor.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2020 \_\_\_\_.

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Proposer's Firm Name

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Signature of Proposer's Representative

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Printed Name and Title of Individual Signing