

Missouri House of Representatives



Janitorial Services Request for Proposal

March 11, 2016

Direct all communications related to this RFP to the following contact:

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Section I—RFP Overview

A. Purpose of the RFP

The Missouri House of Representatives is evaluating proposals for janitorial services. For this purpose, the Missouri House has developed this Request for Proposal (RFP) to provide janitorial service providers the background information required for a successful bid.

B. General Conditions

This RFP is not an offer to contract. Acceptance of a proposal neither commits the Missouri House of Representatives to award a contract to any vendor, even if all requirements stated in this RFP are not met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a vendor for reasons other than lowest price. We will thoroughly examine each proposal for best price, product/service quality, performance measures, and flexibility, while also gauging the companies' ability to support the proposed services in Mid Missouri.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must compete in their own interest and in their own behalf. **If the contractor is subcontracting any portion of this agreement, they must identify the subcontractor(s) in the proposal and the services they will provide.**

The Missouri House of Representatives reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. In addition, the Missouri House may enter into negotiations with one or more entities simultaneously and award a contract without notification. The Missouri House may, at its discretion, seek clarification from any janitorial service that has submitted a proposal and may do so without notification to any other janitorial service. At the sole discretion of the House of Representatives, bidder presentations may be requested before award of the contract. The House of Representatives may also request the opportunity to conduct an on-site review of the vendor's facility and/or other locations where these services are provided, and/or a demonstration of the proposed services.

The vendor will absorb all costs incurred in the preparation and presentation of the proposal.

All vendors who submit proposals will be notified of the results of the selection process.

Any contractor selected will be required to ensure that it and any subcontractor (s) retained by you shall comply with all Missouri and Federal laws and regulations, **including Missouri's prevailing wage law , if applicable.**

C. Confidentiality

The information contained herein is confidential and submitted to you solely to enable you to respond to this RFP. You should treat as strictly confidential and proprietary the terms of this RFP and all other information provided by us in connection with this initiative. Your receipt of this RFP constitutes your agreement not to disclose such information or the fact that you have been asked to submit a proposal to a third party for any reason. Without limiting the foregoing, you are not authorized, without our prior written consent, to publicize the fact that you are a potential vendor to us.

We will treat information received from your company as confidential or proprietary with the same consideration.

D. Contract Term

For the purpose of this RFP, any contractual period will be up to 60 months, provided that appropriations are made for such purpose by the Missouri General Assembly and are enacted into law. The proposal should include a method of termination prior to the full term by either party through an appropriate period of written notification.

E. Proposal Effective Period

Vendors should state in writing that all furnished information, including prices, will remain valid for 90 days from the date their proposal is received by the Missouri House of Representatives.

F. Evaluation Criteria

Evaluation criteria will include, but may not be limited to, the following:

- Responsiveness to the RFP specifically to the degree of which proposal provides the most complete and concise response to the requested information.
- Depth of operational support in providing on-site managed janitorial services with qualified, dedicated employees and past experience in this area. The House of Representatives will be looking for past history of company's services and if such services are currently in Missouri.
- Janitorial service transition plan.

Vendor Instructions

A. RFP Schedule

This schedule outlines the major activities that will occur in this bid process and the due dates. Any changes in deadlines will be communicated to all vendors in writing. We reserve the right to disqualify any vendor who does not comply with these deadlines. The Missouri House reserves the right to modify or extend the following deadlines at our sole discretion.

Activity	Description	Due Date/Time
Submit Intent to Bid Form	Send form provided in Attachment 1 to contact on RFP cover page via e-mail or fax; include all contact information.	Friday April 1, 2016 10:00 p.m.
Submit Bidders Walk Through Attendance Form	Send form provided in Attachment 2 to contact on RFP cover page via e-mail or fax; include all contact information.	Friday April 1, 2016 10:00 p.m.
Attend Bidders Walk Through	Walk through of HOUSE OF REPS Janitorial Services – you will be notified if you send in the Bidders Walk Through Attendance Form and your name is listed on the form	Friday April 8, 2016 1:00 p.m.
Submit follow-up questions (note: all questions must be submitted by due date)	Send to contact on RFP cover page via e-mail	Friday April 15, 2016 10:00 p.m.
HOUSE OF REPS response to bidder questions	E-mail response to vendors	Friday April 22, 2016 10:00 p.m.
Submit final RFP response	Send (2) two bound copies to contact on RFP cover page as specified in Section II, Subsection C of the RFP	Friday May 13, 2016 6:00 p.m.
Negotiate/execute contract with selected vender	Coordinate with contact on RFP cover page	To be determined
Implement services (selected vender)	All equipment and personnel must be on site and operational	July 1, 2016

B. Vendor Questions and RFP Addendum

Questions regarding the content of or schedule for the RFP must be submitted in writing by e-mail to the contact identified on the cover page of the RFP, according to the RFP schedule provided in Section II-A. The House of Representatives will issue answers to all vendor questions, as noted in that schedule.

In the event that modifications or additions to the RFP become necessary, vendors will be notified in writing.

C. Proposal Content

Your proposal should be organized as follows.

Label	Description
<i>Include with proposal as separate document</i>	Letter of Introduction
Table of Contents	Include a table of contents with section and subsection headings
General Vendor Information	Refer to Addendum 3.
References	Addendum 3.1.5
Proposed Costs	Addendum 3.1.4
Appendix	Include any additional material referenced in your proposal that is essential to the House of Reps informed review. Please do not include bulk marketing material unless it illustrates or explains a specific point you are making.

Section III—Background

A. Facilities

The information provided in this section and referenced attachments details our current equipment, staffing, and other information by which you will prepare your proposal. This information should form a thorough baseline for your recommendations. The bidders walk through is an opportunity to see the operation and augment the information provided in this section.

B. Scope of Services

The Missouri House of Representatives is currently considering services for the following:

- Janitorial services for approximately 105,000 square feet.
- All materials identified in Addendum A

C. Optional Scope of Services

- Janitorial services for an additional 5000 square feet comprising the Joint Committee on Legislative Research.
- Janitorial services for an additional 3000 square feet comprising the Joint Committee on Legislative Oversight.

SITE DETAIL

The Missouri House, located within the Missouri State Capitol, is approximately 105,000 square feet and includes:

- House Chamber
- 163 member offices
- 7 hearing room locations
- 20 staff office locations
- Press Galley
- Print Shop

Attachment 1: Intent to Bid Form

This form acknowledges your receipt of this RFP and states whether your firm intends to submit or not submit a proposal.

Company Name and Address			
Primary and Alternate Vendor Contacts (please include name, title, telephone number, fax number and e-mail address)			
Do you plan to submit a proposal?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If not bidding, please state the reason			
Authorized Signature:		Name:	
Date:		Title:	

Please return this form to the contact identified on the front cover of this RFP via mail, fax (573-751-3292) or e-mail (rich.beckwith@house.mo.gov) before 10:00 p.m., Friday, April 1, 2016.

Attachment 2: Bidders' Walk-Through Attendance Form

This form confirms your intent to attend the scheduled Bidders' Conference.

Vendor Name and Address		
Do you plan to attend the Bidders Walk Through?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If not attending, please state reason		
Please list planned attendees (maximum of 5; please provide name, title, company and telephone number)		

Please return this form to the contact identified on the front cover of this RFP via mail, fax (573-751-3292) or e-mail (rich.beckwith@house.mo.gov) before 10:00 p.m., Friday, April 1, 2016.

Missouri House of Representatives



Janitorial Services Request for Proposal

Addendum

1. INTRODUCTION AND GENERAL INFORMATION

1.1 Introduction:

1.1.1 This document constitutes a request for competitive proposals for the provision of janitorial services for the Missouri House, located at the state Capitol in Jefferson City, Missouri as set forth herein.

1.2 Tour of Buildings:

1.2.1 A tour of the building identified herein will be held on Monday March 28, 2016 beginning promptly at 9:00 a.m. Potential offerors should meet in the East Basement Garage Entrance of the Missouri State Capitol Building located at 201 West Capitol, Jefferson City, MO.

1.2.2 The purpose of the tour is to provide offerors with the opportunity to inspect, examine, and assess the building and to determine any existing conditions and factors of the building that may affect the performance of the service required herein.

1.2.3 A record of those offerors attending the tour will be maintained for verification purposes. The offeror shall be responsible for ensuring their attendance at the tour is documented.

1.2.4 Each offeror is solely responsible for a prudent and complete personal inspection, examination, and assessment of the building and any other existing condition, factor, or item that may affect or impact the performance of service described and required in the Contractual Requirements.

1.2.5 All questions regarding the Request for Proposal and/or the competitive procurement process **must** be directed **in writing** to Rich Beckwith of the Missouri House at 573-522-3100 or rich.beckwith@house.mo.gov.

1.3 Background Information:

1.3.1 The Missouri House, located within the Missouri State Capitol, is approximately 105,000 square feet and includes:

- a. House Chamber
- b. 163 member offices
- c. 7 hearing room locations
- d. 20 staff office locations
- e. Press Galley
- f. Print Shop

1.3.2 The configuration and quantity of office and meeting locations is subject to change. The areas listed in section 1.3.1 are for reference only.

2. CONTRACTUAL REQUIREMENTS

2.1 General Requirements:

- 2.1.1 The contractor shall provide janitorial services for the Missouri House located at 201 W. Capitol Avenue, Jefferson City, MO in accordance with the provisions and requirements specified herein.
- 2.1.2 The contractor must perform all janitorial services as required herein in a consistent manner satisfactory to and acceptable by the Missouri House in order to provide a clean and sanitary environment for the building, the building's contents, and the building tenants. The contractor shall agree and understand that the Missouri House shall inspect, review, oversee, and coordinate janitorial services with the contractor.
- 2.1.3 The contractor shall provide services for the areas of the Capitol building or other space specified by the Missouri House. However, the Missouri House reserves the right to add or delete areas of the building for which the contractor shall provide services.
- a. Any changed, added, or deleted areas of the building or other space for which the contractor shall provide services shall be made by an amendment to the contract issued by the Missouri House.
 - b. Any additions or deletions to the total square footage cleaned shall alter the monthly payments consistent with the cost of cleaning per square foot established by the existing contract.
- 2.1.4 Unless otherwise specified herein, the contractor shall furnish all material, labor, equipment, and supplies necessary to perform the services required herein.
- 2.1.5 Unless otherwise stated herein, or if other days or times are approved by the state agency, the contractor shall perform Monthly and Semi-Annual tasks stated herein as follows:
- a. The Monthly tasks shall be performed one (1) time per month within the first ten (10) workdays of each month unless a different time shall be established by the House in writing fifteen (15) days prior to the earliest date that the work could have begun, or if the work is to begin prior to the first day that the work could begin fifteen (15) days before the desired start date.
 - b. The Semi-Annual tasks shall be performed once every six (6) months within the first ten (10) workdays of the sixth month unless a different time shall be established by the House in writing fifteen (15) days prior to the earliest date that the work could have begun or if the work is to begin prior to the first day that the work could begin fifteen (15) days before the desired start date.
 - c. By no later than sixty (60) calendar days after the effective date of the contract, the contractor must complete the initial performance of the Semi-Annual tasks.

2.2 Contractor Qualifications:

- 2.2.1 The contractor must have, at a minimum, three (3) consecutive years of successful experience providing janitorial services for commercial and/or office buildings.
- 2.2.2 The contractor should have a contractor contact person residing within forty-five (45) miles of the building where services are to be provided.

2.3 Equipment, Product, Supply and Material Requirements:

- 2.3.1 The contractor must maintain, in good repair, all equipment necessary to perform the services required herein.
- a. All equipment provided by the contractor must be commercial grade.

- b. The contractor must supply vacuum cleaners that meet requirements of the Carpet and Rug Institutes “Green Label” Vacuum Cleaner Criteria and are capable of capturing 96% of particulates 0.3 microns in size and operate with a sound level less than 70 decibels (dBA). (Information on CRI Green Label certification can be found at www.carpet-rug.org.)
 - c. Vacuums must be equipped with the proper filter or bag. The filters must be changed or cleaned consistent with the manufacturer’s recommendations. Vacuum bags or canisters shall be inspected at least every two hours and changed or replaced when half full or when indicated by a bag sensor, if vacuum is so equipped.
 - d. The contractor or the contractor’s personnel shall not plug equipment into state-owned power strips or surge protectors.
 - e. The contractor must continue normal cleaning operations and required services, even in the event of contractor’s equipment failure.
- 2.3.2 Floor Safety Requirements – The contractor must provide a sufficient number of floor safety signs and barriers to alert building tenants about any slip/fall hazards (e.g. any spills, wet floors due to inclement weather, wet floors due to maintenance and upkeep, etc.). The floor safety signs must be removed when the potential hazard for a slip/fall has been resolved. To prevent overexposure to the building’s tenants, the contractor shall not use floor safety signs when situations do not warrant a slip/fall hazard. The contractor should provide a minimum of two (2) floor safety signs per building entrance and an additional four (4) floor safety signs to be used in the event a spill occurs.
- 2.3.3 Cleaning Products, Supplies, and Materials (hereinafter referred to as "*product(s)*") – The contractor shall agree and understand that the Missouri House shall have the right to approve/disapprove the use of any product used in the performance of the services required herein. The contractor shall not use any product which may be injurious or damaging to the surfaces upon which they are applied. This provision does not relieve the contractor of any liability for injury or damage to surfaces that the product may be applied to.
- 2.3.4 Prior to the contractor’s use of any product/chemical in the building, the contractor shall provide the Missouri House with a Material Safety Data Sheet for each such product/chemical. The contractor must maintain a file of the Material Safety Data Sheets in the janitorial closet in the building. The Material Safety Data Sheets shall become the property of the Missouri House. This provision does not relieve the contractor of any liability for injury or damage to surfaces that the product may be applied to.
- 2.3.5 The contractor shall furnish plastic wastebasket liners, toilet tissue, paper towels, liquid hand soap, disposable liners for sanitary napkin cans and all cleaning supplies and materials necessary to perform the services required by the contract.
- 2.3.6 Unless otherwise specified herein, the contractor shall not be required to provide break room/kitchenette products, including but not limited to cups, napkins, paper towels, and similar products.
- 2.3.7 At the contractor’s expense, and with the state agency’s approval, the contractor shall be allowed to replace product dispensers, including but not limited to, paper towels, and toilet tissue dispensers. However, the contractor shall provide foam soap dispensers in restrooms where foam soap dispensers are not already installed.
- 2.3.8 Upon expiration, termination, or cancellation of the contract, the contractor shall not remove or empty products from dispensers.
- 2.3.9 The contractor shall be assigned a closet(s) in the building (hereinafter referred to as the “*janitorial closet*”) for storage of all janitorial equipment, materials, and supplies necessary for the building.

- 2.4 **After Hour Requirements** - The contractor shall perform the following requirements in order to keep all surfaces clean and free of dust, cobwebs, spots, spills, scuffs, and other debris, etc. The contractor must perform all services as specified herein and as otherwise necessary to keep the building in FIRST CLASS condition each day
- 2.4.1 CLEANING SPECIFICATIONS – IN-SESSION (January 1 – May 20) Sunday through Thursday, between the hours of 8:00pm and 7:00am.
- 2.4.2 DAILY REQUIREMENTS: The contractor shall perform the following tasks five nights each week, Sunday through Thursday, excluding House holidays, between the hours of 8:00 p.m. and 7:00 a.m. When the Missouri House is in “session” (approximately January 1 through May 20th each year), the contractor shall perform the Daily Requirement between 8:00 p.m. and 7:00 a.m.. If at any time on a particular day, the contractor is unable to adequately clean due to the fact an office is occupied, the contractor shall return to that office sometime during that time period to perform the necessary cleaning.
- a. Thoroughly vacuum all carpet from wall to wall, including all entrance and exit rugs/mats. Entrance carpet must be vacuumed using a beater bar vacuum.
 - b. Clean all kitchens and break-rooms, wash and disinfect all hard surfaces. Clean microwaves inside and out. Clean, polish sinks and hardware located in kitchens and break-rooms.
 - c. Thoroughly sweep all hard surface floors using treated brooms or dust mops.
 - d. Meeting/Hearing rooms –damp wash all table, wipe chairs to remove debris. Perform dusting of flat surfaces. Empty trash containers, replace liners. Vacuum carpeting, spot clean. Wash entry glass.
 - e. Using damp treated cloth, wipe all flat surfaces including, but not limited to, file cabinets, conference tables and stands, bookshelves, coat racks, windowsills, etc. (Do not move papers, or equipment such as computers, personal items, etc.)
 - f. Wet-mop all hard surface floors to give a clean and satisfactory appearance. (Except wood).
 - g. All wood floors will be cleaned in a manner approved to and agreed on by the House, so as to maintain a first class appearance and in a manner that maintains the longevity of the finish.
 - h. Clean both sides of entrance door glass, clean door glass frames and accompanying glass panels including transoms (inside and outside), removing all fingerprints and dirt. Spot clean all interior glass, as needed.
 - i. Spot clean all wall and partition surfaces, including light switches when required, to give a clean and satisfactory appearance.
 - j. Empty all wastebaskets, trash and disposal containers. Place trash and recycled paper in appropriate containers. Wash wastebaskets and replace plastic liners, as needed.
 - k. Spot clean carpets as spots appear.
 - l. Perform cleaning duties in the House Chambers, including, but not limited to vacuuming all carpet, dusting of horizontal surfaces and empty all wastebaskets, trash and disposal containers.
 - m. Brush and spot clean fabric furniture, as needed.
 - n. Wash all tables, as needed. Wipe all wood chairs, as needed.

- o. Spot clean all doors and frames.
- p. Remove cobwebs from all ceilings, doors, and corners within the building, as needed.
- q. If recycle bins are utilized, remove full recycle bins, place recycle bins in the pick-up location (dock), and replace with empty recycle bins.
- r. Any and all other related and contingent miscellaneous janitorial cleaning duties requested by the Missouri House.

2.4.3 WEEKLY REQUIREMENTS: The contractor shall perform the following tasks at least one (1) time every week, with at least four (4) calendar days between tasks.

- a. Clean, dust vertical surfaces of desks, credenzas, file cabinets and furniture. Perform on this schedule when the House is in session.
- b. Dust doors and frames.
- c. Brush and spot clean fabric furniture
- d. Clean/defrost refrigerators upon request.

2.4.4 MONTHLY REQUIREMENTS: One time per month, within the first ten (10) consecutive work days of each month, the contractor must perform the tasks listed below.

- a. Clean/dust all venetian/mini blinds.
- b. Clean/dust baseboards.
- c. Thoroughly wash and sanitize wastebaskets.
- d. Vacuum cloth partitions. Clean bases and dust tops
- e. Vacuum upholstered furniture
- f. Vacuum vents.
- g. Dust all vertical surfaces of office furniture (desks, credenzas, file cabinets, chairs). (Perform on this schedule when the House is not in session).
- h. Damp wipe walls to remove finger prints.
- i. Damp wipe down doorknobs, light switches, etc..

2.4.5 CLEANING SPECIFICATIONS – OUT-OF-SESSION (May 21 – Dec 31) Monday through Thursday, between the hours of 6:00pm and 7:00am.

2.4.6 DAILY REQUIREMENTS: The contractor shall perform the following tasks four nights each week, Monday through Thursday, excluding House holidays, between the hours of 6:00 p.m. and 7:00 a.m. If at any time on a particular day, the contractor is unable to adequately clean due to the fact an office is occupied, the contractor shall return to that office sometime during that time period to perform the necessary cleaning.

- a. Thoroughly vacuum all carpet from wall to wall, including all entrance and exit rugs/mats. Entrance carpet must be vacuumed using a beater bar vacuum.

- b. Clean all kitchens and break-rooms, wash and disinfect all hard surfaces. Clean microwaves inside and out. Clean, polish sinks and hardware located in kitchens and break-rooms.
- c. Thoroughly sweep all hard surface floors using treated brooms or dust mops.
- d. Meeting/Hearing rooms – inspect all meeting and hearing rooms on a daily basis. Clean as necessary to keep in a first class appearance.
- e. Using damp treated cloth, wipe all flat surfaces including, but not limited to, file cabinets, conference tables and stands, bookshelves, coat racks, windowsills, etc.. (Do not move papers, or equipment such as computers, personal items, etc.)
- f. Wet-mop all hard surface floors to give a clean and satisfactory appearance. (Except wood).
- g. All wood floors will be cleaned in a manner approved to and agreed on by the House, so as to maintain a first class appearance and in a manner that maintains the longevity of the finish.
- h. Clean entrance door glass, clean door glass frames and accompanying glass panels including transoms (inside and outside) when necessary to give a satisfactory appearance. Spot clean all interior glass, as needed.
- i. Spot clean all wall and partition surfaces, including light switches when required, to give a clean and satisfactory appearance.
- j. Empty all wastebaskets, trash and disposal containers. Place trash and recycled paper in appropriate containers. Wash wastebaskets and replace plastic liners, as needed.
- k. Spot clean carpets as spots appear.
- l. Inspect the House Chambers on a daily basis. Clean as necessary to maintain a satisfactory appearance.
- m. Brush and spot clean fabric furniture, as needed.
- n. Wash all tables, as needed. Wipe all wood chairs, as needed.
- o. Spot clean all doors and frames.
- p. Remove cobwebs from all ceilings, doors, and corners within the building, as needed.
- q. If recycle bins are utilized, remove full recycle bins, place recycle bins in the pick-up location (dock), and replace with empty recycle bins.
- r. Any and all other related and contingent miscellaneous janitorial cleaning duties requested by the state agency.

2.4.7 **WEEKLY REQUIREMENTS:** The contractor shall perform the following tasks at least one (1) time every week, with at least four (4) calendar days between tasks.

- a. Clean, dust vertical surfaces of desks, credenzas, file cabinets and furniture. Perform on this schedule when House is in session.
- b. Dust doors and frames.
- c. Brush and spot clean fabric furniture.
- d. Clean/defrost refrigerators upon request.

2.4.8 **MONTHLY REQUIREMENTS:** One time per month, within the first ten (10) consecutive work days of each month, the contractor must perform the tasks listed below.

- a. Clean/dust all venetian/mini blinds.
- b. Clean/dust baseboards.
- c. Thoroughly wash and sanitize wastebaskets.
- d. Vacuum cloth partitions. Clean bases and dust tops
- e. Vacuum upholstered furniture
- f. Vacuum vents.
- g. Dust all vertical surfaces of office furniture (desks, credenzas, file cabinets, chairs). (Perform on this schedule when the House is not in session).
- h. Damp wipe walls to remove finger prints.
- i. Damp wipe down doorknobs, light switches, etc..

2.5 Restroom Requirements - The contractor shall clean and disinfect all of the private restrooms within the Missouri House, located within the Missouri State Capitol building. For purposes of restroom requirements, "*clean*" shall be defined as disinfecting, polishing, and removing all water spots. Disinfect must be "*hospital*" grade quaternary disinfectant that kills fungus, viruses, and bacteria and must have organic soil tolerance.

2.5.1 **DAILY REQUIREMENTS - Performed both IN-SESSION and OUT-OF-SESSION**

- a. Clean all horizontal and vertical surfaces of all restrooms.
- b. Clean toilet bowls, seats, hand basins, counter tops, tile walls, and walls around these fixtures.
- c. Clean all mirrors, bright work, chrome and copper pipes, and fittings.
- d. Sweep and damp mop all restroom floors and baseboards using a disinfectant, with extra attention being given under stools and urinals.
- e. Clean doors and door frames.
- f. Empty and clean (inside and out) all trash containers and sanitary disposal boxes, change liners daily.
- g. Restock dispensers to normal limits (soap, toilet tissue, paper towels).
- h. Remove spots, stains, scuff marks, finger and hand prints from all surfaces.
- i. Report all damage.

2.5.2 **MONTHLY REQUIREMENTS:** One time per month, within the first ten (10) consecutive work days of each month, the contractor must perform the tasks listed below.

- a. Clean and disinfect all walls.

- b. Clean all ceilings and ceiling vents.

2.6 Personnel Requirements:

- 2.6.1 The contractor shall supervise all the contractor's personnel and the services provided by such personnel as required to satisfactorily perform the requirements of the contract.
- 2.6.2 The contractor, or the contractor's personnel designated as a representative of the contractor, must be available during normal business hours (8:00 a.m. to 5:00 p.m.) for telephone conversations and/or meetings with Missouri House personnel regarding the janitorial services.
 - a. Such contractor contact person must have the express authority to speak on behalf of the contractor and make decisions on behalf of the contractor.
 - b. By no later than ten (10) business days after the award of the contract, the contractor shall provide the Missouri House with the name, address, and telephone number of the contractor contact person.
- 2.6.3 If requested, the contractor contact person shall accompany Missouri House personnel on a walk-through of the building(s) at any other time during the term of contract at the request of the Missouri House to address substandard, deficient, or incomplete services being provided by the contractor.
- 2.6.4 The contractor shall perform the requirements specified herein:
 - a. Upon completion of the janitorial services in each area of the building, the contractor's supervisor shall inspect and approve the satisfactory completion of all required tasks, and ensure that the lights are turned off and the doors are locked. Following the supervisor's approval, the contractor's janitorial personnel shall proceed to the next area of the building.
 - b. Secure all doors as requested by the state agency.
- 2.6.5 The contractor's personnel shall only be allowed in work areas to which they are assigned.
- 2.6.6 The contractor must ensure that each of the contractor's assigned personnel are reasonably dressed and groomed while on site, are wearing an article of clothing identifying the contractor, and have a visible picture identification tag at all times.
- 2.6.7 The contractor's personnel shall not loiter in the building nor smoke anywhere in the building, including any interior loading dock area.
- 2.6.8 The contractor and contractor's personnel shall not use any Missouri House telephones and/or equipment in the building.
- 2.6.9 The contractor's personnel shall not eat or drink in office areas. Eating and drinking will only be permitted in break areas. The contractor's personnel shall only take breaks in assigned areas.

2.7 Specific Personnel Requirements:

- 2.7.1 Day Porter/Matron Requirements – The contractor shall provide one (1) Day Porters/Matrons who must be on-site at the Missouri State Capitol Building every Monday through Thursday while the Missouri House is IN-SESSION. (Approx. January 1 - May 20).
 - a. The Day Porters/Matrons shall be responsible for the janitorial upkeep of the Missouri House during the assigned hours below:

- 1) One (1) Day Porter/Matron on-site no earlier than 8:00a.m and no later than 5:00 p.m.,
- b. The contractor's Day Porters/Matrons shall have one (1) hour lunch break.
- c. The contractor shall provide the Day Porter/Matron with communication equipment to be used for contact by the state agency. The contractor's Day Porter/Matron shall perform, but not limited to, the duties listed below.
 - 1) Any and all related and contingent miscellaneous janitorial cleaning duties requested by the Missouri House.

2.8 Security Requirements:

- 2.8.1 On a monthly basis, the contractor shall provide the Missouri House with a list of all personnel that will be providing services in the building along with their social security number, birth date, and start date.
 - a. The contractor must immediately notify the state agency of any individual that, for whatever reason, will no longer be providing services in the building.
- 2.8.2 The Missouri House reserves the right to approve or disapprove appointment of any of the contractor's personnel to provide services required by the contract. The Missouri House also reserves the right to request replacement of any personnel. Unless the situation regarding the contractor's personnel requires immediate replacement, the contractor shall be allowed at least fourteen (14) days after notification to replace unsatisfactory personnel.
- 2.8.3 The contractor shall be issued keys to all areas in which janitorial services shall be provided. The contractor must take care of and not lose any such keys. In addition, the contractor shall not duplicate any of the keys issued to the contractor. If evidence of duplication is ascertained beyond reasonable doubt, the Missouri House shall have the right to immediately replace the locks and all keys and to charge the contractor for such replacement.
 - a. Secure all doors as requested by the state agency.
 - b. In the event the contractor or a person assigned by the contractor to perform services loses a key(s), the contractor must notify the Director of Operations within one (1) working day from the date the loss is discovered. The contractor shall pay the state agency for the actual costs incurred for the replacement of all locks and keys, including keys held by the building tenants.
 - c. At the expiration/termination/cancellation of the contract, the contractor must surrender all the keys issued to the contractor by the Director of Operations. Any payments due the contractor shall be withheld until the contractor has surrendered all keys issued. In the event that all keys are not returned, the contractor shall pay the state agency for the actual costs incurred for the replacement of all locks and keys, including keys held by the building tenants.
- 2.8.4 The contractor and each of the contractor's personnel assigned to the contract must have a security clearance approved by the Missouri House prior to providing service under the contract. The contractor must obtain each of the required security clearances from the State Highway Patrol.
 - a. Prior to the effective date of the contract and assignment of any new person to provide services under the contract, the contractor shall provide the Missouri House with the following:
 - 1) A copy of the security clearance information obtained from the State Highway Patrol for each person assigned to the building,
 - 2) A completed Authorization for Release of Information Form (Attachment #1), and Confidentiality Oath (Attachment #2) individually signed by the contractor and each person assigned to the building.

3) Monthly Requirement

\$10.00 per task

- b. In the event of any breakage, damage, theft, or loss of the equipment, supplies, materials, or other items in the building(s) through negligence or other inappropriate actions of the contractor or the contractor's personnel while working on the building's premises, the contractor shall pay damages to the Missouri House in the actual amount of such loss.
- c. The contractor shall also agree and understand that such liquidated damages shall either be deducted from the contractor's invoices pursuant to the contract or paid by the contractor as a direct payment to the Missouri House at the sole discretion of the Missouri House.
- d. The contractor shall understand that the liquidated damages described herein shall not be construed as a penalty.
- e. The contractor shall agree and understand that all assessments of liquidated damages shall be within the discretion of the Missouri House and shall be in addition to, not in lieu of, the rights of the Missouri House to pursue other appropriate remedies.

2.12 Other Contractual Requirements:

- 2.12.1 Initial Contract Period - The original contract period shall commence on December 14, 2015 and continue for a period of ninety days. After that period, the contract will be on a month-to-month basis. This agreement may be canceled after the initial ninety day period by either party by giving thirty days written notice to the other party.
- 2.12.2 Renewal Periods - The offeror shall provide a firm, fixed per month price for the original contract period, including a time period through December 14th, 2016. The offeror shall also provide a maximum per month price for two (2) potential, yearly renewal periods for providing janitorial services, in accordance with the provisions and requirements specified herein. All costs associated with providing the janitorial services shall be included in the stated prices.
 - a. If renewal prices are not provided, then prices during renewal periods shall be the same as during the original contract period.
 - b. In addition, the contractor shall understand and agree that renewal period price increases specified in the contract are not automatic. At the time of contract renewal, if the Missouri House determines funding does not permit the specified renewal pricing increase or even a portion thereof, the renewal pricing shall remain the same as during the previous contract period. If such action is rejected by the contractor, the contract may be terminated, and a new procurement process may be conducted. The contractor shall also understand and agree the Missouri House may determine funding limitations necessitate a decrease in the contractor's pricing for the renewal period(s). If such action is necessary and the contractor rejects the decrease, the contract may be terminated, and a new procurement process may be conducted.
- 2.12.3 Transition - Upon expiration, termination, or cancellation of the contract, the contractor shall assist the Missouri House to ensure an orderly and smooth transfer of responsibility and continuity of those services required under the terms of the contract.
- 2.12.4 Contractor Liability - The contractor shall be responsible for any and all personal injury (including death) or property damage as a result of the contractor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition, the contractor assumes the obligation to save the Missouri House, including its agencies, personnel, and assignees, from every expense, liability, or payment arising out of such negligent act.
 - a. The contractor also agrees to hold the Missouri House, including its agencies, personnel, and assignees, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the contractor under the terms of the contract.

- b. The contractor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by the Missouri House, including its agencies, personnel, and assignees.

2.12.5 Insurance - The contractor shall understand and agree that the Missouri House cannot save and hold harmless and/or indemnify the contractor or personnel against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's personnel related to the contractor's performance under the contract. Therefore, the contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the Missouri House, its agencies, its personnel, its clients, and the general public against any such loss, damage and/or expense related to his/her performance under the contract.

2.12.6 Subcontractors - Any subcontracts for the products/services described herein must include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the contractor and the Missouri House and to ensure that the Missouri House is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontract in those matters described in the contract between the Missouri House and the contractor.

- a. The contractor shall expressly understand and agree that he/she shall assume and be solely responsible for all legal and financial responsibilities related to the execution of a subcontract.
- b. The contractor shall agree and understand that utilization of a subcontractor to provide any of the products/services in the contract shall in no way relieve the contractor of the responsibility for providing the products/services as described and set forth herein.
- c. The contractor must obtain the approval of the Missouri House prior to establishing any new subcontracting arrangements and before changing any subcontractors. The approval shall not be arbitrarily withheld.
- d. Pursuant to RSMo 285.530 (1) no contractor or subcontractor shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. In accordance with RSMo 285.525 to 285.550, a general contractor or subcontractor of any tier shall not be liable when such contractor or subcontractor contracts with its direct subcontractor who violates RSMo 285.530 (1), if the contract binding the contractor and subcontractor affirmatively states that:
 - 1) The direct subcontractor is not knowingly in violation of RSMo 285.530 (1) and
 - 2) Shall not henceforth be in such violation and
 - 3) The contractor or subcontractor receives a sworn affidavit under the penalty of perjury attesting to the fact that the direct subcontractor's personnel are lawfully present in the United States.

2.12.7 Authorized Personnel:

- a. The contractor shall only utilize personnel authorized to work in the United States in accordance with applicable federal and state laws. This includes but is not limited to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) and INA Section 274A
- b. If the contractor is found to be in violation of this requirement or the applicable state, federal and local laws and regulations, and if the Missouri House has reasonable cause to believe that the contractor has knowingly employed individuals who are not eligible to work in the United States, the state shall have the right to cancel the contract immediately without penalty or recourse and suspend or debar the contractor from doing business with the state.

- c. The contractor shall agree to fully cooperate with any audit or investigation from federal, state, or local law enforcement agencies.

2.12.8 Confidentiality - The contractor shall agree and understand that all discussions with the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the Missouri House.

3. PROPOSAL SUBMISSION INFORMATION

3.1 Submission of Proposals:

3.1.1 When submitting a bid, the offeror should include two (2) additional copies along with their original proposal.

- a. Open Records - Pursuant to section 610.021, RSMo, the offeror's proposal shall be considered an open record after a contract is executed or all proposals are rejected.

3.1.2 The Missouri House is not obligated to accept the lowest cost or any proposal.

The Missouri House reserves the right to:

1. reject any and all proposals;
2. waive technicalities or irregularities;
3. issue no contract;
4. accept any proposal it determines to be in the Missouri House's best interest;
5. negotiate any and all of the scope and terms of the contract;
6. add or remove scope into the contract negotiation process.

The Missouri House may at its discretion seek clarification from any or all participating vendors regarding proposal information and may do so without notification to other responders.

3.1.3 To facilitate the evaluation process, the offeror is encouraged to organize their proposal into sections that correspond with the individual evaluation categories described herein. The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the Missouri House is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.

- 1) Cost
- 2) Offeror's Experience, Reliability, Expertise of Personnel and Method of Performance

3.1.4 Objective Evaluation of Cost – The objective evaluation of cost shall be conducted as follows:

- 1) The objective evaluation of cost shall be based on the following:
 - The total annual cost shall be determined based on the firm, fixed per square foot, per month prices for the original contract period and each potential renewal period:

$$\frac{\text{Lowest Responsive Offeror's Price}}{\text{Compared Offeror's Price}} \times 100 = \text{Assigned Cost Points}$$

- 3.1.5 Experience and Reliability - The qualifications of the personnel proposed by the offeror to perform the requirements of this IFB will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- a. Personnel Qualifications - If personnel are not yet hired, the offeror should provide detailed descriptions of the required employment qualifications; and detailed job descriptions of the position to be filled, including the type of person proposed to be hired.
- 3.1.6 Evaluation of Method of Performance - Proposals will be subjectively evaluated based on the offeror's plan for performing the requirements of the IFB. Therefore, the offeror should present information which demonstrates the method or manner in which the offeror proposes to satisfy these requirements and which confirms the offeror's ability to satisfy the requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- 3.1.7 Budget/Price Analysis - The offeror should provide a budget or price analysis for the per square foot, per month price. The offeror's breakdown of the quoted price should be shown in sufficient detail to demonstrate those factors affecting the price such as personnel costs, cleaning costs, supplies, etc.
- a. In the event of a discrepancy between the offeror's price breakdown and the per square foot, per month price for janitorial services, the per square foot, per month price for janitorial services shall govern.

3.2 Evaluation and Award Process:

- 3.2.1 After determining that a proposal satisfies the mandatory requirements stated in the IFB , the evaluator(s) shall use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below. The contract shall be awarded to the lowest and best proposal.

Evaluation Criteria Scoring Category	Maximum Points
Cost	100
Offeror's Experience, Reliability, Expertise of Personnel and Method of Performance	100
TOTAL	200 points