



OLYMPIA, WASHINGTON

REQUEST FOR PROPOSALS - 2403 JANITORIAL SERVICES AND SUPPLIES

REQUEST FOR PROPOSALS (RFP) RELEASE DATE:

May 9, 2024

PRE-PROPOSAL MEETING/SITE VISIT:

Date: May 17, 2024

Time: 9:00 a.m. Pacific Time (PT)

Location: 510 Pattison Street SE, Olympia, WA 98501

APPROVED EQUALS DEADLINE:

Date: May 15, 2024

Time: 5:00 p.m. (PT)

QUESTION & CLARIFICATION DEADLINE:

Date: May 22, 2024

Time: 5:00 p.m. (PT)

PROPOSAL DUE DATE AND TIME:

Date: May 31, 2024

Time: 10:00 a.m. (PT)

CONTACT PERSON:

Noelle Gordon

Procurement Coordinator

(564) 233-8702

ngordon@intercitytransit.com

LEGAL ADVERTISEMENT

INTERCITY TRANSIT

**REQUEST FOR PROPOSALS #2403
JANITORIAL SERVICES AND SUPPLIES**

Intercity Transit, the public transportation provider in Thurston County, Washington, is seeking Proposals for Janitorial Services and Supplies at its locations in Olympia and Lacey, Washington.

Solicitation documents for this opportunity are available online through Washington's Electronic Business Solution (WEBS) located at <https://fortress.wa.gov/ga/webs/>. Proposers are responsible to register in WEBS and download the RFP 2403 solicitation documents in order to receive automatic e-mail notification of any future Addenda.

An optional Pre-Proposal Meeting/Site Visit will be held on May 17, 2024 at 9:00 a.m. (PT) at Intercity Transit, 510 Pattison Street SE, Olympia, WA 98501.

Proposals are due no later than May 31, 2024 at 10:00 a.m. (PT).

Please contact Noelle Gordon, Procurement Coordinator, by phone at (564) 233-8702 or email at ngordon@intercitytransit.com with any questions regarding this solicitation.

Intercity Transit is committed to maximum utilization of minority, women and disadvantaged businesses, and small businesses. All businesses are encouraged to apply.

PUBLISHED IN: The Olympian
 Daily Journal of Commerce
 Washington's Electronic Business Solution (WEBS)
 Office of Minority and Women's Business Enterprises (OMWBE)

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SECTION 1 - INTRODUCTION

1.1 PURPOSE AND BACKGROUND

Intercity Transit (Transit), the public transportation provider in Thurston County, Washington, is conducting this Request for Proposals (RFP) in order to establish a Contract for Janitorial Services and Supplies.

Transit is the leader, major advocate, and primary source of public transportation in Thurston County. Transit currently manages the following eight (8) fully operational facilities requiring Janitorial Services and Supplies:

1. **Administration & Operations (AdOps):** 510 Pattison Street SE, Olympia, WA 98501
2. **Maintenance Shop:** 526 Pattison Street SE, Olympia, WA 98501
3. **Fuel Wash Facility/Walk & Roll (FWF/WNR):** 2955 Martin Way SE, Olympia, WA 98501
4. **Olympia Transit Center 1(OTC1):** 222 State Avenue NE, Olympia, WA 98502
5. **Olympia Transit Center 2 (OTC2):** 205 Franklin St NE, Olympia, WA 98502
6. **Lacey Transit Center (LTC):** 610 Golf Club Place, Lacey, WA 98503
7. **Centennial Station (Amtrak):** 6600 Yelm Highway SE, Lacey, WA 98503
8. **Martin Way Park and Ride (MWPR):** 4800 Martin Way E, Lacey, WA 98516

The required Janitorial Services will include, but are not limited to, all necessary labor, supervision, materials, equipment, and supplies to perform high quality Janitorial Services successfully and consistently.

In addition to Janitorial Services, the Awarded Contractor will obtain and manage the consumable products supply needed by each facility listed above and deliver the required supplies to each facility on a just-in-time basis. Such products include, but are not limited to, toilet paper, paper towels, trash bags, hand soap, and hygiene products. The Required Janitorial Supplies document included in [Appendix B](#) provides a list of required janitorial products and their corresponding estimated usage data.

Transit does not represent or guarantee any minimum purchase. This Solicitation does not obligate Transit to contract for the goods and/or services specified herein. Any quantities listed herein are for proposal purposes only and represent estimated requirements. Transit reserves the right to add, remove, or otherwise modify any requirements, products, and/or facilities to meet the operational and strategic objectives of the agency.

In the event that Transit constructs or acquires any new facilities or modifies existing facilities during the term of the Contract awarded as a result of this solicitation, Transit reserves the right to incorporate or update Janitorial Services and Supplies at any new or modified facility through mutual agreement with the Awarded Contractor. In the event that services are no longer needed at a specific facility or portion thereof, Transit also reserves the right to reduce or remove services as needed.

1.2 SCOPE OF WORK AND SPECIFICATIONS

The Awarded Contractor will provide Janitorial Services and Supplies in accordance with the Scope of Work and Specifications provided in [Appendix A](#).

1.3 PROPOSER LICENSING REQUIREMENTS

The successful Proposer must have the following prior to Contract award:

1. A current Washington State business license.
2. A current City of Olympia business license per [Chapter 5.02](#) of the Olympia Municipal Code.
3. A current City of Lacey business license [per Chapter 5.12](#) Business Registration Lacey Municipal Code

1.4 CONTRACT TERM

The initial term of the Contract resulting from this RFP will be from September 1, 2024 through August 31, 2025. The Contract may be extended for four (4) additional one (1) year terms or portions thereof, with a maximum contract end date of August 31, 2029, unless special circumstances dictate otherwise. Extension for each additional term may be offered at the sole discretion of Transit and will be subject to written mutual agreement.

SECTION 2 - GENERAL INFORMATION

2.1 PROCUREMENT COORDINATOR

All questions and communication concerning Solicitation must be directed to the Procurement Coordinator listed below. All oral communication will be considered unofficial and non-binding. Proposers are to rely only on written statements issued by the Procurement Coordinator.

Procurement Coordinator: Noelle Gordon
Email Address: ngordon@intercitytransit.com
Phone Number: (564) 233-8702
Address: Intercity Transit
510 Pattison Street SE
Olympia, WA 98501

2.2 ANTICIPATED PROCUREMENT SCHEDULE

The activities and dates listed below represent the anticipated procurement schedule. Transit reserves the right to change the schedule. Transit will post any changes to the Pre-Proposal Meeting/Site Visit schedule, Questions and Request for Clarifications and/or Equals deadline, or Proposal Due Date and Time on Washington's Electronic Business Solution (WEBS) at <https://fortress.wa.gov/ga/webs/>.

Procurement Activity	Date and Time (Pacific Time)
RFP Release	May 9, 2024
Attendance Confirmation Due to Procurement Coordinator for Pre-Proposal Meeting/Site Visit	May 15, 2024
Requests for Approved Equals and Samples Due	May 15, 2024, 5:00 p.m.
Pre-Proposal Meeting/Site Visit	May 17, 2024, 9:00 a.m.
Questions and Requests for Clarifications	May 22, 2024 5:00, p.m.
Proposal Due Date and Time	May 31, 2024, 10:00 a.m.
Evaluations Begin	May 31, 2024
Anticipated Interviews	June 25, 26, 27, 2024
Anticipated Contract Award Date	July 18, 2024
Anticipated Contract Start Date	September 1, 2024

2.3 PRE-PROPOSAL MEETING/SITE VISIT

Transit will host an optional Pre-Proposal Meeting/Site Visit which will begin at the time, date and location identified below. While attendance is not mandatory, Proposers are encouraged to attend. This meeting will provide prospective Proposers an opportunity to seek clarification and raise concerns related to the Solicitation. Each prospective Proposer is obligated to raise pertinent issues during this meeting. If interpretations, specifications, or other Solicitation concerns warrant a change or clarification as a result of the meeting, the Procurement Coordinator will do so by issuing an Addendum posted on [WEBS](#).

Pre-Proposal Meeting Date: May 17, 2024
Pre-Proposal Meeting Time: 9:00 a.m. (PT)
Pre-Proposal Meeting Location: Intercity Transit Administration Facility
510 Pattison Street SE
Olympia, WA 98501

The Pre-Proposal Meeting/Site Visit will include a Transit-escorted visit to the eight (8) Transit facilities which require Janitorial Services and Supplies. Transit will provide meeting attendees with Transportation to the facilities. Proposers who plan to attend the Pre-Proposal Meeting/Site Visit should contact the Procurement Coordinator, via phone or email, to confirm the number of individuals from your firm planning to attend, no later than the date and time specified in the Anticipated Procurement Schedule in Section 2.2 above. This will assist Transit in providing adequate transportation for all meeting attendees. For Proposers who plan to attend, the estimated time scheduled for the site visit portion is approximately 4-6 hours ending at the Pattison Street facilities.

2.4 SOLICITATION DOCUMENT AVAILABILITY

Solicitation Documents are available on-line through [WEBS](#). Proposers are responsible to register in WEBS and download the Solicitation Documents. Contact WEBS customer service at (360) 902-7400 or WEBSCustomerService@des.wa.gov if you require assistance with the WEBS registration process or need help accessing the Solicitation Documents.

Transit will post Addenda or pertinent schedule changes on WEBS. Proposers are responsible to check for updates and obtain any Addenda related to this Solicitation. Failure to do so may result in submission of a Proposal inconsistent with the most current information and may result in disqualification.

2.5 EXAMINATION OF DOCUMENTS

Proposer must thoroughly examine all Solicitation Documents, including but not limited to, the RFP, Solicitation Standards, Sample Contract, Proposal Submittal Document, Service Schedule, Required Janitorial Supplies, Required Chemicals and Cleaners, Request for Approved Equals Form, any other material referenced or incorporated herein, and any Addenda. Submission of a Proposal constitutes acknowledgment that the Proposer has thoroughly examined all Solicitation Documents.

Proposer's failure or neglect to receive or examine any of the Solicitation Documents, statutes, ordinances, regulations, and permits will in no way relieve the Proposer from any obligations with respect to the Proposal or any resulting Contract.

Transit will reject claims for additional compensation based upon a lack of knowledge or misunderstanding of any of the Solicitation Documents, statutes, ordinances, regulations, permit requirements, or other materials referenced or incorporated in this RFP.

2.6 QUESTIONS AND CLARIFICATION REQUESTS

Proposer questions and/or requests for clarification regarding this RFP will be allowed consistent with the respective dates specified in the Anticipated Procurement Schedule. All Proposer questions and/or requests for clarification must be submitted in writing via email to the Procurement Coordinator. It is at Transit's sole discretion to accept or reject any request for changes.

Transit will provide an official written response to Proposer questions received by the respective deadlines. Proposers will not rely on any oral statements or conversations with Transit representatives for RFP questions and/or clarifications. Verbal responses to questions and/or clarifications will be considered unofficial and non-binding. Only written responses posted to WEBS in the form of an Addendum will be considered official and binding. All such Addenda will become part of the Solicitation and any awarded Contract.

If no requests for clarification are received, Transit will conclude that the Proposer intends to comply with the Solicitation Documents as written in their entirety.

2.7 APPROVED EQUALS REQUESTS

Proposer requests for approved equals are due no later than the date and time identified in the Anticipated Procurement Schedule. All such requests must be submitted in writing via email to the Procurement Coordinator. It is at Transit's sole discretion to accept or reject these requests.

Proposers offering a product other than those specified in the Required Janitorial Supplies and/or Chemicals and Cleaners List documents are to complete the Request for Approved Equals Form provided in [Appendix B](#). If requesting an approved equal, Proposer must provide the brand name, manufacturer, and manufacturer's item number for each proposed product. A product sample must also be provided for evaluation by Transit. Samples must include enough of the product for Transit to effectively review and test the item to determine whether it is of equal quality to the originally specified product. Samples will not be returned. Requests for Approved Equals Forms and Samples must be received consistent with the deadline stated in the Anticipated Procurement Schedule.

Each request must provide adequate technical information to allow Transit to make an informed decision. Transit reserves the right to deny requests which lack sufficient information. Transit will review all timely requests for approved equals or deviations and issue solicitation Addenda as necessary to document approval or denial. If no requests for approved equals are received, Transit will conclude that the Proposer intends to fully comply with all requirements as written.

2.8 WAGES AND LABOR PROVISIONS

The Contract resulting from this Solicitation is subject to Chapter 39.12 RCW, and amendments and regulations, relating to Washington State prevailing wages, benefits, and other requirements.

The Awarded Contractor, each Subcontractor, and any other person doing any work under the Contract resulting from this Solicitation must pay laborers workmen or mechanics not less than the prevailing rate of wage for an hours work in the same trade or occupation in the Washington State locality where such labor is performed. Washington prevailing wage rates are available at [Journey Level Rates for Public Works Contracts \(wa.gov\)](#). Bidders may also obtain a copy of the current Prevailing Wage Rate Publication by written request to the Procurement Coordinator, or may review the publication located at the Intercity Transit Procurement Office.

The Awarded Contractor is responsible to ensure proper wages are paid and the appropriate documentation is submitted to Transit. Wages and benefits higher than the minimums required by law may be paid. In the event wage rates and benefits change during the first year of the Contract term, the Awarded Contractor will bear the cost of changes and will not have any claim against Transit on account of such changes.

2.9 SOLICITATION STANDARDS

The Solicitation Standards document is provided in [Appendix B](#). This document contains important information for Proposers applicable to this Solicitation. The terms and conditions provided in the Solicitation Standards document apply directly to, and are incorporated by reference, into this Solicitation and the Contract resulting from this Solicitation. As such, Proposers do not need to attach this document with their Proposal. It is the Proposer's responsibility to read and fully understand the details of all items contained herein prior to Proposal submittal.

2.10 CONTRACT TERMS

A Sample Contract has been included in [Appendix B](#). Transit expects the final Contract signed by the successful Proposer to be substantially the same as the Sample Contract. Proposer's submission of a Response to this Solicitation constitutes general acceptance of these Contract requirements. The foregoing should not be interpreted to prohibit either party from proposing additional Contract terms and conditions during the negotiation of the final Contract. The Sample Contract contains several protective terms and conditions in favor of Transit that are **NOT Negotiable** and Proposers should address any concerns during the Questions & Clarifications window described in Section 2.6. Proposers are cautioned to offer based on the contract terms as written.

2.11 INCORPORATION OF DOCUMENTS INTO CONTRACT

A Proposal submitted in response to this Solicitation is an offer to contract with Transit. This Solicitation document, all incorporated documents, any subsequent Addenda, and the successful Proposer's Response will be incorporated by reference into the resulting Contract. The Contract Documents comprise the entire agreement between the parties concerning the work to be performed. It is the intent of the Contract Documents to describe the work, functionally complete, to be constructed in accordance with the Contract Documents. Any work, materials or equipment that may be reasonably inferred from the Contract Documents as being required to produce the intended result will be supplied whether or not specifically called for.

SECTION 3 – PROPOSAL SUBMITTALS

Respond to the following requirements in this section.

3.1 PROPOSAL SUBMITTAL REQUIREMENTS

Proposer must complete and provide the following information (1-8) using the Proposal Submittal Document of [Appendix B](#). Incomplete or vague responses may be considered non-responsive and may be rejected. Failure to complete and submit all items listed in this section may disqualify the Proposer from further participation in this RFP.

1. Proposer Acknowledgements

The Proposer Acknowledgements must be signed by the Proposer's Authorized Representative. Proposer must complete the acknowledgement of Addenda receipt box(es)

by filling the “addenda numbers” fields for each Solicitation Addenda issued and complete the signature box information on the Proposer Acknowledgements page.

2. Proposer Information

Proposer must complete the Proposer Profile, Proposer Authorized Representative, Proprietary or Confidential Information, Certified DBE and SBE Status, and Statement of Prior Contract Termination sections. Proposer may attach additional sheets if necessary.

3. Subcontractor Information

Proposer is instructed to complete the Subcontractor Information section if the Proposer intends on utilizing Subcontractors. If Proposer does not intend to use Subcontractors, the Proposer is not required to complete this section of the Proposal Submittal Document. If no information is entered, Transit will assume that Subcontractors will not be used.

Transit will accept Proposals that include third-party involvement only if the Proposer submitting the Proposal agrees to take complete responsibility for all actions of such Subcontractors. Proposer must disclose the use of any Subcontractor(s) in their Proposal. If applicable, Proposer will identify all Subcontractors who will perform services in fulfillment of Contract requirements, including their name, the nature of services to be performed, address, telephone, email, federal tax identification number (TIN), Washington State Unified Business Identifier (UBI), and DBE or SBE certification status. Transit reserves the right to approve or reject any and all Subcontractors that Proposer proposes. Any Subcontractors not listed in the Proposer’s Response who are engaged after award of the Contract, must be pre-approved, in writing, by Transit before providing services under the Contract.

In accordance with RCW 39.06, a Public Works Contractor must verify responsibility criteria for each first-tier Subcontractor, and a Subcontractor of any tier that hires other Subcontractors must verify responsibility criteria for each of its Subcontractors. This shall in no way release the Contractor from its obligations under the Contract and Solicitation Documents. The Contractor shall be fully responsible to Transit for the acts and omissions of its Subcontractors. Nothing contained herein shall create any contractual relationship between Transit and any Subcontractor.

4. References

Proposer must submit a **minimum of three (3)** references for which the Proposer has provided services similar to those described herein.

Through this submission, Proposer grants permission to Transit to independently contact the references. Transit reserves the right to obtain and consider information from other sources concerning a Proposer, such as Proposer’s capability and performance under other contracts, Proposer’s financial stability, past or pending litigation, and other publicly available information.

5. Janitorial Supply Checklist

Proposer must complete and submit the Janitorial Supply Checklist, agreeing to provide the products approved by Transit.

6. Chemicals and Cleaners List

Proposer must complete and submit the Chemicals and Cleaners List, agreeing to provide chemicals and cleaners approved by Transit.

7. Non-Cost Proposal

Proposer must complete and submit the Non-Cost Proposal Section. Proposer may attach additional sheets if necessary.

8. **Cost Proposal**

Proposer must complete and submit the Cost Proposal Section. Proposer may attach additional sheets if necessary.

Prices will be in U.S. dollars. Proposers will extend unit pricing as required. In the event of an error in the extension of prices, the unit price will prevail. All Proposal prices will remain firm for a minimum of sixty (60) Calendar Days from the Proposal due date.

Proposal prices will include everything necessary for the procurement of the Contract, execution and completion of the work, and fulfillment of the Contract. This includes but is not limited to, furnishing of all materials, delivery costs, equipment, tools, labor and services, Proposal preparation costs, Contract management costs and administrative costs, except as may be provided otherwise in the solicitation documents.

All applicable taxes which the Awarded Contractor is required to pay, including retail sales or use taxes, must be included in the Proposer's proposed price(s) for the work under the Awarded Contract. No adjustments will be made in the amount to be paid by Transit under the Awarded Contract due to any misunderstanding by or lack of knowledge of the Proposer as to liability for, or the amount of, any taxes for which the Proposer is liable or responsible by law or under the Awarded Contract or because of any increases in tax rates imposed by any Federal, State or local government.

No payments in advance or in anticipation of goods or services to be provided under any resulting Contract will be made. Awarded Contractor will only be compensated for performance delivered and accepted by Transit.

3.2 SUBMITTAL INSTRUCTIONS

Proposer will submit their complete Proposal in the following manner:

- A. Proposal:** Proposer must complete and submit all sections of the Proposal Submittal Document, located in [Appendix B](#), as their Proposal. One (1) electronic copy of the Proposer's complete Proposal must be received by Transit on or before the **Proposal Due Date and Time** set forth in Section 2.2, Anticipated Procurement Schedule.
- B. Delivery of Proposal:** The Proposal must be delivered as follows:
 1. **Electronic Submittal:** Send Proposal Submittal Document as email attachment to bidbox@intercitytransit.com. Transit will only accept Proposals for this RFP via email/email attachment. Proposer is required to submit its response to the email address provided in this section. Any other form of delivery will not be accepted and will be deemed non-responsive.
 2. **Email Subject Line:** The email subject line should include the RFP number and Proposer's name (i.e. RFP-2403 – ABC Company). This RFP number is used by the Procurement team for search and filter features. Failure to include the RFP number in the email subject line may result in the disqualification of your Response.
 3. **Maximum File Size:** The maximum file size must be 25 Megabytes (MB) or less. Files sizes above 25MB may be corrupted and not received by Transit. An automatic courtesy acknowledgement response that we received a message will be sent to you when bidbox@intercitytransit.com receives your email. This automatic response is not a guarantee the files were received and/or are intact.

4. **Signature:** For the purposes of this solicitation, Transit will accept a typed signature of an individual's name as the symbol of signature as authorized by RCW 1.80. Proposer is instructed to insert an electronic, typed signature (first and last name typed in), or actual signature into each section of the Proposal Submittal Document where a signature is required/requested. Signatures, that do not identify an individual, such as "Sales Team" or "Company Name" or "Government Contracts", will be disqualified for failing to name an individual.

C. Time of Receipt: Time of receipt will be determined by the date and time the Proposal is received by bidbox@intercitytransit.com. Proposer accepts all risks of late delivery regardless of fault or chosen method of delivery.

Proposals are to be submitted in the format described in this Solicitation. No oral, faxed, mailed or telephone Proposals or modifications will be accepted or considered. All Proposals and any accompanying documentation become the property of Transit and will not be returned.

D. Note to Proposer: It is up to the Proposer to decide when to submit the response to Transit. While Transit does its best to make response submittal easy, technological failures can occur, and while unfortunate, a response sent by a Proposer but not received or unable to be located by the Procurement Coordinator, corrupted files, and/or Proposals received after the due date and time noted in Section 2.2, as indicated by the timestamp on the email when printed to PDF, or any other failure, for any reason, no matter the cause, regardless of responsibility or fault, will be rejected.

3.3 LATE PROPOSALS

Any Proposal received after the exact time specified for the Proposal due date and time will not be accepted or considered. The exact time is designated as the date and time received by the bidbox@intercitytransit.com in conformity with Section 3.2, D - Note to Proposer.

3.4 PROPOSER RESPONSIVENESS

Proposer must respond to each question/requirement contained in this RFP. Failure to demonstrate to Transit that your firm meets RFP requirements and/or comply with any applicable item may result in the Response being deemed non-responsive and disqualified from further consideration.

Transit, at its sole discretion, reserves the right to consider the actual level of Proposer's compliance with Solicitation requirements, accept or reject any and all Proposals received, waive any irregularities or minor informalities, to accept any items or combination of items, and to request additional information required to fully evaluate a Proposal.

SECTION 4 - EVALUATION AND AWARD

4.1 OVERVIEW

The responsive responsible Proposer whose Proposal is determined to best meet all RFP requirements and is the most advantageous to Transit, based on the evaluation factors described herein, will be declared the successful Proposer. All Proposals are subject to Transit's final approval as to whether they meet all RFP requirements.

4.2 EVALUATION CRITERIA

The scores for each Proposal will be assigned a relative importance for each scored section as follows:

PHASE 1 EVALUATION

Phase 1 Requirements	Max Points
Non-Cost Proposal:	180 points
Cost Proposal:	120 points
Total Possible Phase 1 Points:	300 points

PHASE 2 EVALUATION (OPTIONAL)

Phase 2 Requirements	Max Points
Interview:	100 points
Total Possible Phase 2 Points	100 points

4.3 EVALUATION PROCESS

1. Initial Determination of Responsiveness (pass/fail)

Responses will be reviewed initially by the Procurement Coordinator to determine on a pass/fail basis compliance with administrative requirements as specified in this RFP. Only responses that meet this requirement will move to the next evaluation step.

Transit reserves the right to determine at its sole discretion whether Proposer's Response meets the Responsiveness criteria as set forth within this document. If all responding Proposers are determined to be Non-Responsive, Transit will cancel the Solicitation and reject all Proposals.

Only Responses that pass the Initial Determination of Responsiveness review will be further evaluated based on the requirements in this Solicitation.

2. Phase 1 Evaluation - Non-Cost and Cost Elements (scored)

a. Non-Cost Proposal Evaluation:

Evaluators will score each element of the Non-Cost Proposal. The Procurement Coordinator will tabulate evaluators' scoring. Transit will calculate a single score for each Non-Cost Proposal. There are a maximum of **180 points** available for the Non-Cost Proposal.

b. Cost Proposal Evaluation:

The Procurement Coordinator will calculate the Cost score using Proposer's Cost Proposal submittal. The total available points for the Cost Proposal section are **120 points**. Cost scores will be calculated by combining elements of the Cost Proposal to determine the overall cost to Transit. The Proposer's Cost Proposal will be scored in relation to the other Cost Proposals received, with the lowest Cost Proposal receiving the maximum available points. Other higher cost bids will receive a pro rata share of points. Example: Bid #1 is the low bid at \$100 and earns 120 points. Bid #2 is the second low bid at \$200 and earns 60 points. $\$100 / \$200 = .5$. $120 \text{ points} \times .5 = 60 \text{ points}$.

c. Proposer Total Phase 1 Score:

Proposer's Total Phase 1 Score will be calculated by summing Non-Cost and Cost Proposal points (maximum of **300 points**).

3. Phase 2 Evaluation - Interview (scored) (Optional)

Transit reserves the right to schedule Interviews if determined to be in the best interest of Transit. In the event Interviews are required, Transit will contact the top-scoring Proposer(s) from Phase 1 to schedule an Interview date, time, and location. Phase 1 scoring will only be used to determine which Proposer(s) move to Phase 2. Phase 2 scoring will be used during the remainder of the RFP evaluation process to determine the Successful Proposer. There are a maximum of **100 points** available for the Interview. Commitments made by the Proposer during the Interview, if any, will be considered binding.

4. References & Responsibility (pass/fail)

Transit reserves the right to check references after Proposal submittal, to assist in determining the overall responsibility of the Proposer. References may be checked during Proposal evaluation determine the responsibility of Proposers. Transit reserves the right to reject any Proposal submittal if the Proposer receives unfavorable references and may use results as a factor in award. Transit reserves the right to seek and substitute other references to determine the sufficiency of the Proposer's level of responsibility including but not limited to the Proposer's character, wherewithal to carry out the contract, reputation in the community, and past performance.

5. Evidence of Qualification (pass/fail)

After Proposal submittal, Transit reserves the right to make reasonable inquiry and/or requests for additional information, to assist in determining the overall responsibility of any Proposer. Requests may include, but are not limited to, educational degrees, business licenses, financial statements, credit ratings, references, record of past performance, experience, available equipment, criminal background check, clarification of Proposer's offer, and on-site inspection of Proposer's or Proposer's Subcontractor's facilities. Failure to respond to said request(s) in the time allotted by Transit may result in the Proposer being deemed non-responsive and thus disqualified. Transit reserves the right to reject any Proposal where, upon investigation of the available evidence or information, Transit is not satisfied that the Proposer is qualified to fulfill Contract requirements.

4.4 OVERVIEW OF THE AWARD PROCESS

The successful Proposer, if any, will be the responsive, responsible, qualified Proposer whose Proposal, in the sole opinion of Transit, best meets the requirements set forth in this RFP and is in the best interest of Transit. Transit may enter into Contract negotiations with the successful Proposer.

All responsive Proposers responding to this solicitation will be notified when Transit has determined the successful Proposer.

If Transit and the successful Proposer are unable to negotiate an acceptable Contract within a reasonable amount of time, Transit will terminate negotiations and will proceed to negotiations with the next highest ranked Proposer. After contract award, should that contractual relationship between the awarded Proposer and Transit end, Transit may approach the non-awarded Proposer(s) to explore if a contractual relationship can be formed to cover the remaining possible life available under Section 1.4 – Contract Term.

Transit will be required to make a recommendation of the successful Proposer to the Intercity Transit Authority (Authority). If the Authority concurs, a Contract will be awarded to the successful Proposer.

4.5 EXECUTION OF CONTRACT

The successful Proposer will execute the final Contract and return to Transit, together with the evidences of insurance, within ten (10) Business Days of its receipt. After execution by Transit, a fully signed Contract will be returned to the Awarded Contractor. The Insurance minimum policy limits and other requirements are within [Appendix B](#) - Sample Contract.

4.6 POST AWARD MEETING

The Awarded Contractor may be required to attend a post award meeting scheduled by the Procurement Coordinator to discuss Contract performance requirements. The time and place of this meeting will be scheduled following Contract award.

APPENDIX A – SCOPE OF WORK AND SPECIFICATIONS

1. SCOPE OF WORK

The Awarded Contractor will provide Janitorial Services and Supplies in accordance with, but not limited to, the requirements as stated herein at the following fully operational Transit facilities:

#	Transit Facility	Distance from Admin. Building	Hours of Operation	Est. # Of Emp.	Open to the Public
1	AdOps	NA	Mon-Sun 5:00 a.m.-11:00 p.m.	200	No
2	FWF/Walk N Roll	NA	Mon-Sun 5:00 a.m.-Midnight	25	No
3	Maintenance Shop	NA	Mon-Fri 24 hours Sat-Sun 5:00 a.m.- 11:00 p.m.	50	No
4	Olympia Transit Center 1 (OTC 1)	2.1 miles or approx. 6 min. drive	Mon-Sun 5:00 a.m.-11:00 p.m.	10	No
5	Olympia Transit Center 2 (OTC 2)	2.1 miles or approx. 6 min. drive	Mon-Sun 6:00 a.m.-11:00 p.m.	50	Yes
6	Lacey Transit Center (LTC)	1.9 miles or approx. 6 min. drive	Mon-Sun 5:00 a.m.-10:00 p.m.	25	Yes
7	Centennial Station (Amtrak)	6.0 miles or approx. 15 min. drive	Mon-Sun 7:00 a.m.-10:00 p.m.	5	Yes
8	Martin Way Park & Ride (MWPR)	2.5 miles or approx. 5 minutes	Mon-Sun 24 hours	10	No

Services: Janitorial Services include, but are not limited to, all necessary labor, supervision, materials, equipment, and supplies to successfully perform Janitorial Services in accordance with best practices and industry standards.

Supplies: The Awarded Contractor will also obtain, provide, and manage the consumable products supply required at Transit’s facilities, and ensure product delivery to each facility on a just-in-time basis. The Awarded Contractor will provide the listed products, described in the Required Janitorial Supplies document located in Appendix B. This does not include chemicals and cleaners that will be used to perform the required cleaning tasks.

2. GENERAL REQUIREMENTS

In the performance of Janitorial Services, the Awarded Contractor will:

- a. The ability to provide Janitorial Services and Supplies in accordance with industry standards and best practices.
- b. First quality workmanship will be provided, and quality equipment, materials, and supplies used in performance under the contract. Best management practices of the building cleaning industry are required with regard to sanitation, housekeeping, safety, and public relations. At a minimum, materials and methods will be in accordance with current best practices promulgated by the ISSA-the Worldwide Cleaning Industry Association and the International Executive Housekeeping Association. Standards may be viewed at www.issa.com or www.ieha.org.

- c. Insofar as practical, employ work methods or means that will avoid interruption and interference with Transit operations. Transit's Project Manager will have final approval of the service schedule.
- d. Perform as-needed janitorial services, other than those specifically identified herein, as mutually agreed upon in writing between the parties.
- e. Perform services in a detail-oriented, professional, courteous, and safe manner at all times.
- f. Respond promptly to emergent on-call needs or janitorial issues at Transit facilities during regular janitorial service hours.
- g. Ensure that Transit's Project Manager has appropriate contact information to reach the janitorial supervisor at all times during regular service hours to ensure prompt response to immediate issues.
- h. Obtain, provide, and manage the consumable products supply required at Transit facilities, listed in the Required Janitorial Supplies document provided in Appendix B, or equal product pre-approved by Transit, and ensuring their delivery to each facility on a just-in-time basis.
- i. Provide all equipment, training, and materials necessary to meet Contract requirements.
- j. Perform and document completion of all designated tasks in accordance with industry standards and best practices.
- k. Use a method other than public transportation to transport required supplies and janitorial equipment to each Transit facility.
- l. Ensure that all employees performing work at Transit facilities have a valid Washington State Driver's license or a designated driver who does.
- m. Ensure that all employees performing work at Transit facilities have passed a Washington State Patrol background check, prior to beginning work at any Transit facility.

3. SERVICE SCHEDULE

- a. The Awarded Contractor will provide services in accordance with the Service Schedule included in Appendix B.
- b. All designated tasks required during a defined service shift are to be completed at some point during that service shift. Tasks should be broken up to ensure maximum coverage throughout the day. Transit anticipates that the Awarded Contractor will work with Transit's Project Manager to ensure the actual cleaning schedule is appropriate for Transit's facilities.
- c. Within thirty (30) Calendar Days of award, the Awarded Contractor will prepare a proposed annual schedule, outlining approximate dates for monthly, quarterly, and annual services to be approved by Transit's Project Manager.
 - a. Once the annual schedule is approved by Transit, the Awarded Contractor will not change or amend the schedule without the prior written approval of Transit.
- d. Day Porter: The awarded contractor will ensure that all Day Porter duties are carried out daily listed in the service schedule.
- e. Service Cleaning Standards: The minimum standards are listed in the service schedule to ensure minimum quality of service for each site that will be cleaned.
- f. Facility Requirements and Schedule: Each location is listed with requirements for the Day Porter, night requirements, monthly requirements, and quarterly requirements.
- g. Special Cleaning Requirements: This includes special cleaning requirements for Elevators and Windows.

- h. Holiday Schedule: The Awarded Contractor will provide regularly scheduled tasks on holidays, unless otherwise noted in the Holiday Schedule. The holiday schedule may vary by facility.
- i. Fixture Counts: The current fixture count in each Transit Facility is provided in the table below. Transit reserves the right to modify the fixture count to meet the operational objectives of the agency.

Fixture and Count	ADOPS	FWF/WNR	Maint. Shop	OTC 1	OTC 2	LTC	Amtrak	MWPR
Porcelain Wall Mounted Sinks	-	-	4	10	11	-	-	-
Porcelain Countertop Sinks	2	-	-	4	-	4	2	2
Concrete Trough Style Sinks	6	-	-	-	-	-	-	-
Stainless Steel Countertop Sinks	1	6	-	-	-	-	-	-
Stainless Steel Small Wall Hung Sinks	-	3	1	-	-	2	-	-
Stainless Steel Kitchen Sinks	4	1	1	1	2	-	1	-
Stainless Steel Shop Type Sinks	-	1	8	-	-	-	-	-
Wall-Mounted Stainless Toilets	-	5	-	-	-	-	-	-
Wall-Mounted Porcelain Toilets	22	-	8	-	10	-	3	2
Urinals	6	-	2	-	2	1	1	1
Showers Prefab	-	-	3	-	-	-	-	-
Showers Tiled	3	2	-	-	1	-	-	-
Changing Table	1	-	-	-	-	-	-	-
Mop Sink	3	-	1	1	1	1	1	1
Drinking Fountain	3	1	2	-	2	1	1	-
Air Hand Dryers	6	3	4	-	2	4	2	-
Toilet Paper Dispensers	22	5	6	-	9	6	3	2
Paper Towel Dispensers	14	6	6	-	7	4	3	2
Sanitary Liner Dispensers	22	5	2	-	9	2	3	2
Sanitary Receptacles	12	3	2	-	3	3	2	-

4. CEILING MATERIAL: ADOPS, FWF & WNR

Description	Manufacturer	Tag	Product	Finish	Size	Notes
Suspended Baffle	A-Light	AB-01	Absorb V-ABVN Series	Silver Gray	12" x 3" x 72"	-
Suspended Baffle	A-Light	AB-02	Absorb V-ABVN Series	Silver Gray	12" x 3" x 96"	-
Acoustical Ceiling	Armstrong	ACT-1	CALLA	-	-	-
Acoustical Ceiling	Armstrong	ACT-2	CALLA	-	-	-
Sprayed Acoustic Insulation	International Cellulose Corp	A1-1	K-13 Sound Absorption Spray	-	-	3" thickness applied to metal deck above
Gypsum Board	-	GB-1	-	-	-	-
Linear Metal Ceiling	Hunter Douglas - CertainTeed	WD-1	-	-	-	Non-Perforated Class A

5. FLOORING MATERIAL AND AREA SUMMARY

The current flooring materials and their approximate surface areas in each Transit facility which require cleaning are as follows (shown in square feet):

Approximate flooring material surface area in square feet (ft²)

Material	ADOPS	FWE/WNR	Maint. Shop	OTC 1	OTC 2	LTC	Amtrak	MWPR
Carpet	26871	2002	679	648	N/A	N/A	271	N/A
Walk off Mat	721	1663	120	792	740	N/A	N/A	N/A
LVT	5297	283	N/A	675	996	N/A	N/A	N/A
Ceramic Tile	1462	N/A	NA	372	372	467	1578	N/A
Vinyl Tile/Sheet Vinyl	N/A	N/A	146	N/A	N/A	N/A	125	N/A
Concrete	N/A	N/A	3070	N/A	N/A	56	230	N/A
Concrete Epoxy	N/A	810	N/A	N/A	1810	N/A	N/A	300
Rubber	2432	N/A	1609	164	N/A	N/A	N/A	N/A

6. CLEANING STANDARDS

Awarded Contractor will adhere to the Cleaning Standards as outlined in the Service Schedule.

7. PERFORMANCE DISCREPANCIES

Substantial cleaning discrepancies reported by Transit to the Contractor must be corrected by the next scheduled cleaning day, or sooner, if determined by Transit that item(s) need immediate corrective action. Continued discrepancies will be brought to the attention of the Contractor through a Letter of Cure, and may be grounds for cancellation of the contract if the problem persists.

8. REPORTING OF ISSUES

Contractor’s janitorial staff should report to their on-site supervisor any broken or loose fixtures or furniture within their cleaning area. The on-site supervisor should report these items to Transit.

9. EQUIPMENT USE, STANDARDS, AND REQUIREMENTS

Transit will provide specialty equipment, materials, parts, and maintenance of said equipment for the purpose of maintaining buildings contained under this contract. The list of equipment will be maintained in Section 10, Specialty Equipment, of this Scope of Work and Specifications Appendix A.

a) Use of Equipment

The Awarded Contractor will use the equipment to perform the specific cleaning requirements of the finishes contained within Transit’s buildings. Transit has compiled a list of equipment for specific uses. The equipment will only be used by Awarded Contractor staff who have been trained by the manufacturer trainer and with the manufacturer’s training materials. The equipment will be used in accordance with the manufacturer’s use and care instructions.

Certain equipment has been acquired for certain uses, and as defined in Section 10, Specialty Equipment, must not be used for other purposes or at other sites not defined in this contract.

b) *Care of Equipment*

The Awarded Contractor is responsible for ensuring that the equipment is cleaned according to the manufacturer’s specifications for each type. Transit will inspect the equipment’s condition on an as needed basis to ensure that this standard is being maintained. The manufacturers’ specifications are detailed on their respective websites for each type of equipment. It is the responsibility of the Awarded Contractor to obtain this information and ensure that it meets these standards. Should Transit discover that these standards are not being met, it reserves the right to have the equipment brought to standard and charge the cost back to the Awarded Contract.

c) *Repair and Preventative Maintenance*

Transit is responsible for preventative maintenance and repair of the equipment, other than cleaning according to manufacturer’s instructions. Transit will notify the Contractor when the equipment will not be available while undergoing repair and preventative maintenance. Transit will determine when it is appropriate to contact the manufacturer for repair and preventative maintenance.

The Awarded Contractor will notify Transit within twenty-four (24) hours if there is an equipment failure of any kind. The notification will be sent by email to all of the following:

- jderuwe@intercitytransit.com
- srevel@intercitytransit.com
- FacilitiesHelpDesk@intercitytransit.com

The Awarded Contractor will not attempt to repair any equipment that is not working as designed and manufactured.

10. SPECIALITY EQUIPMENT

The equipment, manufacturer (brand), and designated use, referenced in Section 9 above is as follows:

AdOps Equipment			
Qty	Description	Brand	Comments/Planned use
2	I-Mop EXL Plus Lithium-Ion Scrubber with two sets of batteries	Tennant	One for restroom cleaning and one for kitchen/breakrooms
1	I-Mop Lite Lithium-Ion Disk Scrubber	Tennant	Misc Hard surface
2	Icart Integrated Work Cart	Tennant	One for restroom cleaning. One for kitchen/breakrooms/hard floor cleaning
2	V_LWU-13B Battery Lightweight upright commercial vacuum	Tennant	For vacuuming
2	Extra battery for V-LWU-13B VAC	Tennant	Extra battery
1	ES4000 Total Carpet Care SystemFour 312 Ah Main-Free AGM Batteries onboard charger & brushes	Advance	For cleaning carpets to maintain longevity.
1	Wand assembly hose for machine	Advance	Accessories
1	Solution hose for machine	Advance	Accessories
1	ProTeam GoFit 10 with ProBlade Hard and Carpet Tool Kit	ProTeam	Backpack vacuum cleaner
1	ProTeam GoFree 12AH battery Backpack with ProBlade Kit	Proteam	Used to vacuum stairs and overhead cloth items. Unger is accessory

AdOps Equipment			
Qty	Description	Brand	Comments/Planned use
1	Unger 55Ft Hydor Power Ultra Kit	Unger	Horizontal cleaning system
2	Unger Desk and Table Implements	Unger	Parts for cleaning system
2	Unger Speedclean drip-free indoor window cleaning kit	Unger	Parts for cleaning system
1	Unger OmniClean Spot Kit	Unger	Parts for cleaning system
1	Unger Standard Cleaning Cart	Unger	Cart to hold cleaning system
1	Extra Excella Bottles Case of 6	Unger	Additional parts
1	Excella bottle holder clip (2)	Unger	Additional parts
1	Nifty Nabber Holder clip	Unger	Additional parts
1	Nifty Nabber 32" pickup tool	Unger	Pick up tool
1	Spacevac	Spacevac	Tool to assist in vacuuming overhead cloth items, such as the light shades and the acoustical panels
1	Camera	Spacevac	Parts for overhead system

FWF Equipment			
Qty	Description	Brand	Comments/Planned Use
1	I-Mop EXL Plus Lithium-Ion Scrubber with two sets of batteries	Tennant	Restroom/locker room cleaning and kitchen/breakrooms
1	Icart integrated work cart	Tennant	
1	V_LWU-13B Battery Lightweight upright commercial vacuum	Tennant	For vacuuming
1	All Cleaner XP	Advance	Carpet care; share with Walk N Roll
1	ProTeam GoFit 10 with ProBlade Hard and Carpet Tool Kit	ProTeam	Backpack Vacuum cleaner; share with Walk N Roll

OTC 2 Equipment			
Qty	Description	Brand	Comments/Planned Use
1	I-Mop EXL Plus Lithium-Ion Scrubber with two sets of batteries	Tennant	For concrete floor and kitchen
1	I-Mop Lite Lithium-Ion Disk Scrubber	Tennant	To clean restrooms

Miscellaneous Parts - All Sites			
Qty	Description	Brand	Comments/Planned Use
2	Extra Vacuum Hose	Tennant	NA
2	Extra Solution Tank Blue for cart	Tennant	NA
2	Red hard bristle brush	Tennant	NA
4	Medium bristle brush	Tennant	NA
2	Fresh Water Tank for I-Mop Lite	Tennant	NA
4	Disposable HEPA Vac Bags	Tennant	NA
2	Pkg Gofit 10 and Gofit Vac bas	ProTeam	NA
2	Pkg Vac bags for ProTeam GoFree	ProTeam	NA
1	1/2 Yard Tilt Truck	Rubbermaid	NA

11. CLEANING PRODUCT/SUPPLY REQUIREMENTS

The Awarded Contractor will:

- a) Use the products included in the approved Required Janitorial Supplies list and approved Chemicals and Cleaners list. Any requested changes must be submitted for Transit's written approval prior to using the project.
- b) Use "hospital grade" type cleaning products, or an approved equal, for the required cleaning.
- c) Be responsible for supplying all the restroom, kitchen area, shop area, and employee lounge supplies such as paper towels, air fresheners, toilet paper and liquid, anti-bacterial hand soap.
- d) Provide all janitorial supplies and equipment, except for the equipment described in Section 10, Specialty Equipment, to properly perform the work specified herein. These supplies and equipment consist of, but are not limited to, mops, dusting cloths, polishes, vacuum cleaners, brushes, buckets, detergents, scouring powders, disinfectants, wax, wax machines, shampoo or steam cleaning equipment, and commercial-grade approved disinfectant.
- e) Provide all cleaning materials, chemicals, supplies, and related equipment necessary to perform the required cleaning tasks. To the greatest extent possible, chemicals, cleaners and floor finishes must comply with Sustainable Product Design Standard Commercial Cleaning Products SEGC 114 April 2008 or Green Seal Standards GS-37. All chemicals must be pre-approved by Transit's Project Manager. Transit reserves the right to request product changes to ensure products are acceptable in Transit's environment.
- f) Obtain, provide and manage all Janitorial products and supplies, including but not limited to, paper towels, toilet paper, trash bags, sanitary bags, seat covers, hand soap, and other items listed in accordance with the product specifications and Required Janitorial Supplies list of acceptable items included in Appendix B. Transit reserves the right to modify this list based on its operational and strategic objectives.
- g) Distribute and manage the Janitorial Product and Supply inventory at each Transit location according to specified minimums and maximums. Transit's Project Manager will determine acceptable inventory levels with input from the Awarded Contractor. As there is minimal storage space available at each Transit facility, Transit utilizes a just-in-time inventory system. In most cases, no more than a one (1) week supply of products can be stored at any Transit facility. The Awarded Contractor must manage the Janitorial Product and Supply inventory accordingly.
- h) If a required product becomes unavailable from the manufacturer, provide thirty (30) Calendar Days advance written notice of the pending product unavailability to Transit's Project Manager. Include a recommended substitution item with a description and/or sample, price and any other pertinent information. Transit reserves the right to accept or reject the product substitution recommendation.
- i) Provide MSDS sheets to Transit for all cleaning products being used, prior to the beginning of the contract term.
- j) Update the MSDS sheets annually for the duration of the contract.
- k) Use an odor-eliminator air freshener in the employee restrooms; only unscented or lightly scented products are to be used in all other areas of the buildings.

Please note that limited space is available for the contractor to store basic equipment and supplies at each location.

12. CONTRACTOR EMPLOYEE IDENTIFICATION AND CHECK -IN

While on any Transit property, each employee of the Awarded Contractor will:

- a) Wear a uniform (shirt, smock, apron, or jacket) including the Awarded Contractor's company logo which easily identifies the individual as a janitorial service employee. This identification will be in the form of a tag, badge, or embroidery including the employee and company name, and must be worn and visible at all times.
- b) If required at award, Transit may require the contractor's staff wear a Transit-issued identification badge which will identify the employee as a "Janitorial Contractor." This Transit-issued badge must be visible at all times while on Transit property.
- c) Be appropriately dressed and display a professional appearance. Follow dress and safety standards including, but not limited to, wearing closed-toe shoes, long pants, and displaying proper personal hygiene.
- d) Carry any Transit-issued keys, fobs, or access cards, needed to obtain access to all necessary locations.
- e) The Awarded Contractor will not have access to any restricted areas. Transit will issue a key(s) to the Awarded Contractor to access all areas requiring cleaning services. In the event that an area is restricted, the provided key(s) will not open the area. Restricted areas will not be required to be cleaned.

13. BACKGROUND CHECKS

The Awarded Contractor will:

- a) Provide a copy of a Washington State Patrol background check for each employee performing work under the Awarded Contract to Transit for approval, prior to beginning work at any Transit facility.
- b) Transit will review all background checks received. Employees for whom Transit receives an unfavorable background check, at Transit's sole discretion, may not be allowed to conduct services on Transit property.
- c) Background checks must be updated and provided to Transit every twelve (12) months and may be required before any contract extensions are considered.
- d) Employees for whom Transit has not received a background check will not be allowed to conduct services on Transit property. The Awarded Contractor assumes all responsibility for work not performed as a result of a background check not being provided to Transit.

14. SAFETY REQUIREMENTS

The Awarded Contractor will:

- a) Be familiar with and adhere to all applicable Federal, State, County, City and Local Laws, Regulations or Codes.
- b) Be aware of and follow the following safety standards:
 - i) Occupational Safety and Health Administration (OSHA) – Hazardous Communication – 29 CFR 1910.1200;
 - ii) OSHA – Personal Protective Equipment (PPE) – Subpart I, 29 CFR 1910.132-38;
 - iii) OSHA – Bloodborne Pathogens – 29 CFR 1910.1030;
 - iv) OSHA – Walking-Working Surfaces – 29 CFR 1910.22; and
 - v) American National Standards Institute (ANSI) – Slip Resistance on Walking/Working Surfaces – A1264.2-2012.

- c) Provide Safety Data Sheets (SDS) to the Transit Project Manager for all chemicals and cleaning products used.
- d) Ensure that all bottles and containers containing chemicals are properly labeled in accordance with OSHA 29 CFR Appendix C to 1900.1200.
- e) Develop and implement procedures to ensure its employees use chemicals in accordance with the chemical manufacturer's instructions.
- f) Train employees in accident prevention to protect persons and property against injury or damage as necessary.
- g) Ensure employees are trained and medically cleared for work with potentially hazardous materials.
- h) Assess the need for, and provide its employees with, personal protective equipment (PPE) as required.
- i) Develop and implement procedures to ensure employees are fully trained and familiar with the proper clean-up, bagging, and disposal of bio-hazardous materials, blood-borne pathogens and sharps. A five (5) gallon Biohazard bucket and sharps container will be provided at OTC, LTC and Centennial Station for proper disposal of biohazards. Transit personnel will transport containers back to 526 Pattison for disposal in medical waste containers. Any Biohazard clean-up at Pattison Street Facilities will be disposed of in the medical waste containers located in outdoor covered storage area to the North of the Maintenance Facility.
- j) Ensure that all its owned equipment used to carry out the duties described in this Contract is in safe operating condition at all times. Examples include, but are not limited to, ensuring that no equipment has frayed cords, damaged switches, or broken or missing parts.
- k) Keep a training record which includes all training for each employee. At a minimum, the training record must include each employee's name, date of employment, and date and type of training received. Awarded Contractor will provide training record(s) to Transit upon request.
- l) Ensure that all employees wear a reflective vest any time they may be exposed to bus traffic (i.e. when taking out trash and recyclables) at Transit's facilities. Reflective vest(s) will be provided by the Awarded Contractor.
- m) Develop an exposure control plan to include the necessary steps should any employee be stuck with a needle or be exposed to possible Hepatitis B or Hepatitis C.
- n) Ensure that employees refrain from propping doors open while performing services at the OTC and LTC in to maintain the integrity of building security.

15. PERFORMANCE STANDARDS AND EVALUATION

Specific tasks and their performance frequency are detailed in the Service Schedule attached in Appendix B. These are minimum requirements. Transit will monitor the Awarded Contractor's performance under the Awarded Contract. Compliance with performance standards may be considered during determination of whether to extend the Contract for an additional term.

All questions concerning the quality or acceptability of materials used, work performed, manner of performance, and progress in meeting Contract requirements should be addressed to Transit's Project Manager, or designee.

The following minimum performance standards will be used to evaluate the Awarded Contractor's performance:

- a) Absence of dust, lint, spider webs, litter and/or trash, etc. in facilities, on surfaces, floors, walls, ledges, upholstered furniture, systems furniture, equipment, fixtures, and other items located less than fourteen (14) feet from the ground.

- b) Absence of finger marks, spots and/or soil build-up on walls, partitions, doors, windows, dividers, and other items located less than fourteen (14) feet from the ground.
- c) Absence of stains, streaks, soil or other residue or latent odors in bathrooms, including, but not limited to: urinals, toilets, sinks, showers, stall partitions, walls, dispensers, floors, and floor drains located less than fourteen (14) feet from the ground.
- d) Absence of all water spots, bacterial growth, and spore formations on sink surfaces and water fountains.
- e) Absence of graffiti, marks, streaks, spots, and stains from all mirrors, stainless steel, chrome, brass and other bright metal surfaces where appropriate. All work will be polished to a dry sheen.
- f) Absence of chewing gum on floors, carpet, sidewalks or any other surface.
- g) The reflectance and protective finish on smooth, hard surfaced tile and resilient floors will be a uniform gloss without streaks, swirls or visible scratches.
- h) Absence of incrustation, soil and wax build-up on floors, particularly in corners, along edges and baseboards, around door jams, and around furniture and equipment legs and bases.
- i) Absence of soil, litter, dust and spots on carpets, mats and hard floors.
- j) Janitorial equipment and supply storage areas are in a neat condition.
- k) Absence of soil, litter, dust, and incrustation on ashtrays, urns, wastebaskets, and trash containers.
- l) Absence of marks, spots, stains and streaks on interior and exterior entrance doors and glass, all partition glass, and interior windows.
- m) Absence of soil and dust on window blinds, shades, sills, frames and ledges located less than fourteen (14) feet from the ground.
- n) Absence of trash in buildings. Trash will be collected and removed to a designated area which will be maintained in a neat and tidy condition.
- o) Awarded Contractor has provided adequate protection against slippery floors by ensuring finishes and treatments are properly applied and maintained, areas are free of standing water, and appropriate precautionary signs are present.
- p) Awarded Contractor's staff arrives for work on Transit property on time and in appropriate attire/uniform.
- q) Invoices are provided on time and display accurate charges and information.
- r) Awarded Contractor's Supervisor(s) conduct on-site performance and quality inspections as required, in accordance with Section 16 Quality Control.
- s) Checklists and logs are completed and submitted as required.

16. QUALITY CONTROL

The Awarded Contractor's site supervisor will ensure high quality and consistent performance and at a minimum:

- a) Conduct check-ins with each shift worker a minimum of one (1) time per week.
- b) Conduct random inspections of janitorial service employee work performance. The inspections should alternate among Transit's locations so that each location is inspected at least one (1) time

per month. All discrepancies will be reported back to the Transit Project Manager with a solution to resolve the issue and a schedule as to when it will be completed.

- c) Meet with Transit's Project Manager on a quarterly basis to perform an inspection of the facilities. All discrepancies will be noted and a solution and schedule to resolve any issues will be mutually agreed upon in writing, with a copy provided to each party.

17. COMPLIANCE WITH POLICIES

The Awarded Contractor will ensure that all employees assigned to work on Transit property are aware of and comply with the following:

- a) Alcohol, drugs, and weapons are not permitted on Transit property.
- b) The use of tobacco products is allowed in designated areas only.
- c) Any behavior that undermines the safety and security of the work environment is prohibited including, but not limited to, violence, harassment, and discrimination.
- d) Unsafe conduct is prohibited. Examples include, but are not limited to:
 - i. Horseplay and practical joking,
 - ii. The use of headphones or devices which impair hearing in or around the maintenance facility, bus yard, and other traffic areas,
 - iii. Knowingly using unsafe tools or equipment,
 - iv. Propping open locked exterior doors or fire doors, and
 - v. Failure to wear safety equipment when appropriate.

18. REMEDIES FOR SUB-STANDARD OR NON-PERFORMANCE

In the event Transit finds the Awarded Contractor's performance to be sub-standard or in non-performance, Transit reserves the right to:








- a) Notify the Awarded Contractor of sub-standard or non-performance, and allow the Awarded Contractor to correct such item(s) within a reasonable amount of time after notification, as determined by Transit's Project Manager.
- b) Repeated sub-standard or non-performance may result in the cancellation of the Contract in accordance with Section 31 of the Contract.

19. REPORTING REQUIREMENTS

The Awarded Contractor will:

- a) Provide a monthly usage history report, in a mutually agreed upon format, of all Janitorial supplies managed on Transit's behalf, as listed in the Required Janitorial Supplies document provided in [Appendix B](#).
- b) Maintain and provide to the Project Manager at least monthly, copies of the prepared Contractor's Quality Control Inspection Reports described in Section 16, Quality Control.
- c) Establish a checklist of activities, by day and shift, for all required work. The Awarded Contractor will complete and submit checklists to Transit's Project Manager on a mutually agreed-upon basis, to ensure the Project Manager is aware in advance of when cleaning services will occur.
- d) Provide a list of all personnel who will perform work at Transit facilities, and provide written notification to Transit when changes occur prior to new personnel beginning work onsite.

APPENDIX B – PROPOSAL DOCUMENTS

<p>Proposal Submittal Document: Proposers must <u>complete and submit</u> the Proposal Submittal Document as their Proposal.</p>	 2403 Submittal Document.docx
<p>Solicitation Standards: This document contains the Standard Definitions, Instructions to Proposers and Terms and Conditions. This document <u>does not</u> need to be submitted, however Proposers are instructed to be familiar with it as it governs this Solicitation and will be incorporated into the resulting Contract.</p>	 2403 Solicitation Standards.docx
<p>Sample Contract Document: Transit expects the final Contract signed by the successful Proposer to be substantially the same as this Contract. This document <u>does not</u> need to be submitted, however Proposers are instructed to be familiar with it.</p>	 2403 Sample Contract.docx
<p>Service Schedule: This document details the specific cleaning services and tasks that the Awarded Contractor will perform. This document <u>does not</u> need to be submitted, however, Proposers are instructed to be familiar with it as it will be incorporated into the resulting Contract.</p>	 2403 Service Schedule.docx
<p>Required Janitorial Supplies: This document lists the janitorial supplies that the Awarded Contractor will be required to obtain, provide, and manage at Transit’s facilities. This document <u>does not</u> need to be submitted, however, Proposers are instructed to be familiar with it as it will be incorporated into the resulting Contract.</p>	 2403 Required Janitorial Supplies.d
<p>Required Chemical and Cleaners: This document lists the Chemical and Cleaners that are approved by Transit that the Awarded Contractor will be required to obtain, manage and utilize when fulfilling the Service Schedule at Transit’s facilities. This document <u>does not</u> need to be submitted, however, Proposers are instructed to be familiar with it as it will be incorporated into the resulting Contract.</p>	 2403 Required Chemical & Cleaners
<p>Request for Approved Equals Form: If Proposer is requesting an approved equal to an item(s) listed in the Required Janitorial Supplies document or the Chemical and Cleaners document, Proposer is instructed to complete and submit this form with associated product sample(s) no later than the date and time specified in Section 2.2, Anticipated Procurement Schedule.</p>	 2403 Request for Approved Equals.do