

REQUEST FOR PROPOSAL – PROFESSIONAL SERVICES

Public Space Janitorial Services – The Downtown Community Improvement District
Columbia, MO

Proposals are due by Noon on Friday, July 22, 2016.

The Downtown Community Improvement District (CID) in the city of Columbia, Missouri, is seeking proposals for a janitorial service for The District. The Downtown CID is an independent organization dedicated to keeping Columbia’s downtown – The District – vital.

The District is a live/work/play neighborhood that fosters the creative, the eclectic, and the local. It is a constantly adapting community of people, with tradition blending harmoniously with high tech and the latest trends in fashion, food and the arts.

The District encompasses 50 square blocks, more than 300 individual properties, 1200 residences and over 600 businesses, non-profits and government entities. (See Exhibit A) Bounded by 3 Universities and Colleges and City Government buildings, the area offers both a strong day and night economy.

Our goal is to secure a public space janitorial partner to improve the cleanliness and overall experience of the downtown area.

It is the policy of The District to negotiate contracts for professional services on the basis of demonstrated competence and qualifications for the professional services required and such services shall be at fair and reasonable prices.

Introduction

The Downtown CID announces the release of a Request for Proposal (“RFP”) for the provisions of public space janitorial services in downtown Columbia, Missouri. The personnel assigned to those varied functions must come from one vendor that specializes in providing janitorial services to the public and private sector. The contract will commence on approximately October 1, 2016 for a period of twelve (12) months, with the option to extend for an additional two years. (option to terminate agreement with 30-days notice at anytime within contract)

The vendor will be expected to provide staffing and adjust staffing needs to fulfill existing and future contract needs. Staffing levels may increase or decrease as a result of organizational and contract requirements, and the vendor is expected to readily adapt to our requirements.

The District's mission is a challenge and not every janitorial firm will have the ability to meet the demand. We are seeking qualified and experienced firms to provide janitorial services within the boundaries as outlined in the attached map. The District requires that the vendor provide sufficient personnel to staff a janitorial program who can professional interact with the public and have the skills and abilities that are necessary when dealing with the public and the requisite skills to maintain cleanliness in the public right of way.

The District's experiences seasonal fluctuations and may require the vendor to periodically supply additional personnel to the regular roster of cleaning professionals. The seasonal fluctuations primarily occur when college football games and events occur throughout the year.

The vendor must be committed to meet a standard of professionalism and excellence, and should be a forward-thinking organization with executives, managers and supervisors who can think strategically and beyond the boundaries of traditional janitorial service delivery.

The below scope of work is ideal for our goal to enhance the cleanliness and experience of downtown. However, we are open to receiving proposals for alternative services that your company might propose to meet our needs.

An interested party may partner with other firms that offer complementary services in order to provide the full spectrum of services required. If a partnership is established, the vendor must have a primary contracting entity and designate the other (s) as a subcontractor (s). The District shall award one contract for management and oversight of all functions described in the Scope of Service.

Scheduling

The janitorial program will entail various shifts. We are asking that you provide us with your recommended schedule pertaining to days and hours you believe the janitorial program will require. Please provide us with the number of employees you recommend on each shift accompanied by their pay schedule. A full-time manager or shift supervisor must be provided and is expected to work alongside other team members to perform work. Employees must wear distinctive collared shirt uniforms provided by the vendor in collaboration with The District.

General Required Training of Employees

The District requests that the vendor list the specialized training and employee instruction that will be provided to personnel working on this program. The list should include programs devoted to technical skills, customer service and leadership development. Additionally, the vendor must comply with all government mandated training programs.

Scope of Services

1. Using hand or power sweeping equipment, clean and remove all trash, filth and debris from sidewalks, gutters, driveways, tree wells, trash receptacles and seating areas in the public right of way. Perform duties in a uniform fashion along a specified route based upon direct frequency and benefit zone. Personnel shall be courteous and helpful to neighborhood merchants, residents, visitors and pedestrians. Examples of tasks include, but are not limited to:

- a. Maintain daily collection/cleaning reports. Distribute the reports to The District Office each week to ensure compliance with the contract
 - b. Daily sidewalk portering, including sweeping and cleaning all loose trash, paper, leaves, gravel, rock, cans, cardboard, bottles, broken glass, beverage spills, urine, feces, vomit, dead animals, cigarette debris, etc. Spills and bodily substances must be removed within 4 hours.
 - c. Empty cigarette urns daily
 - d. Wipe down trash cans lids frequently
 - e. Frequent power washing of trashcans to remove dog urine, spilled drinks or other liquids. Clean/ power wash trash cans at a minimum of once every month or as needed
 - f. Orderly streetscape maintenance. Clean surfaces within the public realm to ensure they are free of film, dirt, residue, liquids and odors, including benches, light poles, trash cans and planters.
 - g. Other duties, such as cleaning landscaping areas, light poles, trash cans, signage boards, benches, removal of graffiti in public areas, etc. Remove stickers and handbills on public fixtures within 24 hours of being observed.
**Note: Street sweeping, trash and recycling services are maintained by the City of Columbia. All parking garages are maintained by the City of Columbia and excluded from this request.*
2. Power wash Sidewalks. Pressure washing should be done at a time of day that is convenient for residents, business and property owners with water temperature of at least 180 degrees Fahrenheit with a pressure appropriate for the work that will avoid property damage. All spray nozzles shall have a 25 degree spray pattern or greater. All storefront areas shall be protected to avoid water seepage into storefronts and debris on the sidewalk area should be picked up immediately prior to washing. The contractor shall have the capability to provide their own water source if needed. The pressure washing must conform to statewide and city laws governing storm water disposal. This is the responsibility of the vendor. The minimum schedule should be as follows:
 1. Gum is to be removed from sidewalks through hand scraping or pressure washing
 2. Pressure washing must occur throughout high traffic areas of The District at least once per month, with the exception of cold weather months
 3. Spot cleaning will be done as necessary daily or weekly
 4. Vendor must be able to quickly and effectively focus resources post vandalism to remove blight from buildings and objects in the right of way to instill a sense of normalcy as quickly as possible
 3. Sweep and power wash trash compactor areas monthly within The District, complying with all storm water best practices. (See Exhibit B)
 - a. The District includes the following trash areas:
 - i. 70 dumpsters
 - ii. 14 compactors
 - iii. 20 grease bins
 4. Paint, clean with environmentally friendly solution or pressure wash graffiti, stickers and signs from public buildings, trees, poles, planters, news racks, utility boxes or any other surfaces as needed. All graffiti is to be match and painted, or removed

from ground and wall services, with 24 hours of occurrence. Detail work can be performed during the day, when time allows with priority given to items 1 - 3.
*Permission must be obtained from private property owners, in partnership with The District office

5. Painting/ Touch-up/ Washing – vendor must be able to do touch up painting of trashcans, planters, benches and light bases throughout The District, as requested. Detail work can be performed during the day, when time allows with priority given to items 1 - 3.
6. Inform District Office Regarding Non-conforming sidewalk uses. It shall be the responsibility of the maintenance staff to inform The District Office when new racks, benches, public art or other items have been placed in the public right of way which:
 - a. Are not approved
 - b. Are covered in graffiti
 - c. Have been placed on the sidewalk but are not secure
 - d. Have been placed on the sidewalk and are chained to an adjunct sidewalk amenity
 - e. Act as an obstacle in the public right of way
7. The vendor will be full service, providing comprehensive work, including, but not limited to:
 - a. Provide a full-time local manager, to communicate with The District office daily and work alongside other team members
 - b. Implement all hiring, training, scheduling and managing employees for maximized coverage hours and planning for large events in the downtown
 - c. Provide customer service training for employees, such as greeting guests and providing directions.
 - d. Providing and storing all equipment necessary for each task, such as hot pressure washer power washing equipment, blowers, reclamation equipment, drain covers, grease socks, appropriate chemicals, safety equipment and other needed janitorial tools and equipment
 - e. Equip each employee with a professional uniform, to be approved by The District. Provide work and safety equipment, such as safety glasses, boots, gloves, ear protection and radios/phones for communication.
8. Option to extend contract for 2018FY and 2019FY

The District requires the vendor to provide prospective employees of sufficient quality so as to meet the demanding nature of the work. Normal commercial office building standards will not suffice in this situation. The vendor will be required to be diligent in finding persons qualified to handle and thrive in The District's work environment.

Budget

The District has an annual budget of \$165,000 for our janitorial program. Responses to this RFP should provide detailed billing rates for each listed position as well as all supervisors and overhead costs. Outline in detail all benefits provided to employees (health and welfare, holidays, vacation, sick time, etc.) All equipment and supplies provided by the vendor, as outlined above. We are very interested in your recommendations for retaining staff through thoughtful pay structures that reward your staff to grow within the organization.

Payments

In order to receive payment for Services, the Vendor will be required to submit a monthly invoice setting forth in detail, for the period for which payment is requested, the Service actually rendered during that period itemized by location and the amount of payment requested and due therefor. Invoices may not be submitted more than once a month. All invoices shall be subject to the CID's review, verification and approval, and all payments shall be conditioned upon the CID's sole determination that all Services have been performed satisfactorily and in accordance with the terms of the Contract. Provide vendor payment bond, as required by law.

Sales and Use Tax

The CID is exempt from state and local sales and use tax. SUCH TAXES SHALL NOT BE INCLUDED IN PROPOSALS or in invoices submitted under the Contract, and unless otherwise agreed in writing, vendor shall pay any and all taxes, excises, assessments or other charges of any kind levied by any governmental authority in connection with the Contract and any services provided thereunder including, but not limited to, any such governmental charge of any kind levied on the production, transportation, sale or lease of any equipment, supplies, materials or other property or services of any kind used or transferred in the performance of the services. Vendor and all members of the Vendor Team shall hold the CID harmless from the payment of any and all such taxes, contributions, penalties, excises, assessments or other governmental charges. The CID will provide the selected Vendor with appropriate sales and use tax exemption certificate evidencing the CID's tax-exempt status.

Contract Conditions

The acceptance of any proposal and selection of any Vendor shall be subject to, and contingent upon, the execution by the CID of a Contract. The contract shall contain, among other terms, certain provisions required by law and by policies of the CID including, without limitation, the following providing that the Vendor:

- i. Shall defend, indemnify and hold harmless the CID, including employees and directors, against any claims or damages relating to its acts and omissions;
- ii. Shall maintain financial and other records relating to the Contract, including, without limitation, payroll records for a period of seven (7) years from the end of the Contract Term, and shall make such records available for inspection and audit;
- iii. Shall maintain insurance with insurers licensed or authorized to provide insurance and in good standing with the State of Missouri, such policies shall be in a form acceptable to, and include any conditions reasonably required by the CID, and naming the CID, employees and directors as additional insured's;
- iv. Shall be licenses to conduct business in the State of Missouri;
- v. Shall represent and warrant that neither it nor any of its directors, officers, members, or employees has any interest, nor shall they acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the Services as set forth in the Contract. Further, the Vendor must agree that it shall employ no person having such a conflict of interest in the performance of the Services; and
- vi. Shall agree to Boone County, Missouri as the venue in any legal action or proceeding between the Vendor and the CID.

State Sunshine Law

All Submissions submitted to the CID in response to this request may be disclosed in accordance with the standards specified in the Sunshine Law. The CID is a "public governmental body" pursuant to said Sunshine Law, therefore, all proposals may be disclosed.

Costs

The CID shall not be liable for any cost incurred by the respondent in the preparation of its Submission or for any work or services performed by the respondent prior to the execution and delivery of the Contract. The CID is not obligated to pay any costs, expenses, damages or losses incurred by any respondent at any time unless the CID has expressly agreed to do so in writing.

CID Rights

This is a "Request for Proposals" and not a "Request for Bids". The CID shall be the sole judge of whether a proposal conforms to the requirements of this RFP and of the merits and acceptability of the individual proposals. Notwithstanding anything to the contract contained herein, the CID reserves the right to take any of the following actions in connection with this RFP: amend, modify or withdraw this RFP; waive any requirements of this RFP; require supplemental statements and information from any respondents to this RFP; award a contract to as many or as few or none of the respondents as the CID may select; to award a contract to entities who have not responded to this RFP; accept or reject any or all proposals received in response to this RFP; extend the deadline for submission of proposals; negotiate or hold discussions with one or more of the respondents; permit the correction of deficient proposals that do not completely conform with the RFP; waive any conditions or modify any provisions of this RFP with respect to one or more respondents; reject any or all proposals and cancel this RFP; in whole or in part, for any reason or no reason, in the CID's sole discretion. The CID may exercise these rights at any time, without notice to any respondents or other parties and without liability to any respondent or other parties for their costs, expenses or other obligations incurred in the preparation of this proposal or otherwise. All proposals become the property of the CID.

Applicable Law

This RFP and any Contract, Subcontract or any other agreement resulting henceforth shall be governed by the Laws of Missouri, and are subject to all applicable laws, rules, regulations and executive orders, policies, procedures and ordinances of all Federal, State and City authorities, as the same may be amended from time to time, including, without limitation, equal employment opportunity laws.

Brokerage Fees or Commissions

The CID shall not be obligated to pay any fee, cost or expense for brokerage commissions or finder's fees with respect to the execution of this Contract. The Respondent agrees to pay the commission or other compensation due any broker or finder in connection with the Contract, and to indemnify and hold harmless the CID from any obligation, liability, cost and/or expense incurred by the CID as a result of any claim for commission or compensation brought by any broker or find in connection with this Contract.

Additional Work

During the Contract, the CID, at its sole discretion, may choose to work with the selected Vendor and/or hire its services for projects other than the Scope of Services or projects that exceed the Scope of Services. The CID's decision to do so may be based on the firm's relevant experience and its successful performance under the contract.

Insurance

The Vendor and all approved subcontractors shall carry and maintain, during the Term, insurance issues by insurance companies authorized to provide insurance and in good standing in the State of Missouri. Vendor shall provide certificates of insurance and proof of payment.

<u>TYPE</u>	<u>AMOUNT</u>
A. Workers' Compensation	Statutory
Employers' Liability	\$500,000/\$500,000/\$500,000
B. Commercial General (public) Liability Insurance	
a. General Aggregate limit	\$2,000,000
b. Products & Completed Operations limit	\$2,000,000
c. Personal & Advertising Injury limit	\$1,000,000
d. Each Occurrence limit	\$1,000,000
<i>The above insurance to include coverage for the following: Premises/Operations, Independent Contractors, Products/Completed Operations, Personal Injury and Contractual liability</i>	
C. Broad form property damage, to include fire legal liability	\$50,000 per occurrence
D. Business Automobile Liability	
a. Owned/leased vehicles	Combined Single Limit (CSL) of \$1,000,000
b. Non-owned vehicles	
c. Hired vehicles	
E. Umbrella Coverage	\$5,000,000

Employment Standards

Vendor is expected to provide employment standards for recruiting staff, conducting employee background checks, drug testing, grooming and other personnel policies and practices and policies for working in inclement weather.

Questions

Respondents may submit questions and/or request clarifications from the CID by submitting them in writing to the contact person at the contact person's email address listed below. All questions and clarifications must be submitted no later than the mandatory pre-submission meeting.

Disclaimer

The CID, and its respective officers, directors, members and employees make no representation or warranty and assume no responsibility for the accuracy of the information set forth in this RFP. Further, the CID does not warrant or make any representation as to the quality, content, accuracy or completeness of the information, text, graphics or any other facet of this RFP, and hereby disclaim any liability for any technical errors or difficulties of any nature that may arise in connect with any website on which this RFP has been posted, or in connection with any other electronic medium utilized by the respondents or potential respondents in connection with or otherwise related to this RFP.

Letter of Interest & Qualifications

A Sealed Bid including fifteen (15) copies of the letter of interest and qualifications should be delivered to:

Katie Essing, Executive Director
The District
11 S. Tenth St.
Columbia, MO 65201
Via Email: kessing@discoverthedistrict.com

Proposals are due by Noon on Friday, July 22, 2016.

Information submitted shall include the following:

1. Itemized pricing for each element of scope of services
2. Brief description of the firm, its history, and its background in the janitorial field
3. Bidder's Federal Employee Identification Number
4. Qualifications of the firm
5. List of all sub consultants (if any) and their background and contact information
6. List of key personnel for the project, including relevant experience of each. Include organizational chart indicating the level of responsibility of all personnel, including resumes of supervisors and a proposed staffing schedule with a percentage of time devoted to each aspect of service

7. List of similar work performed for municipalities or agencies, including a description of the work, cost of the project, and a list of references with phone numbers
8. Provide a preliminary list of proposed equipment necessary to execute the Scope of Services. Describe how the equipment will be procured, maintained and stored when not in use.
9. Provide a preliminary list of proposed supplies necessary to execute the Scope of Services, including information on the types of cleaning products that will be used and provide any environmentally sustainable supplies whenever possible.
10. Provide list, pictures and cost of proposed uniform elements and how the CID's brand will be incorporated and controlled with respect to uniform use.
11. Provide a methodology for tracking and reporting all data and work performed. Indicate type of technology or proposed system and describe the capabilities, and indicate if the system is proprietary.
12. Provide a description of how performance of all services will be measured and the reporting methods that will be used.
13. Provide a description of communication methods with the Vendor and staff, such as the radio or telephone equipment you propose to use.
14. Provide an internal employee safety plan and awareness initiatives.
15. Provide an overview of strategies that would reduce the carbon footprint associated with the delivery of Services.
16. Description of the team's approach to the work
17. Benefits of selecting the janitorial firm
18. A copy of bidder's certificate of corporate good standing or fictitious name registration from the Missouri Secretary of State or other evidence acceptable to The District.
19. A statement that the bidder is current on payment of its: (i) Federal income tax withholdings; and (ii) State income tax withholding and unemployment insurance payments, either in Missouri for companies doing business in Missouri, or in the state in which the bidder has its principal office.
20. Implementation Timeline, showing sequence of steps from award notification to launch.

Selection Process

Proposals will be screened by a committee for adequacy of content, technical competency and experience.

Criteria for the selection shall be as follows:

1. Proposal content
2. Background and similar experience
3. Capacity and capability of professional firm to perform the work required, including specialized services
4. Experience of key people, including project specific experience for each person
5. Satisfactory references
6. Demonstrated success in janitorial services
7. Past record of performance for professional firm with respect to such factors as control of costs, quality of work and ability to meet deadlines.
8. Sensitivity to context of Columbia, Missouri

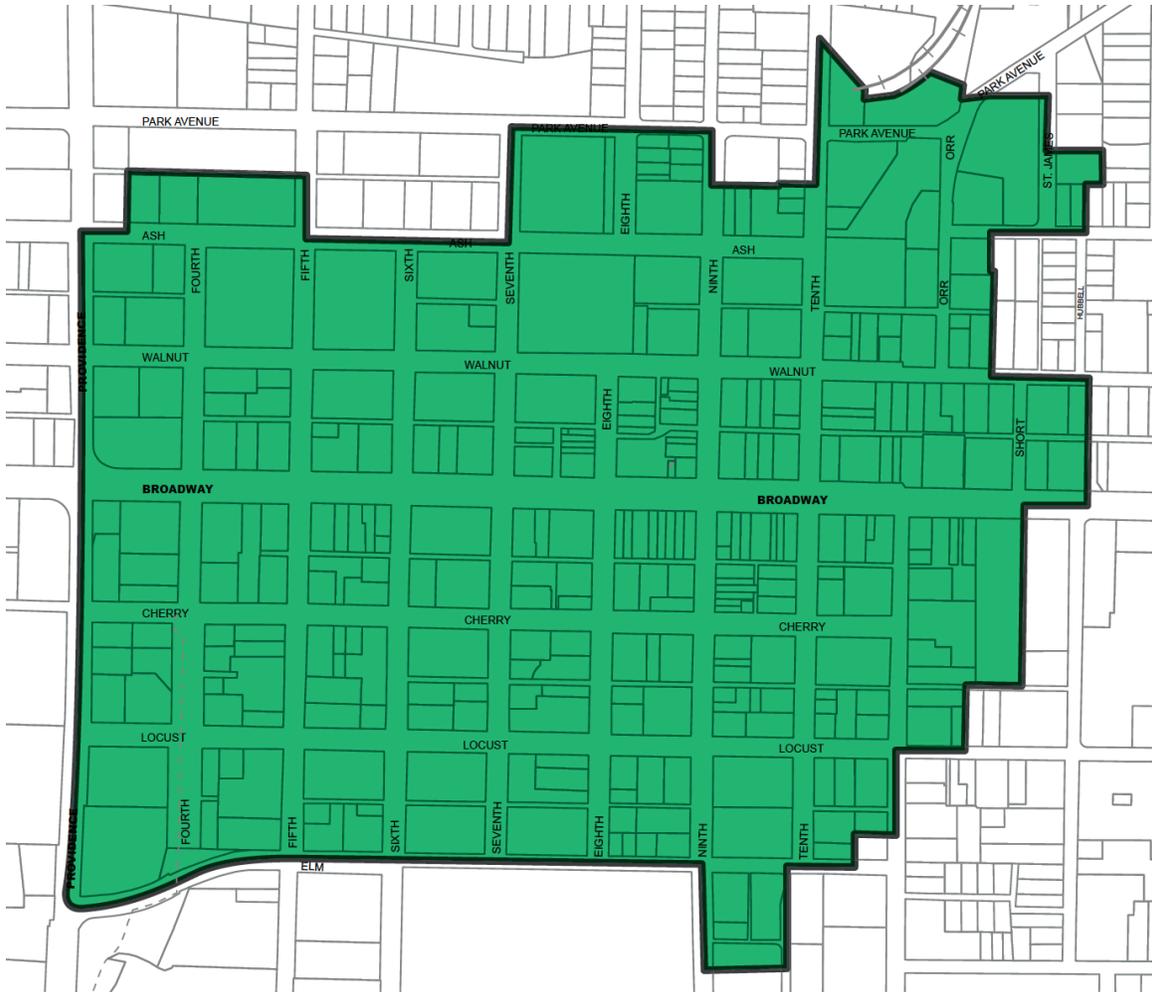
Contact Information for Questions:

Katie Essing, Executive Director

kessing@discoverthedistrict.com

573-442-6816

Exhibit A: The Downtown CID (The District) Map:



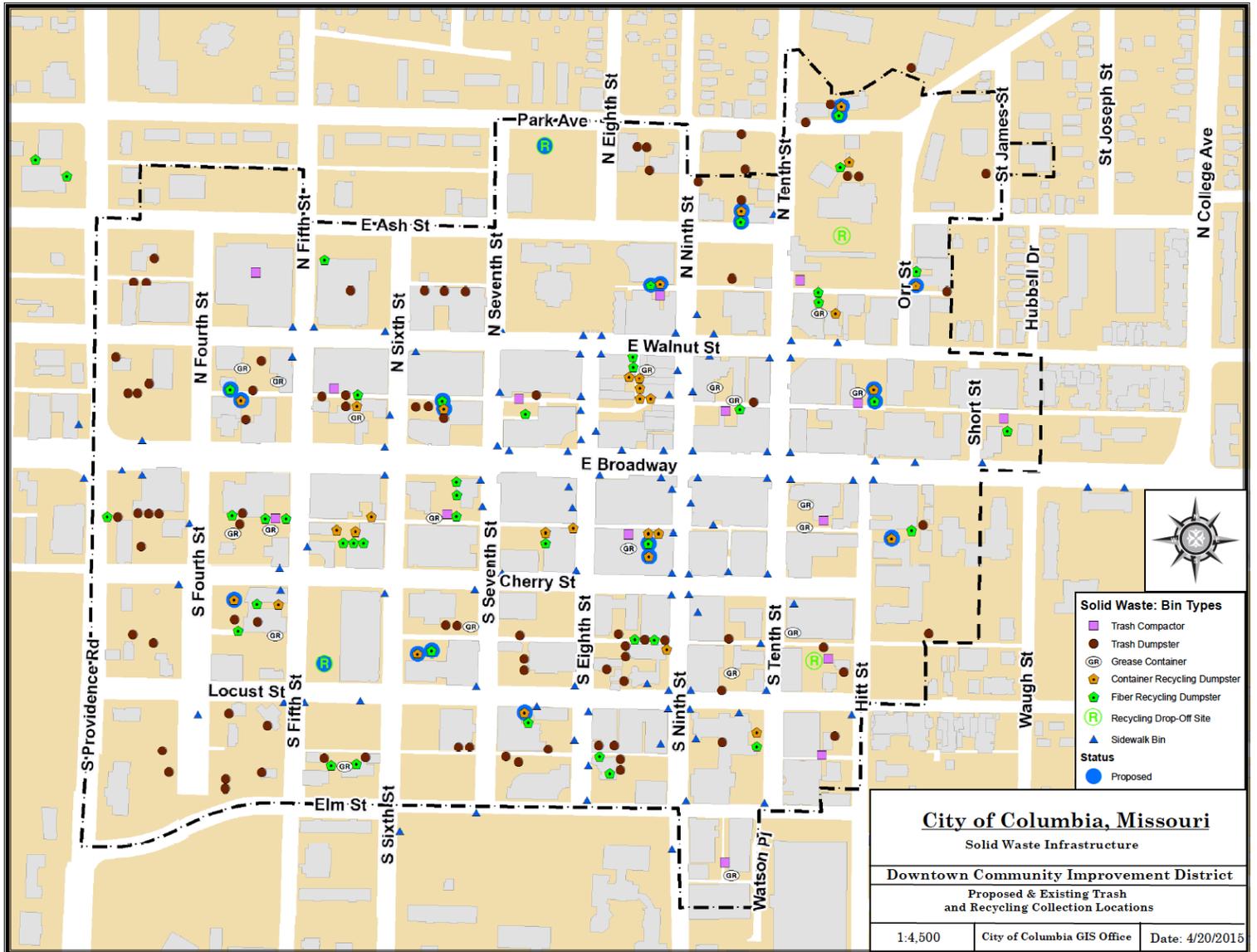


Exhibit B: The Downtown CID Solid Waste District Map: