

REQUEST FOR PROPOSALS

**COURT OF APPEAL, FOURTH APPELLATE DISTRICT,
DIVISION TWO**

REGARDING:

Housekeeping/Janitorial Services Agreement;
4/2 RFP 13/14/-04

PROPOSALS DUE:

FEBRUARY 21, 2014 NO LATER THAN 4:00 P.M. PACIFIC TIME

1.0 DESCRIPTION OF SERVICES AND DELIVERABLES

The Court seeks the services of a person or entity with expertise in housekeeping, janitorial and other related services for a one year period, with two one-year options. The Court requires a qualified service provider to provide cleaning services and supplies for the Court.

1.1 Court Requirements:

Service provider is responsible for damaged or lost materials of tenant caused by service provider. Any accidental damage to any tenant property must be reported to court management in the Housekeeping Log. The service provider must leave a note to the tenant if any property is accidentally damaged. Service provider is expected to reimburse tenant for the cost of any damaged property.

Service provider is not responsible for removing materials from desks, shelves, counters, files, or any other areas, for cleaning purposes. Service provider must not remove anything from premises except items in wastebaskets or items clearly marked Trash. Service provider is responsible for any items not marked trash removed from premises, including items left next to wastebaskets or normal trash disposal areas.

1.2 Doors:

Court security personnel will ensure that all doors are locked when leaving.

1.3 Reporting:

Service Provider will provide a representative to walk the building with court management on a quarterly basis. Problems and corrections will be reported to court management in writing.

1.4 Supplies:

Proposer will provide all expendable supplies: Housekeeping and cleaning supplies and equipment (i.e. trash liners, toilet paper, towels, seat covers, etc.), and feminine supplies. All chemicals must be green and in compliance with EPA standards as far as possible. No bleach is to be used. Preference is for light or non-scented chemicals.

Equipment is to be clean and in good working condition. Vacuums will have HEPA filters. Equipment is to be maintained and cleaned as needed.

Paper products such as paper towels, toilet tissue, hand towels, kitchen roll towels, feminine products or supplies must be of quality, non-recycled, 2 ply in all areas. Paper products are subject to approval before acceptance of contract and or changing of products during contract term.

Proposer will ensure that a chemical center is installed in a location determined by court management to dispense all cleaning chemicals and solutions. Material Safety Data Sheets (MSDS) will be provided to court management for approval before bringing any cleaning materials on site.

Proposer will maintain current MSDS records on site in an area designated by court management.

2.0 Work Specifications:

The service provider will provide four housekeepers and the services five days a week, Monday through Friday with the exception of holidays. The standing shift hours will be from 4:30 p.m. – 7:00 p.m. Monday through Thursday and 4:00 p.m. – 6:30 p.m. on Friday. If any cleaning or work is needed on Saturday, that may be scheduled between 7:00 a.m. and 3:00 p.m., only. All housekeeping personnel must be out of the building by 7:00 p.m. Monday – Thursday and 6:30 p.m. on Friday. One housekeeper will be assigned to the upstairs; one to the downstairs; one to clean/mop floors and restrooms; and one for dusting.

No vacuuming is allowed until 5:00 p.m. Monday – Thursday and 4:30 p.m. on Friday. Cords from any equipment are not to hit the corners or walls.

Downstairs and upstairs restrooms must not be closed for cleaning at the same time.

Holidays honored are New Year's Day, Martin Luther King, Jr., Day, Lincoln's Birthday, Washington's Birthday, Cesar Chavez Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day. Service staff will be compensated for all closed court holidays as if they were normal work days.

2.1 **General:**

Daily Service:

- a. WASTEBASKETS emptied and replaced with new liners if liner is soiled, ripped or torn. Wastebaskets washed out as needed. Exterior of wastebasket cleaned.
- b. DUSTING all furniture, chair legs, both sides of entry window frames, partition/workstation tops, accessories, ledges and all horizontal surfaces, including desk tops, credenzas, file cabinets, window sills and bookcases using a dust cloth, only. The dust cloth is to be clean with no chemicals used. Spot clean any cup rings, fingerprints, splash marks and spills. Feather dusters are not to be used. Papers, file folders and anything else belonging to tenants must not be disturbed. Books are to be returned to the shelf in the proper order with the spine located at the edge of the shelf.
- c. FLOORS/CARPETS must be policed for scraps of paper, paper clips, etc. Swept and mopped removing all debris. Carpeted areas vacuumed nightly with special attention to the stairways/stairwells. Pile lifter used to remove all embedded dirt and grit, and restore pile to a uniformly upright condition. Carpets clean and free from dust balls dirt, and other debris. Carpet to be spot cleaned as needed. Special care must be taken when vacuuming and carpet cleaning so that walls, baseboards and furniture of any kind are not scratched or damaged. Dirt cleaned from corners and behind doors. Tile/linoleum floors to be swept and/or dust mopped and wet mopped nightly.
- d. LUNCHROOM sinks cleaned with non-abrasive cleaner/polish. Microwaves wiped inside and out. Exterior of refrigerators to be wiped down. Tabletops cleaned with disinfectant green chemical(s). Granite countertops to be cleaned with disinfectant green chemicals designed for specific surface type. Chairs to be wiped off. Base of tables to be cleaned. Cabinets to be wiped down and free of marks. Floor swept/mopped.
- e. GENERAL cleaning: smudges and fingerprints on doors and light switches and walls around light switches spot cleaned with non-abrasive mild detergent cleaner. Smudges and fingerprints on entry window, clerk's reception area glass, and lobby glass partitions cleaned with window cleaner. All doorplates kick plates, brass and metal fixtures, and other bright work wiped with a nonabrasive cleaner.

Quarterly Service – to be scheduled at start of contract:

- f. CARPETS – Corners, baseboards of all carpeted floors vacuumed with detail tool. High traffic, carpeted areas steam cleaned.
- g. LUNCHROOM – Refrigerators moved away from the wall and floor and wall behind cleaned.

- h. DUSTING – High surfaces and objects 96 inches or more from the floor dusted or vacuumed. Includes, but not limited to ledges, ceiling molding, file cases, bookcases, ledges, tops of drapes/blinds. Performed on an as-needed basis, not less frequently than every 90 days.
- i. UPHOLSTERED workstation partitions vacuumed with detail tool.
- j. WOOD surfaces including, but not limited to, furniture, fixtures and wood doors cleaned using a clean dust cloth containing no cleaning agents.
- k. PAINTED metal doors and jambs washed down with clean water using a mild cleaning agent, rinsed with clean water if necessary, and dried with no streaks, marks or smudges.

Yearly Service – to be scheduled at start of contract:

- l. FLOORS – All carpeted floors steam cleaned using the extraction method. Schedule to be coordinated with court management.
- m. LUNCHROOM cupboards emptied and wiped out.

2.2 **Restrooms:**

Daily Service:

- a. DUSTING – behind doors, top ledges of all partitions, ledges, mirror tops, walls and all other horizontal surfaces.
- b. FLOORS swept clean and wet-mopped using a germicidal detergent approved by court management. Areas around urinals scrubbed. Floors mopped dry and all watermarks dried from walls and partition bases to include hall floors and public entrance.
- c. TOILET PARTITIONS damp wiped with approved germicidal solution. All surfaces wiped dry, all wipe marks removed. All surfaces maintained with uniformly bright appearance.
- d. FIXTURES – Mirrors cleaned and polished with glass cleaner. Shelves and sinks washed and polished with non-abrasive, non-acidic cleaner. Bright work (including exposed piping below wash basins and toilets), towel dispenser receptacles and any other metal accessories cleaned and polished. All basins, bowls and urinals scoured, washed and disinfected with approved germicidal detergent solution including tile walls near and under urinals. Areas of difficult access, such as the underside of the toilet bowl rings and urinals, inspected and cleaned of mineral deposits. Both sides of all toilet seats washed with approved germicidal solution and wiped dry. Toilet seats left in upright position.
- e. RECEPTACLES – all receptacles (waste, sanitary napkins, etc.) emptied. New liner/disposal bags placed in receptacles.
- f. DISPENSERS – Toilet paper, toilet seat covers, hand towels, soap, sanitary napkins filled. Toilet paper rolls replaced if less than 1/4 roll left.
- g. ANY VANDALISM, missing equipment, graffiti, etc., to be reported to building security.

Weekly Service:

- h. WATER poured down restroom floor drains/shower drains to prevent sewer gas leaks.
- i. TILE WALLS damp wiped with approved germicidal solution.
- j. ALL SURFACES wiped dry, all wipe marks removed, and leaving all surfaces with uniformly bright appearance and no water spots.

Quarterly Service – to be scheduled at start of contract:

k. TILE/LINOLEUM FLOORS stripped and re-waxed with buffing machine every 90 days. Walls, baseboards and other surfaces free of “splash” or buffing marks. Corners scoured. Any dirt, wax, etc. buildup removed. Baseboards and coving wiped free of “splash” marks, buffing marks and stains.

2.3 Lobby and Entrances:

Daily Service:

- a. FLOOR/CARPET areas vacuumed or dust mopped. Move entry floor mats, sweep and deep vacuumed, mop mats and floor to be cleaned beneath the mats according to Manufacturers/Contractors specifications and recommendations supplied by court management.
- b. DUSTING of all window sills and baseboards.
- c. GENERAL – all office entrance doors, doors to restrooms, elevator doors, and elevator cabs spot cleaned. Interior and exterior doors’ glass wiped clean, using an approved glass cleaner and all glass left in a bright condition, free of streaks and dust.
- d. All metalwork including, but not limited to, door hardware and frames, metal lettering, wiped clean and polished and left in a bright condition, free of all dust and streaks.

Yearly Service – to be scheduled at start of contract:

- e. WOOD surfaces including, but not limited to, furniture and fixtures cleaned with a clean dust cloth, only.
- f. PAINTED metal doors and jambs washed down with clean water using a mild cleaning agent, rinsed with clean water if necessary, and dried with no streaks, marks or smudges.
- g. All carpeted floors steam cleaned using the extraction method. Schedule to be coordinated with court management.

2.4 Elevator:

Daily Service:

- a. INSIDE DOOR – inside painted elevator door cleaned with mild, non-abrasive detergent cleaner. Left in bright, clean condition free of all dust, marks, stains and streaks.
- b. OUTSIDE DOOR – outside painted elevator door cleaned with mild, non-abrasive detergent cleaner. Left in bright, clean condition free of all dust, marks, stains and streaks.
- c. DOOR TRACKS – all dirt and debris removed from door tracks using vacuum crevice tool. Smudges and spills removed and tracks left in bright, clean condition.
- d. HANDRAILS wiped down and polished with non-abrasive metal cleaner/polish, and left in a bright, clean condition free of all dust, marks, stains and streaks.
- e. WALLS spot cleaned with non-abrasive mild detergent cleaner to remove smudges and fingerprints.
- f. CARPET vacuumed.

2.5 Stairways:

Daily Service:

- a. All stairways and landings vacuumed.
- b. All horizontal surfaces dusted including hand rails.

2.6 Common Areas:

Including but not limited to elevator lobbies, corridors, and all heavy traffic areas.

Daily Service:

- a. DUSTING – all horizontal surfaces, including but not limited to tops of baseboards and coving, and signage.
- b. FLOORS – Carpets vacuumed completely using a pile lifter to remove all embedded dirt and grit and restore pile to a uniformly upright condition. Carpet clean and free from dust balls, dirt and other debris. Corners and behind doors dirt free. Carpets spot cleaned as required.
- c. GENERAL – Drinking fountains cleaned and polished with non-abrasive, non-acidic cleaner. Sides included. Smudges and fingerprints on entry glass cleaned with window cleaner. Smudges and fingerprints on elevator lobby signage glass cleaned with window cleaner. Doorplates, brass and metal fixtures, and other bright work wiped with non-abrasive cleaner.
- d. Housekeeper's closets left tidy. Supplies organized. No food, papers/cans, personal items, etc. left in closets. Floors swept sinks and drains left clean. Mop strings, debris, and paper not left in drains.

Weekly Service:

- c. FLOORS – corners, baseboards of all carpeted floors vacuumed with detail tool.
- d. GENERAL – Water poured down drains in housekeeper's closets to prevent sewer gas. Housekeeper's closet sinks scoured with non-abrasive cleaner.

Yearly Service – to be scheduled at start of contract:

- a. FLOORS – All carpeted floors steam cleaned using the extraction method. Schedule to be coordinated with court management.

3.0 GENERAL CONDITIONS:

3.1 Background check:

Proof of background check is required for any employee of the service provider who will either be permanently or substituted assigned as housekeeping staff. Proof to be produced at the time of "proposal" and/or upon demand.

3.2 Sign In:

All housekeeping personnel must sign in with court security whenever entering the building. All housekeeping personnel must wear a company photo identification badge when in the building. Keys and/or key cards must be signed out nightly and turned in when leaving. Keys and/or key cards may not be taken off of the premises. Service provider to promptly inform the court's Assistant Clerk/Administrator of any substitution in personnel scheduled to work.

3.3 Work Performed:

All of the above work is to be completed in a workmanlike manner according to standard practices.

3.4 Insurance Requirements:

The Proposer is to supply the Court with a certificate of liability and/or workman’s compensations within two (2) weeks of the award of contract.

3.5 Work Hours and Holidays:

The service provider will provide these services five days per week, Monday through Friday with the exception of holidays. The standing shift hours for these services will be from 4:30 p.m. – 7:00 p.m. Monday through Thursday and 4:00 p.m. – 6:30 p.m. on Friday. If any cleaning or work is needed on Saturday, that may be scheduled between 7:00 a.m. and 3:00 p.m., only. All housekeeping personnel must be out of the building by 7:00 p.m. Monday – Thursday and 6:30 p.m. on Friday. Holidays honored are New Year’s Day, Martin Luther King, Jr., Day, Lincoln’s Birthday, Washington’s Birthday, Cesar Chavez Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans’ Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day. Service staff will be compensated for all closed court holidays as if they were normal work days.

3.6 Attire:

No open toed shoes. No flip-flop/sandals shoes. Tennis/work shoes preferred. No cut off shorts or holey jeans/pants. Service provider to provide a shirt/apron with company logo for identification purposes. Service provider to provide copy of dress code requirements.

4.0 TIMELINE FOR THIS RFP

The Court has developed the following list of key events related to this RFP. All dates are subject to change at the discretion of the Court.

EVENT	DATE
RFP issued	January 17, 2014
Voluntary Walk-Thru	February 5, 2014
Deadline for questions Email Address: paula.garcia @jud.ca.gov	Close of business, February 7, 2014
Questions and answers posted (<i>estimate only</i>)	February 14, 2014
Latest date and time proposal may be submitted	February 21, 2014 4:00 p.m. P.T.
Evaluation of proposals (<i>estimate only</i>)	Week of February 24, 2014
Notice of Intent to Award (<i>estimate only</i>)	Week of March 3, 2014
Negotiations and execution of contract (<i>estimate only</i>)	Week of March 10, 2014
Contract start date (<i>estimate only</i>)	April 1, 2014

EVENT	DATE
Contract end date (<i>estimate only</i>)	March 31, 2015

5.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP:

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (Non-IT Services)	These rules govern this solicitation.
Attachment 2: Court Standard Terms and Conditions	If selected, the Proposer or entity submitting a proposal (the “Proposer”) must sign this Court Standard Form Agreement containing these terms and conditions (the “Terms and Conditions”). If exceptions are taken to this Attachment, Proposer must red-line the Agreement and include it with their RFP response.
Attachment 3: Proposer’s Acceptance of Terms and Conditions	On this form, the Proposer must indicate acceptance of the Terms and Conditions or identify exceptions to the Terms and Conditions.
Attachment 4: General Certifications Form	The Proposer must complete the General Certifications Form and submit the completed form with its proposal.
Attachment 5: Darfur Contracting Act Certification	Proposer must complete the Darfur Contracting Act Certification and submit the completed certification with its proposal.
Attachment 6: Payee Data Record Form	This form contains information the Court requires in order to process payments and must be submitted with the proposal.

6.0 SUBMISSIONS OF PROPOSALS

6.1 Proposals should provide straightforward, concise information that satisfies the requirements of the “Proposal Contents” section below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.

6.2 The Proposer must submit its proposal in two parts, the technical proposal and the cost proposal.

a. The Proposer must submit **one (1) original and three (3) copies** of the technical proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.

b. The Proposer must submit **one (1) original and three (3) copies** of the cost proposal. The original must be signed by an authorized representative of the Proposer. The original cost proposal and the copies must be submitted to the Court in a single sealed envelope, separate from the technical proposal. The Proposer must write the RFP title and number on the outside of the sealed envelope.

6.3 Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Paula D. Garcia
Assistant Clerk/Administrator
Court of Appeal, 4th Appellate District, Division 2
3389 12th Street
Riverside, CA 92501

6.4 Late proposals will not be accepted.

6.5 Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g., FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

7.0 PROPOSAL CONTENTS

7.1 Technical Proposal. The following information must be included in the technical proposal. A proposal lacking any of the following information may be deemed non-responsive.

- a. Proposer's name, address, telephone and fax numbers, and federal tax identification number. Note that if Proposer is a sole proprietor using his or her social security number, the social security number will be required before finalizing a contract.
- b. Name, title, address, telephone number, and email address of the individual who will act as Proposer's designated representative for purposes of this RFP.
- c. Acceptance of the Terms and Conditions.
 - i. On Attachment 3, the Proposer must either indicate acceptance of the Terms and Conditions or clearly identify exceptions to the Terms and Conditions. An "exception" includes any addition, deletion, or other modification.
 - ii. If exceptions are identified, the Proposer must also submit a red-lined version of the Terms and Conditions that clearly tracks proposed changes, and a written explanation or rationale for each exception and/or proposed change.
- d. Certifications, Attachments, and Other Requirements.
 - i. The Proposer must complete the General Certifications Form (Attachment 4) and submit the completed form with its proposal.
 - ii. Proposer must complete the Darfur Contracting Act Certification (Attachment 5) and submit the completed certification with its proposal.
 - iii. If Contractor is a California corporation, limited liability company ("LLC"), limited partnership ("LP"), or limited liability partnership ("LLP"), proof that Contractor is in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor conducts or will conduct (if awarded the contract) intrastate business in California, proof that Contractor is qualified to do business and in good standing in California. If Contractor is a foreign corporation, LLC, LP, or LLP, and Contractor does not (and will not if awarded the contract) conduct intrastate business in California, proof that Contractor is in good standing in its home jurisdiction.
 - iv. Proposer must complete the Payee Data Record form (Attachment 6) and submit the completed form with its proposal.
 - v. Copies of the Proposer's (and any subcontractors') current business licenses, professional certifications, or other credentials.
 - vi. Proof of financial solvency or stability (e.g., balance sheets and income statements).

- 7.2 Cost Proposal.** The following information must be included in the cost proposal.
- i. A detailed line item budget showing total cost of the proposed services.
 - ii. A full explanation of all budget line items in a narrative entitled “Budget Justification.”
 - iii. A “not to exceed” total for all work and expenses payable under the contract, if awarded.
 - iv. For option years, provide either specific costs or a labor or cost index for increase to the initial term’s costs.

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a “loss Leader” as defined in Section 17030 of the Business and Professions Code.

8.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for ninety (90) days following the proposal due date. In the event a final contract has not been awarded within this period, the Court reserves the right to negotiate extensions to this period.

9.0 EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

The Court will evaluate the proposals on a 100 point scale using the criteria set forth in the table below. Award, if made, will be to the highest scored proposal.

If a contract will be awarded, the Court will post an intent to award notice at www.courtinfo.ca.gov/4dca.htm Division 2.

CRITERION	MAXIMUM NUMBER OF POINTS
Quality of work plan submitted	10%
Experience	30%
Reasonableness of cost projection	30%
Credentials of staff to be assigned to the project	20%
Acceptance of the Terms and Conditions	10%

10.0 INTERVIEWS

The Court may conduct interviews with Proposers to clarify aspects set forth in their proposals or to assist in finalizing the ranking of top-ranked proposals. The interviews may be conducted in person or by phone. If conducted in person, interviews will likely be held at the Court's offices. The Court will not reimburse Proposers for any costs incurred in traveling to or from the interview location. The Court will notify eligible Proposers regarding interview arrangements.

11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

PROPOSALS ARE SUBJECT TO DISCLOSURE PURSUANT TO APPLICABLE PROVISIONS OF THE CALIFORNIA PUBLIC CONTRACT CODE AND RULE 10.500 OF THE CALIFORNIA RULES OF COURTError! Hyperlink reference not valid.. The Court will not disclose (i) social security numbers, or (ii) balance sheets or income statements submitted by a Proposer that is not a publicly-traded corporation. All other information in proposals will be disclosed in response to applicable public records requests. Such disclosure will be made regardless of whether the proposal (or portions thereof) is marked "confidential," "proprietary," or otherwise, and regardless of any statement in the proposal (a) purporting to limit the Court's right to disclose information in the proposal, or (b) requiring the Court to inform or obtain the consent of the Proposer prior to the disclosure of the proposal (or portions thereof). Any proposal that is password protected, or contains portions that are password protected, may be rejected. Proposers are accordingly cautioned not to include confidential, proprietary, or privileged information in proposals.

12.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The Court has waived the inclusion of DVBE participation in this solicitation.

13.0 PROTESTS

Any protests will be handled in accordance with Chapter 7 of the Judicial Branch Contract Manual (see www.courts.ca.gov/documents/jbcl-manual.pdf). Failure of a Proposer to comply with the protest procedures set forth in that chapter will render a protest inadequate and non-responsive, and will result in rejection of the protest. The deadline for the Court to receive a solicitation specifications protest is February 21, 2014. Protests should be sent to:

Manuel A. Ramirez, Presiding Justice
Court of Appeal, Fourth Appellate District, Division 2
3389 Twelfth Street
Riverside, CA 92501

END OF RFP