

# CITY OF BROKEN ARROW

## REQUEST FOR PROPOSAL CUSTODIAL SERVICE

RFP 22.164

Issue Date: **May 3, 2022**

The City of Broken Arrow, Oklahoma (hereinafter referred to as "City"), desires to select a firm to provide custodial services. The successful firm will enter into an annual agreement effective approximately July 1<sup>st</sup>, 2022, thru June 30<sup>th</sup>, 2023. Additional annual terms may be granted at the discretion of the City Council.

If you or your firm is interested in participating in the solicitation and review process, please submit a copy of your proposal, including a description of your services and fees and return City of Broken Arrow Purchasing Division, 1700 West Detroit, Broken Arrow Ok. 74012. on or before 10:15am CST Tuesday, May 25<sup>th</sup>. **Bid opening will be May 25<sup>th</sup>, 2022, at 10:30 am at the Broken Arrow Purchasing Office 1700 West Detroit, Broken Arrow, OK 74012. Late bids will not be considered.**

**There will be two opportunities, pre-bid, to meet and tour the facilities involved in this request for proposal. One will be Thursday, May 19<sup>th</sup> and the other on Friday, May 20<sup>th</sup>. Please meet at 4205 East Omaha, Broken Arrow, OK, 74012 at :30am (CST), both days. An official from the City will lead the tour. Be prepared to transport yourself. ATTENDANCE (IN PERSON) AT A PRE-BID TOUR IS REQUIRED TO SUBMIT A BID.**

Proposed base pricing for services may be disclosed at a public meeting to receive and file responses of this and other solicitations, and at the Broken Arrow City Council Meeting. Purchases or contractual agreements of this nature require the expenditure of public funds and/or use of public facilities; therefore, it should be noted that all other information provided in your response will be considered proprietary and will not be divulged during the proposal review process. The successful proposer shall understand; however, that portions (potentially all) of their proposal (including any final contracts) will become public record after its acceptance by the City of Broken Arrow City Council.

If you have any questions or need additional information, contact **Roger Edwards**, Building Maintenance Manager, **918-259-7000 ext. 7227**.

Ryan Baze  
Maintenance Services Director  
City of Broken Arrow

## REQUEST FOR PROPOSAL FOR CUSTODIAL SERVICES

**SCOPE OF WORK:** Furnish all labor, equipment, cleaning supplies and incidentals to provide the specified custodial services as outlined in the required service section for the following facilities and to include paper/consumable goods. All facilities are in Broken Arrow, Oklahoma.

**FACILITIES:**

<u>Facility</u>	<u>Cleaning days</u>	<u>Location</u>
Niehuis Park Community Center	Mon/Tues/Wed/Thur/Fri	3201 North 9th
Central Park Community Center	Mon/Tues/Wed/Thur/Fri	1500 South Main
Nature Center	Once a week	7101 South 3 <sup>rd</sup> Street
Animal Shelter	Mon/Tues/Wed/Thur/Fri	4121 East Omaha
Training Center 1	Mon/Tues/Wed/Thur/Fri	4205 East Omaha
Training Center 2	Mon/Tues/Wed/Thur/Fri	4205 East Omaha
Training Center 3	Once a week	4205 East Omaha
Justice Center	Mon/Tues/Wed/Thur/Fri	2304 South 1 <sup>st</sup> Place
Street and Stormwater	Mon/Tues/Wed/Thur/Fri	2302 South 1 <sup>st</sup> Place
Physical Resources	Once a week	1821 West Detroit
Police and Fire	Mon/Tues/Wed/Thur/Fri	1101 North 6 <sup>th</sup> Street

**REQUIRED TASKS AND FREQUENCY SCHEDULE:**

<b>DUTIES TO BE PERFORMED THROUGHOUT THE FACILITIES</b>
<b>GENERAL REQUIREMENTS:</b>
<b>DAILY SERVICES</b>
Empty Waste Receptacles and wash as needed
Remove all litter, cans, papers, and other containers marked TRASH
Waste Receptacle liners must be replaced with <b>new liners</b>
Wash/Clean desktops (only if the desktops are cleared of paper)
Clean interior/exterior of refrigerators, microwave ovens, coffee makers, etc.
Wipe and clean chairs
Clean light switches and spot clean walls for fingerprints
Clean all door handles, frames and kick plates
Replace chairs and waste baskets in proper place after cleaning
All waste material shall be removed and loaded into dumpster, as provided by City, for disposal
Wet mop hard surface floors of entire building with a general-purpose product to ensure clean areas
Clean corners of rooms and around telephone and electrical mounted plugs
Vacuum and spot clean all heavy traffic areas such as hallways, offices, lobby, etc. of entire building to remove daily stains and apply anti-static spray, if required.

Buff main lobby, hallway floors, and heavy traffic areas
Wash Vending machines
Dust all surfaces up to a height of eight-(8) feet, using a treated duster. Dusting shall be accomplished by the removal of soil from the area, not by moving it from one surface to another
<b>RECYCLING (Provided the City of Broken Arrow has recycling at the location)</b>
Empty Recycle Receptacles (Recycle receptacle materials shall not be mixed with the waste receptacle materials)
Empty Waste from paper shredders (This waste is recyclable and shall be placed into the marked recycling container)
Clean Restrooms every day. Clean toilets in and out and check toilet paper and paper towels.

**WEEKLY SERVICES**

Clean all glass partitions and ledges
Clean all windowsills
Wipe and clean top of shelves and file cabinets
Wash all partition glass
Dust all areas - entire facility- to remove dust and cobwebs
Vacuum all carpeted areas and walk-off mats, Including all hard-to-reach areas such as under counters, under desks, under furniture and all nooks and crannies.
Vacuum all fabric office furniture
Spray buff floors in all areas of building to remove black marks or scuff marks and restore luster of wax, leaving an even wet, look floor finish.

**MONTHLY SERVICES**

Clean all heating and air conditioner supply and return vents (Ceiling, wall, floor, window units, etc.)
Wash all interior window glass (entire facility)
Wash file cabinets-totally
Dust all surfaces over a height of six- (6) feet, using a treated duster. Dusting shall be accomplished by the removal of soil from the area, not by moving it from one surface to another
Spot Wash walls of entire building

**OUTSIDE AREAS AND ENTRANCES TO BUILDINGS**

**DAILY SERVICES**

Maintain all dumpster areas
Entrances shall be cleaned and policed for the removal of dirt
All glass entrances to be cleaned inside and outside.
Walk-off/entrance mats spot cleaned to remove daily stains
Main lobby doors and glass cleaned and polished
Main lobby floor tile broom swept and scrubbed

**MISCELLANEOUS REQUIREMENTS:**

**DAILY SERVICES**

Main lobby doors and glass cleaned and polished
Main lobby floor tile shall be broom swept and scrubbed
Courtyard shall be policed to remove all trash, etc.

TOTAL AMOUNT BID AS MONTHLY FEE FOR ALL SERVICES:  
(NOT INCLUDING SECTION MARKED "OPTION" BELOW)

\$13,576.32

**OPTIONAL ITEM FOR BID**

<b>QUARTERLY SERVICES</b> (Services to be performed in March, June, September, and December of each year)
Wash all exterior window glass- entire facility – (Ground floor levels) Blinds dusted and/or washed in all areas of building.
Remove all dirt and wax from all hard surface floors and cove base by mopping or scrubbing with a detergent and wax remover. Rinse thoroughly and apply skid resistant wax of a type recommended by the flooring manufacturers. When wax is dry, machine buff to a smooth sheen, even wet look. Use only the strength of wax stripper needed and remove promptly and rinse to eliminate damage to floor tiles and adhesive
Remove carpet stains, completely vacuum and shampoo using hot water extraction equipment and supplies, and completely re-vacuum all carpet.

TOTAL AMOUNT BID AS QUARTERLY FEE FOR OPTION: \$ 17,002.44 per occurrence

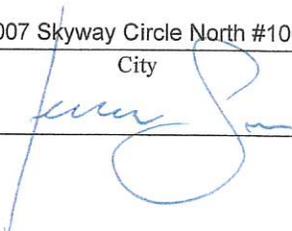
In compliance with this invitation for bid number 22.164 and subject to all conditions thereof, the undersigned offers and agrees to furnish any or all items and/or services upon which prices are quoted, at the price quoted as specified.

My signature certifies that the accompanying bid is not the result of or affected by any act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Federal, State, or City Law. Furthermore, I understand that fraudulent and collusive bidding is a crime under Federal, State, and City Law and can result in fines, prison sentences, and civil damage awards. I hereby certify that I am authorized to sign this bid for the bidder.

**Complete Legal Name of Bidder:**

Unicare Building Maintenance, Inc. Date: May 16th, 2022  
Company Name

Address: 3007 Skyway Circle North #100, Irving, Texas 75038  
City State Zip Code

Signature:  Official Title: Vice President

Please print or type name clearly: Isaac Son

Telephone Number: (214) 724-4621 Fax Number: (972) 808-7689

Federal Tax ID Number: 20-3363097

**INSPECTION SCHEDULE:**

- A bi-weekly supervisor inspection from selected vendor to be performed at each location to ensure requirements are being met.  
Will need to provide Roger Edwards with a report after each visit by email [redwards@brokenarrowok.gov](mailto:redwards@brokenarrowok.gov)

**CUSTODIAL SERVICE SCHEDULE:**

- Custodial services shall be provided after normal business hours. Service hours include the time period between 5pm and 4am each day.
- Custodial services shall not be billed or provided for on the following Holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving Day, Christmas Eve and Christmas Day.
- The period of performance for services received subject to this bid and any resulting contract shall be as agreed and negotiated. It is our intent to award a contract for an initial term of one (1) year, based on annual available funding. Services are tentatively set to begin July 2022 and run through June 2023, with option to renew up to four years.
- This agreement may be terminated by either party by giving a thirty (30) day written notice prior to the termination date. The City may stop services due to funding, lack of service needed, poor performance or any other reason deemed appropriate by the City of Broken Arrow. REPEATED DEFICIENCIES IN THE PERFORMANCE OF THE SERVICES LISTED ABOVE WILL BE DEEMED UNSATISFACTORY PERFORMANCE AND WILL LEAD TO CANCELLATION OF THE AGREEMENT FOR DEFAULT.
- The agreement may be amended or altered from time to time, either in part or in whole, by written agreement signed by each of the parties hereto.
- The contract will provide for, at the option of the City of Broken Arrow successive month renewal periods after the contract period until such time new proposals are sought.
- Additional services, not part of the contract, such as window cleaning, floor stripping/sealing, and carpet cleaning will be quoted on an as needed basis. Additional quotes may be sought from other contractors and awarded based on which is most advantageous for the City.

**OTHER:**

- All Contractors desiring to provide custodial service need to become familiar with the site prior to submitting a proposal. The Contractor shall not be relieved from assuming all responsibility for properly estimating the total square footage and difficulties and the cost of performing the services required due to failure of investigating the conditions or becoming acquainted with all services to be performed. **There will be two opportunities, pre-bid, to meet and tour the facilities involved in this request for proposal. One will be Thursday, May 19<sup>th</sup> and the other on Friday, May 20<sup>th</sup>. Please meet at 4205 East Omaha, Broken Arrow, OK, 74012 at **8:30am (CST), both days. An official from the City will lead the tour. Be prepared to transport yourself. ATTENDANCE (IN PERSON) AT A PRE-BID TOUR IS REQUIRED TO SUBMIT A BID.****
- The contractor must make all attempts to safeguard City and its employee's personal belongings within the facility and not to damage the facility or any of its amenities or contents. The City reserves the right to collect for loss and damages that are incurred by the contractor during the service contract. Damages will subject to claim by the City under provisions of public liability and the contractor's insurance policy. **The City's Minimum Insurance requirements are included in this proposal. Proof of compliance must be included with your proposal.**
- Contract shall not be assigned or subcontracted by the contractor in part or whole without the written consent of The City of Broken Arrow.
- No award will be made until the City of Broken Arrow has had sufficient time to evaluate the proposals. The City of Broken Arrow reserves the right to contract in the best interest of the city.

**BACKGROUND CHECKS OF CONTRACTOR EMPLOYEE:**

The City of Broken Arrow facilities may contain confidential personal information of citizens and employees. The contractor's custodial services will be performed at these facilities after normal business hours and sometimes in the absence of direct oversight

In advance of any employee of the contractor being granted access to City facilities, the contractor must provide the City with criminal background checks at no cost on all employees. The background check will identify the criminal conviction history of the contractor's employee. The City shall have full authority to determine if the authorization to City facilities shall be granted.

Upon successful completion of the background check the employee of the contractor will be provided an ID badge. The badge must be displayed at all times.

### IMMIGRATION COMPLIANCE:

- Contractor shall:
  - at all times during the term of this Contract, comply with all respects with immigration-related laws, statutes, ordinances and regulations including without limitation, the Immigration and Nationality Act, as amended, the Immigration Reform and Control Act of 1986, as amended, and the Oklahoma Taxpayer and Citizen Protection Act of 2007 (Oklahoma HB 1804) and any successor laws, ordinances or regulations (collectively, the Immigration Laws”); and
  - properly maintain, during the term of this Contract, any and all employee records required by the U.S. Department of Homeland Security (“DHS”), including, without limitation, properly completed and maintained Form I-9s for each of the Contractor’s employees; and
  - Verify the employment eligibility for all employees hired on or after July 1, 2008, through DHS’s E-Verify system, and shall at all times continue to verify the employment eligibility of all employees hired during the term of this Contract. and
- Contractor will indemnify, defend and hold harmless the City against any loss, cost, liability, expense (including, without limitation, costs and expenses of litigation and reasonable attorney’s fees) demands, claims, actions, causes of action, liabilities, suits, damages, including special and consequential damages that arise from or in connection with, directly or indirectly, Contractor’s failure, deliberate or negligent, to fulfill its obligations and representations regarding verifying the employment eligibility of its employees utilized by Contractor.

### BILLING:

- The City of Broken Arrow requires a single monthly invoice for each facility for all service included in this contract. All billing will be based on a calendar month.
- The Vendor shall submit with the invoice an itemized report showing, at minimum, the facility, location, supplies and service provided.
- Billing shall be on or before the 15th of the month.
- The City shall not be billed for service not performed through no fault of its own. This may include inclement weather or other natural disasters that may prevent the normal scheduled custodial activities from occurring.



**Definitions:**

- 1.) **Cleaning supplies:** Means the typical products used to clean and sanitize the various items in the facility. Such items include, but not limited to: rags, glass cleaner, disinfectants, soaps, and other cleaning/polishing products.
- 2.) **Paper/consumable goods:** Means the disposable items in use throughout the facility. Such items include, but not limited to: paper towels, toilet paper, hand soap, trash can liners, feminine products and air fresheners.
- 3.) **Equipment:** Means the various tools used to facilitate cleaning services. Such items include, but not limited to: Dust mops, brooms, janitorial carts, vacuums, floor buffers, mop and mop buckets, dusters, spray bottles.
- 4.) **Labor:** Means the contractor's personnel and associated transportation required to perform the cleaning services.
- 5.) **Incidentals:** Means miscellaneous items required to support and continue cleaning services. Such items include, but not limited to: replacement vacuum bags, belts, hoses, equipment maintenance and repair, batteries for equipment, latex gloves, paper, pencils, checklists and other such items utilized or required by the custodial staff.

**PROPOSAL SUBMISSION REQUIREMENTS:**

Vendor must submit their proposal with the following information and shall follow all instructions and requirements contained in this bid. Failure to submit a proposal on the provided forms for that purpose may be cause for rejection. Return of this complete document is required. Modification of or additions to this solicitation may be cause for rejection; however, the City of Broken Arrow reserves the right to decide on a case basis whether to reject such a proposal.

**Proposal:** Vendor must provide a written proposal indicating all services to be provided and the associated monthly cost. The proposal shall indicate pricing with paper/consumable goods. This proposal shall meet the minimum requirements described above and, at contractors' discretion, may include other services that add value to their proposal. Any exceptions to the minimum requirements of this request for proposal shall be clearly described in the bidder's proposal. In addition to other services, there is also an OPTION to submit a bid amount for quarterly services

Submit the proposal with the following documents attached:

- One (1) original proposal agreement (For all facilities AND/OR Option) for review of legal terms and conditions: Submit with your bid a sample agreement for the City to review.
- Vendor Qualifications Letter: On company letterhead, vendor must include a letter describing the age and location of business and vendor's qualifications, ability and experience to perform this service. It shall also state the total number

of employees, to include any managers/supervisors planned to service this facility.

- References: Provide at least three references from the Tulsa/Broken Arrow metropolitan area where you currently provide custodial services.
- Proof of insurance: See minimum insurance amounts required
- Proposal Affidavit
- Interest Affidavit