

# CITY OF WESTBROOK



## REQUEST FOR PROPOSALS

Custodial Services

Westbrook Municipal Facilities

WESTBROOK, MAINE

November 6, 2012

## **Introduction**

The City of Westbrook, Maine, is seeking proposals for qualified custodial services for all municipal buildings for a 30 month period starting January 1, 2013. The facilities include:

City Hall; 2 York Street, 12,400 square feet; Hours M-F 7:30am to 5pm

Public Safety Building; 570 Main Street, 25,450 square feet; Hours 24/7/365

Walker Memorial Library; 800 Main Street, 17,000 sqft; Hours Tu-Sa 7:30am to 8pm

Public Services; 371 Saco Street, 10,000 square feet; Hours M-F 6:30am to 3pm

Fred C. Wescott Municipal Building; 426 Bridge Street, 97,000 square feet; M-Sa 5:30am to 8pm.

To be considered, 5 copies of the proposal must be received by the Office of the City Clerk, Westbrook City Hall, 2 York Street, Westbrook, Maine 04092 **by 11:00 AM on November 21, 2012**. All proposals will be publicly opened and available for public inspection. City of Westbrook staff will review all proposals, and make a recommendation to the Mayor for action by the City Council.

The City of Westbrook, Maine reserves the right to accept or reject any/or all proposals, parts thereof, and to further make modifications as it deems in the best interest of the City. Submission of a proposal indicates acceptance by the firm of the conditions contained within this Request For Proposals.

All questions shall be directed, in writing, to Eric Dudley, PE, City Engineer, at least three business days before the opening date. Questions received after this time will not be addressed. Responses from the City that substantially alter this RFP will be issued in the form of a written addendum to all those that have expressed interest in the project. Oral explanations or interpretations given before the award of the contract will not be binding. All proposals submitted shall remain open to acceptance for ninety days from their opening.

## **General Information**

The evaluation of the Proposals shall be based on the requirements described in this RFP. The intent of the City of Westbrook is to select a single service provider to deliver the desired services contained within this RFP with the best qualified and most responsive service provider. The City of Westbrook anticipates the results of this RFP process will provide for a better level of service in custodial operations of its facilities while reducing operational costs and better leveraging staff resources.

## **Submission Requirements**

Respondents shall read the information contained within the following criteria and submit a Proposal package that contains all of the information requested in this RFP. The responses shall contain the following general information in the sequence listed herein.

1. Custodial Services
  - a. Provide a dedicated and qualified employee as the single point of contact to the City of Westbrook.
  - b. Provide required services through able, qualified and trained employees and subcontractors.

- c. Conduct regular operational meetings and updates.
- d. Develop a format to communicate effectively all building custodial issues.
- e. Provide services in accordance with all applicable federal, state and local laws.
- f. Provide the following custodial services to all facilities including but not limited to:
  - i. Restrooms
  - ii. Break areas
  - iii. Lobbies and entrances
  - iv. Offices
  - v. Conference and meeting rooms
  - vi. Trash disposal areas
  - vii. Stockrooms
  - viii. Raised floor areas
  - ix. Windows & doors
- g. Provide sourcing, inventory management, warehousing, coordination, retrieval, and delivery of custodial and maintenance supplies.
- h. Process, review and route for approval and pay all invoices and expenses from vendors for goods and services as they relate to managing the facilities in scope. Periodically produce reports on payments made to vendors.
- i. Develop and manage operating expense budget.

2. Insurance Criteria

Provide proof of general liability insurance and workers compensation insurance coverage including limits of liability and deductibles.

**Selection Criteria**

The City of Westbrook will review RFP submissions and rank the proposals. The City is not bound by the lowest cost proposal, but may accept the proposal that is considered to be the best value for the City.

The City will negotiate terms for a contract to complete the tasks with the top ranked proposer. If a satisfactory agreement cannot be reached, negotiations with that firm will be suspended and negotiations opened with the second firm. The process continues until an agreement is reached and contract is executed.

The following criteria will be used to rank proposals:

1. Adequacy of response to RFP
2. Experience in providing requested services
3. Ability to show process improvement and cost reductions
4. Key Staff qualifications
5. Client References
6. Price Competitiveness

The City of Westbrook reserves the right to reject any and all proposals.

## **RFP Questions**

### **Executive Summary**

Provide a concise summary of why the City of Westbrook should select your company to provide the requested services.

### **Company Description**

1. Provide name, address, web site, and phone number of your company.
2. Provide a brief overview of your company's history, annual sales, organizational structure, primary lines of business, total number of employees, and number of employees directly related to providing real estate services.
3. Provide number of employees and annual revenues by primary line of business.
4. Provide a complete and up-to-date set of organization charts.
5. Provide a financial profile of company and/or recent annual report, or comparable audited statements, for the past three years.

### **Company Experience, Capabilities and Delivery Model**

1. Detail your company's experience in the target services, including number of current clients with similar programs and requirements, years of experience in providing such services and number of employees working in these areas.
2. Provide a list of your top five clients your company provides facilities management including service provided and length of relationship.
3. Provide three current client references including client name, contact name and title, phone number and email address and a description of services provided.
4. Summarize your company's unique qualifications and the advantages of the proposed delivery model. Highlight the services or attributes that differentiate your company from other company's providing similar services.
5. Describe your company's proposed delivery approach including:
  - a. Account organization chart
  - b. Roles, responsibilities and reporting relationships
  - c. Identify the number of staff that will be dedicated or variable resources to the account
  - d. Communication and reporting mechanism with the City of Westbrook.
6. What methods does your company have to determine building occupants' satisfaction with the custodial service levels?
7. Discuss the key factors that the City of Westbrook and your company's team must focus on during the transition period.
8. Provide a transition plan for the City of Westbrook.

**Pricing**

1. Describe your company's pricing philosophy and recommended structure for pricing.
2. Provide pricing proposal for providing scope of work related to facilities management including:
  - a. Staff salaries, bonuses, benefits and any other employee related costs
  - b. Any other costs, as appropriate