



Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104
(801) 977-1122 | utahca.org

Request for Proposal

For

Custodial Services

Inquiries and proposals should be directed to

Stacy Weight
Chief Administration Officer
Utah Community Action
1307 South 900 West
Salt Lake City UT 84104
stacy.weight@utahca.org

PART 1 – INTRODUCTION AND INSTRUCTIONS

PURPOSE OF REQUEST

Utah Community Action (UCA) is soliciting proposals for providing custodial services in 20 locations throughout the Salt Lake and Tooele Counties.

AGENCY BACKGROUND

Utah Community Action’s mission is to empower individuals, strengthen families and build communities through self-sufficiency and education programs. Utah Community Action is a multi-faceted agency that helps low-income individuals and families overcome barriers to self-sufficiency. The agency has approximately 600 employees and annual revenues of approximately \$50M.

Utah Community Action helps remove these barriers through six core programs:

Workforce Development – Helps adults with low- to moderate-income levels get access to courses and certifications that can help them work toward self-sufficiency.

Head Start – Provides education and health services to young children who would otherwise not be prepared for Kindergarten.

HEAT – Helps struggling households pay their utility bills. Both yearly application and emergency need services are available.

Case Management & Housing – Through deposit and emergency rental assistance, landlord-tenant mediation, homelessness services, and holistic case management, our Case Management, and Housing Program help clients to obtain and maintain safe, stable, and affordable housing.

Nutrition – Helps feed households in need, provides meals for Head Start classrooms and offers educational programs to teach better eating habits.

Weatherization – Helps low-income households reduce energy costs and increase comfort and safety in their homes.

Utah Community Action complies with the required federal regulations on procurement, as outlined in the Uniform Guidance 2 CFR Part 200. Efforts, including affirmative steps prescribed by federal regulation (if applicable), will be made by UCA to utilize small and minority-owned businesses, women’s business enterprises, and labor surplus area firms when possible. A firm qualifies as a small business firm if it meets the definition of “small business” as established by the Small Business Administration (13 CFR 121.201, Subsector 541512) by having average annual receipts for the last three fiscal years not exceeding \$27.5 million.

PROPOSAL SUBMISSIONS REQUIREMENTS

By submitting a proposal, Interested Parties acknowledge and agree that the scope of work and evaluation process outlined herein are fair, equitable, and understood. Interested Parties further acknowledge that they have read this RFP, along with any attached or referenced documents.

All costs incurred by Interested Parties in the preparation and submission of a proposal, including any costs incurred during interviews, presentations, or demonstrations are the responsibility of the Interested Parties and will not be reimbursed.

Proposals must be received by Friday, May 17, 2024. Proposals received after the deadline will

not be accepted. Proposals can be submitted via hard copy or electronic copy to the address provided below. Any proposal not meeting the requirements of this RFP may be rejected. All materials submitted will become the property of Utah Community Action.

PROPOSAL KEY DATES

RFP Released	April 30, 2024
Proposals Due	May 17, 2024 by 5:00 pm
Bidders Interviews (if necessary)	May 21 st and 22 nd
Selection	May 24, 2024

Utah Community Action may request interviews or meetings with any of the respondents to clarify any proposals.

SUBMISSION INSTRUCTIONS AND CONTACT INFORMATION

The preferred method of submitting your proposal is via electronic copy to stacy.weight@utahca.org. If providing a hard copy, one (1) original must be submitted prior to the deadline at the following address:

Utah Community Action
Attn: Stacy Weight, CAO
1307 South 900 West
Salt Lake City, UT 84104
stacy.weight@utahca.org

Right to Reject

UCA reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.

Right to Award Contract to Multiple Contractors

UCA reserves the right to divide the contract up and award it to multiple contractors.

Small and/or Minority-Owned Businesses

Efforts will be made by UCA to utilize small businesses and minority-owned businesses. An Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

PART 2 – SCOPE OF SERVICES AND PROJECT REQUIREMENTS

Please address all of the items noted in this section in your proposal. Failure to do so may result in your proposal not being considered. Proposals will be evaluated based on demonstration of meeting the requirements of this RFP.

1 - Letter of Intent

A letter outlining the general overview of the business information and individuals who will be involved in the RFP process. This letter should be a maximum of 2-3 pages and address the items listed below.

- Contact person(s) with title(s)
- Professional history and affiliations
- Range of professional service capabilities

- Impact of the current workload on the ability to meet the requirements of this RFP
- Previous experience with UCA, if any
- a date through which the bid is valid (recommended 60 days)

2 - Relevant Local Project Experience

Provide descriptions of at least three projects that have been executed within the past five years within the Salt Lake City or surrounding area. The projects described shall be similar in scope and complexity to the project described within this RFP. Please include at least the following:

- Project size (number of locations)
- Project tasks showing the scope of work
- Project owner with current address and telephone number

3 - Contract Terms

All contracts will be for one year, beginning immediately, upon receiving signed contract. Contract will end July 31, 2025 but will have an option for 4 one-year extensions.

All contracts must contain a 30-day escape clause.

All contracts will allow for the vendor to invoice UCA every month. Invoices must break the cost down per site.

4 - Pricing:

Please provide a daily rate for each location as well as the number of hours estimated to spend in each facility.

Annual Price Increases

Annual price adjustments will be considered if the contractor submits a written request at least 45 days prior to the end of the current contract terms. Written requests should be submitted to the Accounting Manager. Price adjustments will be percent increase to the base contract pricing using the CPI index for month prior to the contract expiration. The CPI index used will be:

- The Consumer Price Index for All Urban Consumers (CPI-U); U.S. City Average; All items, not seasonally adjusted, 1982–1984=100 reference base

The following example of how the percent change will be computed:

CPI for current period	= 232.945
Less CPI for previous period	– 229.815
Equals index point change	= 3.130
Divided by previous period CPI	÷ 229.815
Equals	= 0.0136
Result multiplied by 100	= 0.0136 x 100
Equals rounded percent change	= 1.4%

Additional information on the CPI index can be found here: <https://www.bls.gov/cpi/>

5 - Scope of Work

Responses will need to address the time of day routine cleaning is expected to occur and your companies approach to addressing the following items:

- UCA will provide paper towels, toilet paper, hand soap and trash liners, and all cleaning products and equipment needed for each location, with the exception of the semiannual deep floor cleaning.
- The vendor will provide employees necessary to perform the duties outlined in the scope of work, and all chemicals and equipment needed for the semiannual deep floor cleaning.
- The vendor will ensure all UCA facilities are secured at end of the day, including turning off lights, locking doors, and setting alarms.
- Facilities and dates of services needed are identified in Appendix A
- Custodial services shall be provided as outlined in the contract excluding days when the facilities are closed due to federal/state holidays, or due to operational schedules (will be finalized by July 31st each year).

Cleaning Supplies

UCA will provide all cleaning chemicals and supplies needed for each location, except for the semiannual deep cleaning of the floors. UCA will provide the following but not limited to: backpack vacuum cleaner, upright vacuum cleaner, mop, broom, Swiffer wet mop, Trash liners, center pull towels, multifold towels (some locations), Mark11 disinfectant, GSC Cleaner/sanitizer, GS Window Cleaner, toilet cleaner, dusters.

The contractor agrees to not use any other equipment or supplies in our facilities unless prior approval is given by contacting the Facilities Manager.

Daily Cleaning

- All classrooms, offices, break rooms, hallways, and common areas
 - Empty all trash receptacles; damp wipe or wash if necessary. Reinstall liners, Haul trash to the dumpster.
 - Vacuum all carpet in classrooms and breakrooms daily.
 - Disinfect and wipe down all countertops, switch plates, door handles, and dispensers.
 - Scour and sanitize all basins and drinking fountains. Polish brightwork.
 - Refill all dispensers.
 - Sweep/vacuum or dust mop hard surface floors.
 - Damp-mop hard surface floors.
 - Damp wipe entrance metal and fingerprints on entrance glass.
- Restrooms
 - Refill all dispensers.
 - Disinfect and wipe down all countertops, switch plates, door handles, and dispensers.
 - Scour and sanitize all basins. Polish brightwork.
 - Remove splash marks from walls around basins.
 - Clean and polish mirrors.
 - Empty all trash receptacles; damp wipe or wash if necessary. Reinstall liners.
 - Haul trash to the dumpster.
 - Empty and disinfect feminine hygiene receptacles.
 - All toilets and urinals are to be cleaned and sanitized inside and outside, including toilet seats. Polish brightwork.
 - Remove hard water deposits on toilets and urinals.
 - Clean and sanitize walls and partitions around urinals and toilets.
 - Mop and rinse restroom floors with a disinfectant.
- Kitchens
 - Refill all dispensers.

- Disinfect and wipe down all countertops, switch plates, door handles, and dispensers.
 - Scour and sanitize all basins. Polish brightwork.
 - Remove splash marks from walls around basins.
 - Empty all trash receptacles; damp wipe or wash if necessary. Reinstall liners. Haul trash to the dumpster.
 - Mop floors with a disinfectant.
- Janitor's closet (if present)
 - Clean mop sink or basin.
 - Hang clean mop to dry.
 - Remove trash and dispose of it properly.
 - Sweep and mop the floor.
 - Maintain organized supply cabinets and/or shelves.
 - Ensure the room is securely locked.

Weekly Cleaning

- Vacuum all carpet in offices, hallways and common areas weekly or as needed
- Thoroughly vacuum all carpeting, taking care to get into corners, along edges, and under desks and office chairs.
- Wipe down and sanitize all step stools in classrooms and restrooms.
- Wipe down walls behind garbage cans in kitchen and restroom areas.
- Clean floor drains in the kitchen area, when applicable.
- Wipe down and disinfect all light switch plates and doorknobs.
- Spot wipe fingerprints and smudges on doors, door frames, and walls.
- Polish and clean all entrance glass.
- Vacuum or damp mop all stairs and elevators.
- Clean and disinfect all handrails on stairways.
- Dust tops of partitions, mirrors, and frames restrooms.
- Dust all high and low surfaces, including baseboards, door frames, vent covers, legs of office chairs.
- Vacuum all upholstered furniture.

Non-Reoccurring Services

In addition to the routine services specified in this RFP, UCA occasionally requires a non-recurring janitorial service. Non-recurring service requests are billed separately. General Requirements. Non-recurring service is a task order and is the method by which the Contractor shall perform additional custodial related services when the work is not included in the firmly fixed-price portion of the contract. A negotiated fixed-price will be agreed to for each non-recurring task order. Contractors must address management and performance of non-recurring tasks in their monthly billing.

Janitors Cleaning Log

The contractor must fill out and sign the Janitors cleaning log daily. See Attachment B.

Quality Control

The contractor shall establish, implement and maintain a proactive quality management program. The Contractor's Quality Management Plan shall reflect and incorporate both quality control processes and quality assurance practices described in the technical proposal. The Contractor shall implement a quality control program to meet or exceed the performance standards in this contract. The Contractor's plan shall describe how the Contractor will utilize its quality control to optimize performance and customer service. The plan will address the following:

- Quality control system
- Responsible person(s);
- Methods and frequencies of inspections
- Follow-up procedures, early recognition, and correction of deficiencies.

Insurance Requirements and Safety Requirements

Vendor must provide proof of license and insurance with the following:

Worker's Compensation - With Utah Community Action listed as the certificate holder

Commercial General Liability - General Liability insurance in the minimum amount of \$1,000,000.00 Combined Single Limit per occurrence for bodily injury, personal injury, and property damage including, but not limited to, coverage for premises/operations, independent contractors, contractual liability, products, and completed operations. Utah Community Action must be listed as a certificate holder.

Regulations and Safe Conduct of Work

The contractor shall plan and conduct the work to safeguard persons and property from injury. The contractor shall direct the performance of the work in compliance with reasonable safety and work practices and with applicable federal, state, and local laws, rules, and regulations, including but not limited to “Occupational Safety and Health Standards”, including the wearing the required personal protective equipment as proposed by Utah Community Action reserves the right to inspect the work and inspect the work to ensure compliance with reasonable and safe work practices and with the applicable federal, state, and local laws, rules, and regulations. Neither the requirement that Contractor follow said practices and applicable laws, rules, and regulations, nor adherence thereto by Contractor, shall relieve Contractor of the sole responsibility to maintain safe and efficient working conditions. Only authorized individuals will be allowed on the properties, absolutely no children may be present while cleaning the facilities.

PART 3: SELECTION PROCESS

UCA may, at its discretion, request presentations by or meetings with any or all Bidders to clarify or negotiate modifications to the Bidders’ proposals. However, UCA reserves the right to make an award without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the Bidder can propose. UCA also reserves the right not to award the contract.

Proposals will be scored as follows:

Letter of Intent	15 points
Pricing	35 points
Relevant Local Project Experience	20 points
Workforce/Team Qualifications	20 Points
Small/Minority Owned	5 Points
Adherence to RFP instructions	5 Points
Total	100 points

Notification of Award

It is expected that a decision selecting the successful firm will be made by May 24, 2024, and the successful firm will be notified by that date. The contract will be issued to the successful firm by June 30, 2024. Upon conclusion of final negotiations with the successful firm, all Bidders submitting proposals in response to this Request for Proposal will be informed, in writing, of the name of the successful firm.



Location Name	Location Address	Total Square Footage	Carpet Square Footage	Tile Square Footage	Days	Months per Year	# of Classrooms	Additional Information
Creekside	254 Gregson	7,688	6,988	700 ft ² VCT	M-F	12	2	Clean the entire building.
Copperview	8446 S Harrison St	2,544	350	2,000 ft ² LVT in classrooms, 400 ft ² VCT	M-F	12	3	Inside rec center - MUST be out of building by 9:00 pm. All three classrooms are set up for children. Office cubicles set up in kitchen area.
CCH	6447 W 4100 S	10,039	8,039	1,898 ft ² LVT	M-F	12	5	Clean the entire building.
Grant Elementary	662 W Bulldog Cir (6140 S)	755	500	200 ft ² VCT	M-F	12	1	Relocatable classroom - one double portable unit.
HJS	336 E 3900 S	4,896	4,046	750 ft ² LVT, 100 ft ² ceramic tile	M-F	12	2	Clean the entire building.
Noorda	5361 S 4220 W	13,523	10,723	2,500 ft ² LVT, 300 ft ² ceramic tile	M-F	12	6	Clean the entire building.
Magna	8275 W 3500 S	9,482	6,682	2,200 ft ² LVT, 600 ft ² ceramic tile	M-F	12	5	Clean the entire building.
JRR	1240 N American Beauty Dr	43,773	32,633	8,600 ft ² LVT, 2,500 ft ² ceramic tile	M-F	12	12	Clean the entire building. All hallway floors MUST be auto-scrubbed on a weekly basis.
Midvale	328 W Wasatch	3,300	2,300	500 ft ² LVT, 500 ft ² ceramic tile	M-F	12	2	Clean the entire building.
Redwood Rec Center	3060 S Lester	2,000	1,000	400 ft ² LVT, 600 ft ² ceramic tile	M-F	12	2	Inside rec center - MUST be out of building by 9:00 pm.
Shriver	1307 S 900 W	200,846	18,946	1,050 ft ² LVT, 850 ft ² ceramic tile	M-F	12	4	Admin building and classroom space - clean entire building.
South Salt Lake	2825 S 200 E	7,888	4,588	2,100 ft ² LVT, 1,200 ft ² ceramic tile	M-F	12	4	Clean the entire building.

South Salt Lake Commercial Kitchen	2825 S 200 E	5,247	-	5,247 ft ² polished concrete	M-F	12	0	Commercial kitchen attached to South Salt Lake building. Clean the bathrooms in the Kitchen
KECC (two buildings)	5242 S 4820 W	12,000	8,000	4,000 ft ² LVT	M-F	12	8	Clean the entire 2 buildings including offices
Weatherization/Facilities	850 E 1700 S	6,400	4,900	1,500 ft ² LVT	M-F	12	0	Clean the office area.
Tooele	222 N Coleman	6,016	4,011	2,005 ft ² LVT	M-F	12	3	Clean the entire building.
Bingham	3000 West Haun Drive	7,560	5,652	1,908 LVT/Tile	M-F	12	4	Clean the entire building
Grantsville	7 S Park St	4,000	3,000	1,000 ft ² LVT	M-F	12	2	Clean the entire building.

Appendix B - Janitorial Logs

Daily Cleaning Log						
Weekly Cleaning						
	Monday	Tuesday	Wednesday	Thursday	Friday	Comment
Vacuum all carpet in classrooms and breakrooms						
Sweep all hard surface floors						
Damp mop all hard surface floors						
Empty all trash receptacles, damp wipe, reinstall new liner						
Haul trash to dumpster						
Scour and sanitize all basins and drinking fountains						
Polish all brightwork						
Damp wipe/sanitize all metal surfaces						
Wipe all front entrance glass						
Disinfect all countertops, switch plates, door handles, and dispensers						

Janitor's Daily Cleaning Log - Restrooms						
	Monday	Tuesday	Wednesday	Thursday	Friday	Comment
Sweep all hard surface floors						
Damp mop all hard surface floors with a disinfectant						
Empty all trash receptacles, damp wipe, reinstall new liner						
Haul all trash to dumpster						
Empty and disinfect all feminine hygiene receptacles						
Scour and sanitize all basins						
Polish all brightwork						
Refill all soap dispensers						
Refill all paper towel dispensers						
Refill all toilet paper dispensers						
Clean and poish mirrors						
Remove splash marks from walls around basins						
Clean and sanitize all toilets and urinals inside and out including toilet seat						
Remove hard water deposits on toilet and urinals						
Disinfect all countertops, switch plates, door handles, and dispensers						
Clean and sanitize walls and partitions around urinals and toilets						

Kitchens						
	Monday	Tuesday	Wednesday	Thursday	Friday	Comment
Sweep all hard surface floors						
Damp mop all hard surface floors						
Empty all trash receptacles, damp wipe, reinstall new liner						
Haul all trash to dumpster						
Scour and sanitize all basins						
Polish all brightwork						
Refill all soap dispensers						

Refill all paper towel dispensers						
Disinfect all countertops, switch plates, door handles, and dispensers						
Remove all splach marks from walls and surfaces						

Janitors Closet (if present)						
	Monday	Tuesday	Wednesday	Thursday	Friday	Comment
Clean mop sink or basin						
Hang clean mop to dry						
Remove all trash and haul to dumpster						
Sweep and mop the floor						
Maintain and organize supplies in cabinets or shelves						
Ensure room is securely locked						
Janitors must sign and date each box of the log when complete						

Weekly Cleaning Log						
	Week #1	Week #2	Week #3	Week #4	Week #5	Comment
Thoroughly vacuum all carpeting, taking care to get into corners, along edges, and under desks and office chairs						
Vacuum all carpet in offices, hallways and common areas weekly or as needed						
Wipe down and sanitize all step stools in classrooms and restrooms						
Wipe down walls behind garbage cans in kitchen and restroom areas						
Clean floor drains in the kitchen area, when applicable						
Wipe down and disinfect all light switch plates and doorknobs						
Spot wipe fingerprints and smudges on doors, door frames, and walls						
Polish and clean all entrance glass						
Vacuum or damp mop all stairs and elevators						
Clean and disinfect all handrails on stairways						
Dust tops of partitions, mirrors and frames of restrooms						
Dust all high and low surfaces, including baseboards, door frames, vent covers, legs of office chairs						
Vacuum all upholstered furniture						