

**CITY CLERK
ORIGINAL**

**C-7967
01/22/2007**

UNITED MAINTENANCE CO. INC.

**13530 W. MEDLOCK DR.
LITCHFIELD PARK, AZ. 85340
PH. 602-619-3066
FAX 623-845-0133**

To:

January 22, 2007

City Of Glendale
Attn: Materials Management
6829 N. 58th Dr. Ste.# 202
Glendale, AZ. 85301-2599

Subject: RFP # 06-19, Custodial Services For Foothills Recreation and Aquatics center

Dear Sirs;

We thank you for giving us the opportunity to submit our offer to provide personalized quality service for the new Foothills facility. We have been providing similar services for over Seven years for Glendale Public Library. We would also like to inform you that we are the owners of Governor=s Award in the state of Nevada for providing similar services.

If you need any further information, please feel free to call us or write to us. Once again, we hope to provide you with our personalized services.

Sincerely,

For United Maintenance Co. Inc.

Inderjit Bhatti (Indy)
(Phoenix)



Solicitation Addendum One (1)

RFP 06-19

Custodial Services for the Foothills Recreation and Aquatics Center

CITY OF GLENDALE
Materials Management
6829 North 58th Drive, Suite 202
Glendale, Arizona 85301-2599

A signed copy of this Addendum, must be received by Materials Management on or before the Offer Due Date and time.

This solicitation is amended as follows:

The types of flooring and square footage of each type with the Foothills Recreation and Aquatics Center is as follows:

Carpet: 8005 square feet

Non-Carpeted Area including, tile, vinyl, rubberized, porcelain flooring and ceiled concrete: 28,164 square feet.

The second floor exterior windows are deleted from this solicitation. The first floor interior and exterior windows that can be reached by either a six-foot ladder or six foot extension are part of this solicitation. Any first floor windows that cannot be reached by a six-foot ladder to extension are deleted from this solicitation.

All other provisions of the solicitation shall remain the same.

The above referenced Solicitation Addendum is hereby executed this January 10, 2007, by Brian Guzzi, 623-930-2863.

Authorized Signature		Date	1/21/07
Printed Name and Title	INDRAJIT S. BHATTI "INDY" PRESIDENT		
Company Name	UNITED MAINTENANCE CO. INC.		
Address	13530 W. MEDLOCK DR.		
City, State and Zip Code	LITCHFIELD PARK, AZ. 85340		
Company Email	INDYBHATTI@YAWOO.COM.		

SECTION THREE
OFFER SHEET

CITY OF GLENDALE
Materials Management

Solicitation Number: RFP 06-19
Custodial Services, Foothills Recreation & Aquatics Center

NOTE: In addition to completing this Section electronically and including it in the CD-ROM submittal, a printed version with original signature shall be submitted with CD-ROM at the time of Offer due date and time.

3.1 OFFER Proposer certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Proposer also certifies that the prices offered were independently developed without consultation with any of the other proposers or potential proposers.

Indy Bhatti
Authorized Signature

UNITED MAINTENANCE CO. INC.
Company's Legal Name

INDIRAJIT S. BHATTI
Printed Name

13530 W. MEDLOCK DR.
Address

PRESIDENT
Title

LITCHFIELD PARK, AZ. 85340
City, State & Zip Code

602-619-3066
Telephone Number

623-845-0133
FAX Number

INDYBHATTI@yahoo.com
Authorized Signature E-mail Address

INDYBHATTI@yahoo.com
Company E-mail Address

For questions regarding this offer: (If different from above)

INDY
Contact Name

602-619-3066
Phone Number

623-845-0133
Fax Number

INDYBHATTI@yahoo.com
Email Address

FEDERAL TAXPAYER ID NUMBER: 

Arizona Sales Tax No. N/A Tax Rate _____

Proposer certifies it is a: Proprietorship _____ Partnership _____ Corporation

Minority or woman owned business: Yes No _____

SECTION FOUR
PRICE SHEET

CITY OF GLENDALE
Materials Management

Solicitation Number: RFP 06-19
Custodial Services, Foothills Recreation & Aquatics Center

4.0 PROPOSAL PRICE SCHEDULE

Custodial Services for:
The City of Glendale Foothills Recreation and Aquatics Center, 5600 W Union Hills Dr.,
Glendale AZ 85308

YEAR 1 - MONTHLY RATE:		6129 X 12 MONTHS =	73548 ⁰⁰
(Renewal) Year 2 -	A @	6649 X 12 MONTHS =	79788 ⁰⁰
(Renewal) Year 3 -	A @	6930 X 12 MONTHS =	83160 ⁰⁰
(Renewal) Year 4 -	A @	6930 X 12 MONTHS =	83160 ⁰⁰
(Renewal) Year 5 -	A @	7110 X 12 MONTHS =	85320 ⁰⁰
(Renewal) Year 6 -	A @	7110 X 12 MONTHS =	85320 ⁰⁰

Additional requested services

Hourly labor rate per employee
(All equipment & supplies included)

For the contract period	\$ 12 ⁵⁰	per hour
For 1st option year	\$ 12 ⁵⁰	per hour
For 2nd option year	\$ 12 ⁵⁰	per hour
For 3rd option year	\$ 12 ⁵⁰	per hour
For 4th option year	\$ 12 ⁵⁰	per hour
For 5th option year	\$ 12 ⁵⁰	per hour

4.1 EMERGENCY TWENTY-FOUR (24) HOUR SERVICE CONTACT

Name INDY OR OSCAR
Telephone Number 602-619-3066 / 602-518-3200

4.2 PROCUREMENT CARD ORDERING CAPABILITY See Section 2. Please check appropriate box.

YES, I will accept payment under this contract with the Procurement Card.

NO, I will not accept payment under this contract with the Procurement Card.

4.3 DISCOUNT/PAYMENT TERMS 30 DAYS NET.

CITY OF GLENDALE

Materials Management

Solicitation Number: RFP 06-19

Custodial Services, Foothills Recreation & Aquatics Center

PROPOSAL

**SUBMITTED BY:
UNITED MAINTENANCE COMPANY INC.**

DUE ON: JANUARY 22, 2007 AT 2:00 P.M.

United Maintenance Company Inc.

Building Maintenance

Service Is Our Business

The Company

United Maintenance Co. has earned a solid reputation for success, dependability and cost effectiveness. We believe United Maintenance Co. has a special quality. Customers often Comment on that unique difference but aren't always able to define it. Of course, we know what it is: it is the way we treat our customers. In an age of very large, our company has chosen to keep the close personal customer relations with our customers. United Maintenance Co. firmly dedicated to the ideals and principles of customer requirements, which is still our highest priority. It=s our strong entrepreneurial leadership, depth of management, extensive liability coverage and excellent banking resources give United Maintenance Co. The capability of perform any job anywhere. United Maintenance Co. =s commitment to service is consistent, whether the customer has limited needs or full service requirements. Each facility is individually surveyed, programmed, and staffed to fit its particular service requirements. United Maintenance Co. always provides the latest and the most efficient equipment available. Each project is carefully analyzed and appropriate equipment is chosen to maximize quality and productivity. Of course, an inviting work environment is of paramount importance. United Maintenance Co.=s quality service provides clean, inviting facilities that create highly favorable impressions upon visitors and occupants alike.

Past results
sharpen tomorrow=s
performance

United Maintenance Company is guided by this set of fundamental principles

- To provide our customers with the best service.
- To employ and train the most professional management.
- To deal with integrity, fairness, and responsibility toward our customers, employees and vendors.
- To continually improve efficiency and provide the best service at the lowest possible cost.

United Maintenance Co. =s reputation is based largely on our determination to put each day=s experience to work so that tomorrow=s services will even be better. This commitment has served the company very well. The practice of learning from past never ends: we continue to improve our planning, controls and training programs. We are proud of the result - dynamic growth and high level of customer satisfaction.

ACTION PLAN

Section 1.5.2.1

Company Management:

President:	Indy (Inderjit Bhatti)
Education:	B.S. Science/Business
Experience:	20 yrs.
Vice President:	Bill (Bhupinder Bhatti)
Education:	B.S. Math & Chemistry
Experience:	25 years managing the building maintenance co.
Executive Manager:	Deep (Hardeep Bhatti)
Education:	B.S. Business; Licensed Property Management
Experience:	9 yrs.

Building Maintenance Supervision:

Operations Supervisor:	David Gettchell
Education:	High School
Experience:	16 years in floor care and housekeeping
Building Maintenance:	Oscar Acosta
Education:	High School
Experience:	12 years Janitorial and building maintenance/management
Maintenance Supervisor:	Teja Singh
Education:	Bachelors
Experience:	2 yrs. Managing Arby's. 3 yrs. Janitorial services
Maintenance Supervisor:	Elena Morales
Education:	High School
Experience:	8 Years in Building Maintenance/Supervision.

Section 1.5.2.2

RECRUITING AND INCENTIVE PROGRAM

Janitorial Crew- At the present time we have 33 employees as regular janitors and average stay with company is 5 years.

All our employees while working are required to wear company provided uniform (Blue Polo Shirt or Smock with company Logo and name-tag). Additional identification can be provided to meet all the requirements under this RFP 06-19.

All the employees are evaluated on the basis of their education, experience and ability to learn. Their references are verified and also screened by local Police Department for any criminal background.

All our employees working for United Maintenance Co. are paid Bi-weekly. Their wages differ from each other depending on individual experience and length of stay with the company. All the new hires are put on probation for ninety (90) days. During probation they are properly trained and are made aware of all the safety standards as per OSHA guideline. All our employees are evaluated every six months. Evaluation procedures include training, adherence to the company policies, Quality, safety and security up to company standards and also the contract standards (like this one).

All the employees who are with the company for a minimum of six months are entitled for benefits managed by Morgan Stanley.

Section 1.5.2.3

INSURANCE COVERAGE

All our employees and sub-contractors (If Any) and also the employees where the services are performed are covered with a minimum of the following insurance programs.

Worker=s Compensation (each accident) \$ 1,000,000.00

At present we are insured with Arizona State Worker=s Comp. And Nevada State Worker=s Compensation and are in full compliance.

Comprehensive General Liability:

Bodily Injury (per person) \$ 1,000,000.00

Contractual (each occurrence) \$ 2,000,000.00

Property Damage (each accident) \$ 1,000,000.00

Auto \$ 1,000,000.00

Section 1.5.2.4

EMPLOYEE UNIFORM AND IDENTIFICATION

Janitorial Crew- At the present time we have 33 employees as regular janitors and average stay with company is 5 years.

All our employees, while working, are required to wear company provided uniform (**Polo Shirt or Smock with United Maintenance Logo and name-tag**). Additional identification can be provided to meet all the requirements under this RFP 06-19.

Section 1.5.2.5

METHOD OF INVOICING

Invoice submitted for payment shall be in format similar to the sample invoice attached herewith.

Sample Invoice

United Maintenance CO. Inc.		Invoice	
13530 W. Medlock Dr. Litchfield Park, AZ 85340 Ph. 602-619-3066 Fax 623-845-0133		DATE	INVOICE#
TO City of Glendale Parks And Recreation Dep 100 W. Glendale Ave. Glendale, AZ 85301		1/21/2007	1
P.O. NO.	TERMS	PROJECT	
RFP 06-19			
DESCRIPTION	RATE	AMOUNT	
1 Service Provided At Foothills Recreation Facility	0.00	0.00	
our business.		Total	\$0.00

Section 1.5.2.6

RULES AND REGULATIONS GOVERNING THIS TYPE OF CONTRACT

United Maintenance Co.'s reputation is based largely on our determination to put each day's experiences to work so that tomorrow's service will be even better. This commitment has served the company very well. Our practice of learning from the past never ends. We continue to improve our planning, controls and training programs. We are proud of results and high level and customer satisfaction.

- 1) As our top most priority safety program shall be developed for each individual facility.
- 2) Emergency evacuation procedures shall be made aware. Each employee must be aware of fire exist and location of fire extinguisher, first aid kit and emergency phone numbers.
- 3) Any employee who will fully violates agency's policy or procedures shall be disciplined in the following manner:

First Violation: Verbal Warning

Second Violation: Written Warning

Third Violation: Warning With Action and or Discharge

Exception: A serious violation may call for discharge on first offense.

- 4) Building Maintenance Supervisor shall develop a program for daily, weekly, biweekly, monthly, quarterly, semi annually & annually services as per Solicitation # RFP 06-19 and its specifications.
- 7) Our company is fully equipped & trained for handling and cleaning any Blood Borne Pathogens.

Section 1.5.2.6

UNITED MAINTENANCE CO.'S

"RIGHT TO KNOW" AND TRAINING PROGRAM

■ Introduction

- About This Manual- Disclaimer.
- IIPP Administrator=s Duties.
- Implementation of Program.
- Injury and Illness Prevention Program
- Management=s Communications.
- Safety Meetings.
- Hazard Assessment and Control.
- Accident Investigation.
- Safety Planning, Rules & Work Procedure.
- Emergency Procedures.
- Safety and Health Training.
- Supervisor=s Safety Responsibilities
- Employee Safety Responsibilities
- Documentation Record procedure and Safety Forms.
- General Safety Rules and Codes of Safe Practice Sheets

MANAGEMENT=S COMMITMENT TO SAFETY

Our company is committed to providing a safe and healthy work environment for all employees. We have developed our Injury and Illness Prevention Program with the intent of reducing accidents and illnesses. Management=s goal is to have a zero accident rate.

Our designated IIPP Administrator will implement and maintain this Injury and Illness Prevention Program; our designated IIPP Administrator is Mr. Inderjit Bhatti. The IIPP Administrator reports directly to the General Manager/ President regarding all safety issues. It is the responsibility of all supervisors to maintain a safe work environment for their employees. Management will closely monitor the accident rate in each department and act accordingly. Any department supervisor that knowingly allows an unsafe act or condition to persist within their department will be subject to immediate disciplinary action that may include termination. Management expects to see a decrease in the number of accidents in each department from year to year. All employee performance reviews will take in to consideration the individual=s commitment to safety and their respective safety records. Management and department supervises will be reviewed on their department=s safety records as well.

All employees are to be encouraged to report any unsafe work act or workplace hazard without fear of reprisal. We have posted notices within each department that lists the IIPP Administrator=s name, Safety Manager=s name, a phone number and extension for anonymous reporting of unsafe conditions. We have also posted a Senior Manager=s, address and phone number for reporting purposes. At each safety meeting, employees will be given a safety reporting slip to be used for reporting unsafe conditions. Any supervisor or manager who prevents an employee from reporting an unsafe work act or work place condition will be terminated immediately.

United Maintenance Co. Will allocate funds each fiscal year for improving safety within our organization. We are committed to a policy of safety first and foremost before productivity or profit. We expect full cooperation in all areas of the safety program and look forward to maintaining a safe work environment for all employees.

Inderjit S. Bhatti (Indy) and Oscar Acosta

SAFETY POLICY

Every employee should understand the importance of safety in the workplace. By remaining safety conscious, employees can protect their own interest as well as those of their co-workers. Accordingly, United maintenance Co. Emphasizes Asafety first@ and expects all employees to take steps to promote safety in the workplace.

In keeping with this commitment, United maintenance Co. has established an Injury and Illness Prevention Program (IIPP) as part of its safety program. An IIPP Administrator has been delegated responsibility for administering and implementing our Injury and Illness Prevention Program.

Compliance Is Essential

Employees must understand that compliance with safety requirements is a condition of employment and will be evaluated, together with other aspects of an employee=s performance, as part of performance appraisal process.

Employees who are particularly effective in following safe and healthful work practices may receive recognition for their effectiveness. Due to the importance of safety considerations to the company, employees who violate safety standards, cause hazardous or dangerous situations or allow such conditions to remain when they could be effectively remedied, may be subject to disciplinary action, up to and possibly including termination.

It is therefore essential that all employees comply fully with the standards and practices of the company that are designed to promote a safe and healthful working environment. As part of our policy, the company has established programs to train and retrain employees, when appropriate, to assist them in hazards before they cause accidents or injuries.

Reporting Unsafe Conditions And Risks

Whenever an employee identifies an unsafe condition or an occupational safety and health risk, the employee should report the matter immediately to his supervisor, if the employee is unable to remedy the situation himself. If the supervisor is not readily available, the employee should immediately inform the IIPP Administrator so that any dangerous condition can be corrected.

Employees are strongly encouraged to report any situation of this nature, and need not fear any form of reprisal as the result of their compliance with this policy. Employees

who identify hazards in the workplace can also choose to report the situation anonymously to the IIPP Administrator if they prefer not to identify themselves.

The Injury and Illness Prevention Program

Part of United Maintenance Co. Injury and Illness Prevention Program will include safety meetings, training programs, posting safety notices and safety tips, and providing periodic written communications to employees regarding safety matters.

Representatives of the company may also conduct periodic inspections to identify unsafe conditions and work practices, as well as, investigating occupational injuries and illnesses. When appropriate, the management may utilize the services of outside representatives to conduct investigations where it believes that it will be helpful in our attempt to promote the interest of safety in workplace. Every effort will be made to correct unsafe or unhealthy conditions, work practices, or procedures in a timely manner. It is, therefore, essential that all employees cooperate in achieving these objectives and assist the company to provide a safe workplace for everyone.

Cooperation and Questions

Employees may occasionally be asked to assist or participate in inspections, the correction of unsafe or unhealthful conditions, training programs and activities. Full cooperation by all employees is necessary to the accomplishment of our goals. Employees should direct all questions regarding their obligations under the Injury and Illness Prevention Program or the Company's safety policies to the IIPP Administrator.

I have read the above Safety Policies and Procedures for this company, and I understand that failure to abide by these policies will lead to disciplinary action that may result in suspension and/or termination.

Signed

Employee

Date

Witnessed by

Date

INJURY AND ILLNESS PREVENTION PROGRAMS

Employees' safety is of paramount importance to this company. In keeping with its commitment to safety in the workplace, the Company has established this Injury and Illness Prevention Program (IIPP) to explain its safety policies and procedures. Some of the key features of the program are summarized below:

1. Responsibility for Administration: The individual with principal authority and responsibility for implementing and administering the company=s IIPP is the Safety Director. This person is referred to as the IIPP Administrator in the IIPP statement.
2. Need for Compliance: All employees are required to comply with the company=s safety and health policies and practices. This includes employees at every level and in all positions within the company. Performance evaluations take into consideration all aspects of an employee=s performance, including the employee=s compliance with the company=s safety standards. Consequently, strict adherence to the company=s safety standards and legal obligations concerning safety will be viewed positively in an evaluation. In the same manner, employees fail to promote the interest of safety and health in the workplace may be viewed negatively in an evaluation. In addition, violations of safety standards or conduct that show either a disregard for safety concerns or negligent or reckless conduct may result in disciplinary action. In this regard, it should be remembered that the employment relationship is at the mutual consent of the employee and the company can be terminated at will, at any time, either by the employee or by the company.
3. Communications: Employees will be informed of matter relating to occupational safety and health from time to time. Communications of this nature may be contained in posted notices, memos, personnel policy statements, employee newsletters, or safety guidelines. Important safety issues may be raised at employee meetings and training programs. Employees are, in turn, encouraged to direct any questions they have regarding safety issues or the IIPP to the IIPP Administrator. It is also the responsibility of each employee to inform his or her supervisor or the IIPP Administrator **immediately** of any hazard or unsafe condition on the work site.

This can occur without fear of reprisal in any form. Employees can also notify the Safety Administrator of any such hazard anonymously if they prefer to do so. This can be done either by calling Inderjit S. Bhatti or AIndy@ at (602)-619-3066 or Oscar Acosta @ (602) 518-3200, and indicating that the employee does not wish to identify oneself, or by writing to:

United Maintenance, Co. Inc.
13530 W. Medlock St.
Litchfield Park, AZ. 85340

4. Inspections: United Maintenance Co. has adopted procedures that are designed to assist in identifying and evaluating workplace hazards, including unsafe conditions and work practices. These procedures include periodic inspections. Inspections will be scheduled once a month. In addition to the inspections that were conducted when our IIPP was first established in 1991, inspections may occur (a) when new substances, processes, procedures, or equipment that represent a new occupational safety and health hazard are introduced to the workplace, and (b) when the company becomes aware of previously unrecognized hazard.

5. Investigation of Injuries And Illnesses: United Maintenance, Co. will investigate occupational injuries and illnesses when and in the manner that it determines appropriate. This may involve a physical inspection of the location where an injury occurred, the circumstances that led to the injury or illness, and whether specific procedures, practices, or preventing measures could have helped to reduce or eliminate the danger or prevent the injury or illness. Such investigations may be conducted by the IIPP Administrator or a person designated by the Administrator for that purpose.

6. Correction of Unsafe Conditions: Where it is determined that an unsafe or unhealthy condition, work practice or work procedure exists, the Company will take steps that it determines are appropriate under the circumstances to correct the condition, practice or procedure in a timely manner.

The severity of hazard will be considered along with other relevant factors when evaluating the most appropriate method of correcting any hazardous situation and the time frame within which the correction will be made. If an imminent hazard exists that cannot be abated immediately without endangering one or more employees or property, the Company may find it appropriate to remove all exposed personnel from the area in which the hazard exists, unless they are necessary to correct the existing condition. Where employees are found necessary to correct the hazardous condition, they will be provided necessary safeguards.

7. Training and Instruction: United Maintenance Co. will also provide training and instruction to employees under the IIPP from time to time. Such training and instruction will be provided (a) when the program is first established, (b) as part of the orientation provided to new employees, (c) to employees provided new job assignments for which training has not previously been received, (d) when new substances, processes, procedures or equipment are introduced to workplace and represent a new hazard, (e) when the company becomes aware of new hazard or one that was previously unrecognized, and (f) to supervisors who must be familiar with the safety and health hazards to which employees under their immediate direction and control may be exposed.

8. Records: United Maintenance Co. will retain records of inspection and training conducted under the IIPP for the period required by law.

The objectives of the IIPP can only be fully accomplished with the cooperation of all employees. We again wish to stress the importance of safety to the company and all of its employees and urge every employee to cooperate in our goal of achieving ASafety First@. If you have any questions regarding the IIPP or your responsibilities with respect to workplace safety, please direct them to the IIPP Administrator.

IDENTIFICATION OF WORKPLACE HAZARDS

Date:

Location:

United Maintenance Co. is dedicated to providing a safe and healthy work environment for all employees. The first step in providing a safe work environment is designating any and all current workplace hazards. We recognize that all offices have the following workplace hazards.

1. File Cabinets

a) Open file cabinets create an unsafe environment for employees. When a file cabinet is left open, it creates a passage hazard that could lead to slips trips or falls.

b) We also recognize that when two or more file cabinet drawers are open at the same time, it may create unsafe environment by creating an unstable, out of balance file cabinet that could lead to the cabinet falling over and injuring the employee.

2. Desk Areas

- a) Open drawers of a desk left unattended create a passage hazard for all employees that could lead to slips, trips or falls.
- b) Desk chairs that are too high for an employee create an unsafe environment when an employee needs to vacate his or her desk area in an emergency.
- c) Desk chairs that are improperly positioned, i.e. adjustment of chair back is not on angle that gives employees correct posture, could lead to back problems and discomfort.
- d) General desk work areas left cluttered create an unsafe environment for all employees, i.e., file boxes left in aisle ways, paper stacks that are too high. Cluttered work areas could lead to slips, trips, trips or falls and unsafe passage in case of emergency.

CORRECTION OF WORKPLACE HAZARDS

Date:

Location:

United Maintenance Co. is dedicated to providing a safe and healthy workplace for all employees. We have identified certain workplace hazards that are common in all offices. The following is a list of corrections that we have made to remedy these workplace hazards. This is only the first step. We ask that all employees observe the safety policies that are outlined in this program to ensure we maintain a safe workplace.

1. File Cabinets

- a) All file cabinets have been fitted with factory made locks. When a file cabinet is opened it must be closed immediately after usage and relocked. No opened file cabinet is to be left unattended at any time.
- b) File cabinet drawers are designed to be opened one drawer at a time. We have added support brackets from the file cabinet to the wall, where possible, to protect employees from injury due to an unstable file cabinet. To ensure that a cabinet does not tip over, all employees must use good sense when using file cabinets. Never open more than one file cabinet drawer at a time.

2. Desk Areas

- a) Open Drawers: Desk drawers should not be left open unattended at any time. When opening a desk drawer, an employee should not leave the drawer open for any period longer than is necessary. If the contents of the drawer are not being immediately used, close the drawer.
- b) Desk chair positions have been reset to allow an employee to sit without obstruction. All chairs must be kept adjusted in a manner that leaves at least 5 inches between the employee's legs and bottom of the desk top area. We have placed desk chairs in all offices that have adjustments. If you have questions on proper usage of this type of chair, please ask for assistance.

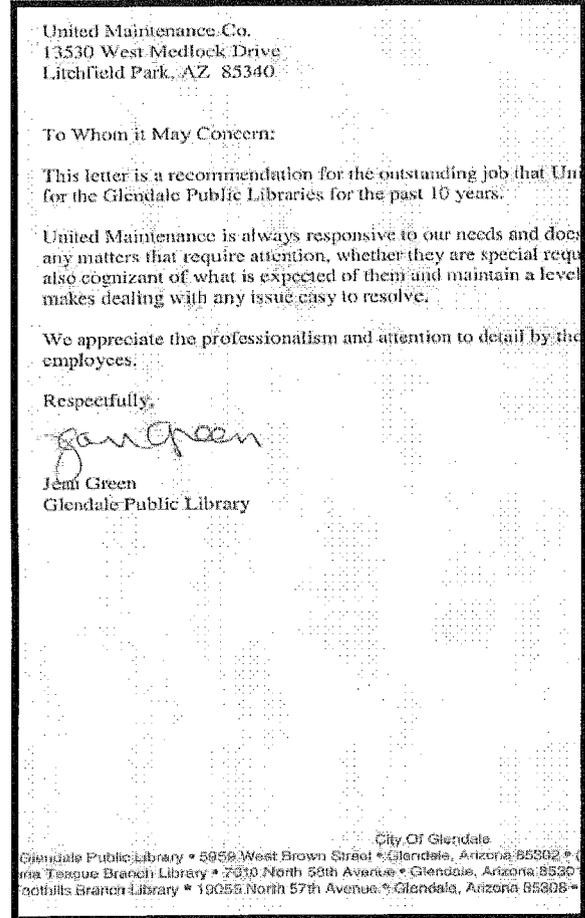
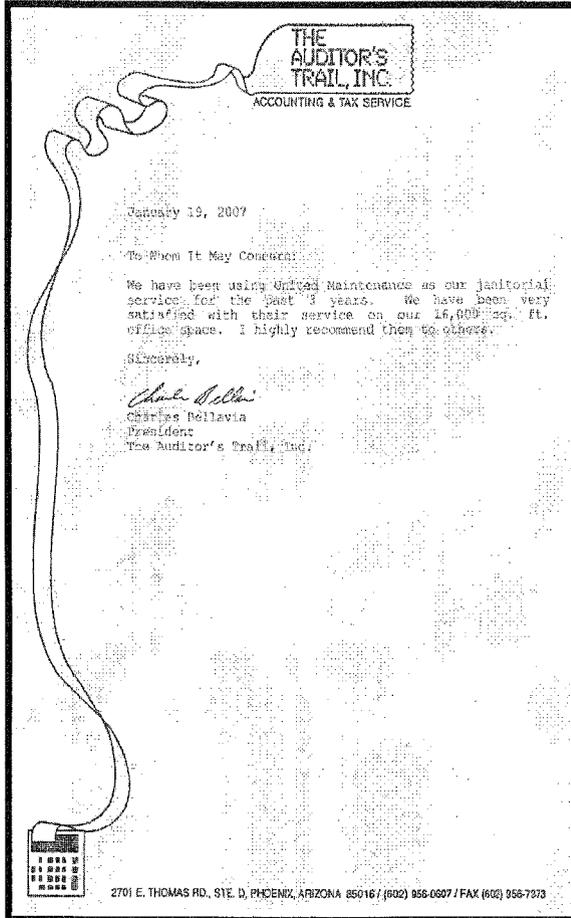
Section 1.5.2.8

Implementation and Maintenance of Contract

United Maintenance Co.'s reputation is based largely on our determination to put each day's experiences to work so that tomorrow's service will be even better. This commitment has served the company very well. Our practice of learning from the past never ends. We continue to improve our planning, controls and training programs. We are proud of results and high level and customer satisfaction. The recreation management shall always have contact with our management personnel through phone # 602-619-3066 (Indy) and 602-518-3200 (Oscar). The day porter will also be provided with a cell phone (Cell Phone # will be provided at the time of award). It is the intent of United Maintenance Co. Inc. that the facility shall be maintained at a level that will exceed standard of cleanliness as per the **Solicitation # RFP 06-19**. General safety requirements and OSHA standard shall be complied with all activities.

Section 1.5.3

References



Current Managed Projects

Glendale Public Library	65,000 Sq. Ft.
Foot Hills Library	46,000 Sq. Ft.
Velma Teague Library	26,000 Sq. Ft.
Auditor's Trail, Inc.	16,000 Sq. Ft.
NV. Department of Administration.	260,000 Sq. Ft.
Summerlin Library (Las Vegas)	45,000 Sq. Ft.
Welfare Office (Las Vegas)	27,000 Sq. Ft.
Spring Valley Library (Las Vegas)	28,000 Sq. Ft.

Section 1.5.4.1

The recreation management shall always have contact with our management personnel through phone # 602-619-3066 (Indy) and 602-518-3200 (Oscar). The day porter will also be provided with a cell phone (Cell Phone # will be provided at the time of award).



CITY OF GLENDALE

MATERIALS MANAGEMENT REQUEST FOR PROPOSAL

SOLICITATION NUMBER: RFP 06-19

DESCRIPTION: Custodial Services, Foothills Recreation & Aquatics Center

OFFER DUE DATE AND TIME: January 22, 2007 AT 2:00 P.M. LOCAL TIME

PRE PROPOSAL CONFERENCE: A MANDATORY pre-proposal conference will be conducted on January 5, 2007 at the Foothills Recreation and Aquatics Center, Glendale, Arizona, 9:00 AM local time.

Offers for the materials or services specified will be received by the City of Glendale, Materials Management at the below specified location until the time and date cited. Offers received by the correct time and date will be opened and the name of each offeror will be publicly read.

Offer Opening and Submittal Location: City of Glendale
Attn: Materials Management
6829 North 58th Drive, Suite 202
Glendale, Arizona 85301-2599

Offers must be in the actual possession of Materials Management on or prior to the time and date, and at the location indicated above. Late offers will not be considered. Offers must be submitted in a sealed envelope with the Solicitation Number and the offeror's name and address clearly indicated on the envelope. See Paragraph 2.2 for additional instructions for preparing an offer.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

For questions regarding
General Terms and Conditions contact:
Brian Guzzi, C.P.M.
Materials Management
(623) 930-2863
Bguzzi@glendaleaz.com

For questions regarding
Scope or Specifications contact:
Lori L. Bye
Recreation Manager
(623) 930-4604
Lbye@glendaleaz.com

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Materials Management

Solicitation Number: RFP 06-19
Custodial Services, Foothills Recreation & Aquatics Center

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SECTION ONE
SPECIFICATIONS

CITY OF GLENDALE
Materials Management
Solicitation Number: RFP 06-19
Custodial Services, Foothills Recreation & Aquatics Center

1.1 SPECIFICATIONS

For the supply of custodial services at the City of Glendale Foothills Recreation and Aquatics Center, 5600 W Union Hills Dr., Glendale AZ 85308

Contractor shall furnish all necessary labor, tools, equipment, supplies and maintenance, and other accessories, services and facilities to perform the custodial services specified in the contract. All work shall be performed in strict accordance to the cleaning equipment product specifications and standards of performance specifications attached hereto and made a part here of. **The Recreation Manager or authorized representative will decide all questions which may arise as to the quality and acceptability of any work performed under this contract. If, in the opinion of the Recreation Manager authorized representative, performance becomes unsatisfactory, the City shall notify the Contractor.** The Contractor will have two (2) hours from that time to initiate corrective action in any specific instances of unsatisfactory performance and/or resolve emergency situations. In the event the unsatisfactory performance is not corrected within the time specified above, the City shall have the immediate right to complete the work to its satisfaction, through use of City employees or outside contractors as deemed necessary and shall deduct the amount necessary to recover from any balances due or to become due the Contractor. Repeated incidents of unsatisfactory performance will result in a recommendation for termination for default by the Recreation Manager. The Contractor must provide the minimum daily man-hours listed for each location.

Contractor must have a telephone number where they can be contacted immediately, and must call back within 60 minutes of originating call or work shall be completed as indicated herein, with expense deducted as described herein.

The minimum charge/deduction, regardless of the time necessary to correct the deficiency, shall be fifty and no/100 dollars (\$50.00). If the contractor receives three (3) deductions within any thirty (30) workday period or more than a total of twenty (20) deductions during a twelve-month period, the contract may be automatically terminated for default. The contractor may appeal any decision to deduct moneys but must file that appeal in writing with the materials manager within ten (10) calendar days from the date on the city's written notice of a deduction.

Note: termination for default of any portion of the agreement shall result in termination of the entire agreement.

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1.2 SCOPE

Contractor shall provide the cleaning equipment specified in Cleaning Equipment Specifications of this RFP. The cleaning equipment and product specifications and standards of performance listed shall be considered as the minimum cleaning equipment and product specifications and standard of performance required to perform acceptable services at the facility listed. It is not the City's intent to require a specific brand of product; however, the City reserves the right to require the Contractor to use cleaning materials conforming to the specifications listed if the contractor's cleaning products do not, in the City's opinion, provide effective sanitation and/or cleanliness of the facilities.

Contractor shall furnish seat covers and toilet paper that is appropriate to the dispensers and approved by Recreation Manager. The contractor also will furnish all cleaners, disinfectants, waxes, wax stripping materials, wastebasket liners, feminine product disposable bin liners, deodorant bars for toilets and urinals and any other products and equipment required to provide the cleaning services specified herein.

Proper cleaning supplies: Should the Contractor not furnish the proper supplies, the City will make a one-time purchase of the needed supplies and charge the supplies against the Contractor's invoice at the City's cost plus twenty percent (20%). If the Contractor does not provide proper supplies after this action, then the Contractor will be in danger of default.

The City will provide hand towels, body soap, hand sanitizers and soaps. Inventory documentation of supply use will be required by the Contractor. Contractor will be required to fill all dispensers.

Contractor shall be responsible for the scheduling of the cleaning requirements specified herein and will submit a copy of work and manpower schedules to the Recreation Manager on a monthly basis in addition to the nightly report. Work shall be scheduled such that it will not disrupt the functions and normal day-to-day procedures of the City facility. The City reserves the right to approve and make suggested changes to the schedule set up by the Contractor. The specific cleaning requirements specified establish the minimum cleaning requirements. It is expressly understood by the Contractor that the intent of this Contract is to supply the complete custodial services for the interior portions of the City of Glendale's Foothills Recreation and Aquatics Center.

The building requires janitorial service seven (7) nights per week after business hours, and Monday – Saturday day service; holidays included (except Christmas and Easter).

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Contractor will be required to provide:

A. Necessary employees for after business hours (At least 30 minutes after closing) 7 days per week, including one designated working supervisor with the capacity to train custodial personnel in all phases of custodial services and with the authority to represent the contractor in a decision-making capacity (subject to change)

AND

B. One (1) custodian, (at straight time pay rate) on site Monday – Saturday, 1:00p.m. - 6:00p.m. **All day workers must understand and speak English for communication with on-site staff. All contracted workers must be able to read and comprehend English for understanding chemical content and proper use of cleaners, solvents, strippers and other chemically based products.**

A supervisor representing the successful Contractor must visit the facility weekly and check the janitorial log. Upon each visit, the supervisor is required to sign the Custodial Contractor Daily Report. In addition, a joint inspection, coordinated with the Recreation Manager or representative, is required once per month.

Floor care stripping, waxing, spray buffing, and carpet shampooing are to be performed separately from and in addition to the nightly required man-hours at no additional cost to the city. All floor stripping, refinishing and shampooing shall be done after business hours. The schedule must be pre-approved by the Recreation Manager.

All wood floors in the gym, exercise room, racquetball courts will be maintained by the city. The fitness equipment is also excluded from the contract.

Any required carpet shampoo work shall be of a dry type and /or manufacturer recommended cleaning process.

All lights and fans except for security lights must be shut off after night cleaning service as been completed. None of the recreation equipment is to be used by custodial workers at any time.

All contract employees shall wear a uniform-type shirt or jacket bearing the contract service name and/or logo and have a picture identification badge issued by the company. Cell phone usage during shifts is prohibited.

Safety of employees and customers must be taken into consideration while work is being performed. This is required during all business and after hours (rentals) public usage of the

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building. Signs and/or other notification symbols are required. For example wet floor signs while floor is wet. It is the responsibility of the contractor to provide such notification.

The City of Glendale is the sole judge of said quality and required frequency of services provided herewith.

Contractor performing as an independent contractor hereunder shall be fully responsible for the custodial service requirements at the Foothills Recreation and Aquatics Center with the following guidelines.

1.3 STANDARDS

The following standards shall be used by the Management in evaluating custodial service.

1.3.1 Dusting

A proper dusted surface is free of all dirt and dust, lint and cobwebs. Dusting will be accomplished with properly treated cloths.

1.3.2 Plumbing Fixtures and Dispenser Cleaning

Plumbing fixtures and dispensers are clean when free of all deposits and stains so that the item is left without dust, streaks, film, odor or stains.

1.3.3 Sweeping/Vacuuuming

A properly swept floor is free of all dirt, grit, lint and debris, except embedded dirt and grit.

1.3.4 Spot Cleaning

A surface adequately spot cleaned is free of all stains, deposits, and is substantially free of cleaning marks.

1.3.5 Damp Mopping

A satisfactorily damp mopped floor is without dirt, dust, marks, film, streaks, debris or standing water. Mop water must be changed frequently to accomplish a clean surface.

1.3.6 Metal Cleaning

All cleaned metal surfaces are without deposits or tarnish and with a uniformly bright appearance. The cleaner used is to be removed from adjacent surfaces.

1.3.7 Glass Cleaning

Glass is clean when all glass surfaces are without streaks, film, deposits and stains, and has a uniformly bright appearance and adjacent surfaces have been wiped clean.

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1.3.8 Floor Finish Removal (Stripping)

Removal is accomplished when surfaces have all finish removed down to the flooring material, are free of all dirt, stains, deposits, debris, cleaning solution and standing water, and the floor has a uniform appearance when dry. Plain water rinse and pick-up must follow finish removal operation immediately.

1.3.9 Scrubbing

Scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film debris, stains and marks and standing water and floor has a uniformly clean appearance. A plain water rinse must follow the scrubbing process immediately.

1.3.10 Wall Washing

After cleaning, the surfaces of all walls, ceilings, exposed pipes and equipment will have a uniformly clean appearance, free from dirt, stains, streaks, lint, and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright, free of film streaks and deposits.

1.3.11 Buffing of Finished Floor Surfaces

All finished floor areas will be buffed sufficiently for maximum gloss, removal of surface dirt and have a uniform appearance. Only non-skid or approved floor finishes will be used.

1.4 CLEANING SPECIFICATIONS

1.4.1 DAILY/NIGHTLY:

1.4.1.1 Empty all waste receptacles at night on an as needed basis; empty the waste receptacles daily along with replacing the plastic liners (except the concession stand trash receptacles). This includes waste receptacles throughout the building and at the building entrances. Empty receptacles designated for recycling into a separate container and transport to main collection location designated for this building. Clean any spills occurring during the transportation of garbage from the facility to the dumpster.

1.4.1.2 Vacuum all areas of interior carpets throughout the building. Vacuum floor mats and entry mats located at entry and exit doors. Daily/Nightly.

1.4.1.3 Dust mop all non-carpeted floors including under floor mats and furniture, then damp mop afterwards including all stairways (exception: hardwood floors). Daily/Nightly.

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1.4.1.4 Clean and sanitize all drinking fountains and remove encrustations. Polish as directed. Include the drinking fountain on the pool deck.

1.4.1.5 Clean and sanitize public telephone, ledges, side panels, counters and other public contact points.

1.4.1.6 In break rooms/lounges and other rooms with sinks, clean sinks and counter tops using sanitizing agent. Clean tabletops and chairs throughout the building (excluded: children's furniture in childcare area).

1.4.1.7 Dust around chairs, benches including all office areas. Do not move items located in these areas.

1.4.1.8 Clean interior and exterior glass walls, windows and room partitions as needed. Including racquetball court doors and glass windows. Daily/Nightly.

1.4.1.9 At entryways remove lint, cobwebs, bugs, debris, dirt, bird droppings, bugs and mud from sidewalks, steps, floors, corners and ceilings. This includes outside areas up to 40 feet from doorway.

1.4.1.10 Clean entry door surfaces, door glass, and adjacent glass and frames inside and outside. Clean entry door handles, push plates and kick plates. Daily/Nightly.

1.4.1.11 Empty ashtray receptacles of cigarette butts, sift and replace sand daily.

1.4.1.11 Clean surfaces of elevator walls, doors, door panels, controls panels and door tracks. Dust mop floors in elevators, then damp mop afterwards.

1.4.1.12 Clean carpeted and non-carpeted floors in traffic areas. Always use Safety Warning signs.

1.4.1.13 *All Restrooms, locker rooms and family changing rooms - This work must be completed after facility hours except some touch up cleaning and supply replacements during the day.*

1.4.1.14 Empty trash receptacles (including feminine product disposal bins) and replace plastic liners.

1.4.1.15 Clean, sanitize and re-supply paper towel, soap, toilet paper, seat cover and hand sanitizer dispenser.

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- 1.4.1.16 Clean mirrors, countertops, sinks and fixtures using germicidal solution.
- 1.4.1.17 Clean toilet seats, inside bowl, bowl rims of toilet, and exterior surfaces including the bases using a germicidal solution. Clean urinals in a like manner.
- 1.4.1.18 Clean and polish all stainless steel and chrome. Clean doors and door handles. Including bench legs in locker rooms.
- 1.4.1.19 Deep clean and sanitize showers using a germicidal or detergent solution
- 1.4.1.20 Spot clean ceramic tile/concrete walls, removing stains, heavy soils, graffiti, or other foreign material. Clean stall partitions in a like manner.
- 1.4.1.21 Mop floor with a germicidal solution. Deep cleaning nightly of the locker rooms and family changing rooms including the showers.
- 1.4.1.22 Provide a deodorizer or air freshener to combat smells.

1.4.2 WEEKLY:

- 1.4.2.1 Vacuum upholstery on chairs and spot clean as necessary. Clean washable non-upholstered seating. Preferably at night.
- 1.4.2.2 Burnish floors that are coated with a floor finish, to restore luster, and dust mop afterwards. As directed at night.
- 1.4.2.3 Clean interior glass surfaces, all doors and door handles. Spot clean walls, non-material partitions and cubicle partitions (non-material) with a germicidal cleaner.
- 1.4.2.4 Clean and sanitize the interior and exterior surfaces of all trash containers. Night Shift.
- 1.4.2.5 Heavy sweep or blow-off walks and entranceways for a distance up to 40 feet from the doorway. Debris to be collected and removed, not blown/swept into landscaping or parking lot. If necessary, wash entry mats and concrete using water pressure and cleaning solution in an area where solution can be recovered and disposed of correctly.
- 1.4.2.6 Stairs and stairwells: remove lint, cobwebs, debris, dirt and mud from landings, steps, sweep and mop floors, walls, corners and ceilings. Clean handrails and contact points to remove dirt, dust and grime accumulation.

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1.4.2.7 Wipe down interior of all vacant lockers in area using germicidal solution. Clean all exterior surfaces of lockers.

Restrooms - This work must be completed after facility hours.

1.4.2.8 Pour one gallon of germicidal or enzyme solution into each floor drain. Report any clogged drains to facility management.

1.4.2.9 Clean trash receptacles and feminine product disposal bins interior and exterior surfaces using a germicidal solution, polish stainless steel or chrome afterwards.

1.4.2.10 Heavy scrubbing of the showers with a soap scum remover (including shower curtains).

1.4.2.11 Clean toilets, urinals and showers using an acid cleaner if necessary, and only as directed by supervisor.

1.4.2.12 Completely clean all wall surfaces and partitions inside and outside of stalls using germicidal solution.

1.4.3 MONTHLY: *This work must be completed after facility hours.*

1.4.3.1 Wipe dust accumulation on wall art, photographs, white boards, bulletin boards, silk plants and silk trees.

1.4.3.2 Vacuum and clean HVAC supply and return vents, and surrounding ceiling tiles within four-foot perimeter of vent. Scrub vents if needed.

1.4.3.3 Machine scrub all hard floor surfaces and apply floor finish as directed. Burnish floors with floor finish to luster.

1.4.3.4 Clean all baseboards/cove bases on floor areas. Including gymnasium, exercise studios and all other floors with baseboards.

1.4.3.5 Clean exterior surfaces of break room/lounge appliances using detergent solution (users responsible for cleaning interior surfaces).

1.4.3.6 Remove lint and cobwebs on walls, ceilings and corners, and any other places. Clean all light panels as needed.

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Restrooms

1.4.3.7 Vacuum and clean HVAC supply and return vents, and surrounding ceiling tiles within four-foot perimeter of vent. Scrub vents if needed.

1.4.3.8 Remove lint and cobwebs on walls, ceilings and corners, and any other places.

1.4.3.9 Machine scrub floors and grout, apply floor finish as directed. Burnish floors with floor finish.

1.4.4 QUARTERLY: *This work must be completed after facility hours except some touch up cleaning during the day.*

1.4.4.1 Blinds or other window coverings to be dusted or vacuumed on both sides.

1.4.4.2 Clean exterior of light diffusers, or light tube/bulb if no diffuser, up to a ceiling height of 9 ft.

1.4.4.3 Completely clean all surfaces of the facilities windows and glass inside and outside.

1.4.4.4 Extract/shampoo all carpeted areas.

1.4.4.5 Use cleaning solution to wash all walls, baseboards, doors and doorframes.

Restrooms

1.4.4.6 Clean exterior of light diffusers, or light tube/bulb if no diffuser, up to a ceiling height of 9 ft.

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1.5 EVALUATION CRITERIA

Submittals will be evaluated by an evaluation panel. Proposals will be reviewed solely on the information received in the written response. The decision of the panel shall be final and conclusive.

Criteria for the evaluation shall be:

1.5.1 Total Cost **40 %**

1.5.2 Action Plan **30 %**

1.5.2.1 Explain contract workers recruitment and qualifications. This shall include background checks and references for each contract worker.

1.5.2.2 Explain contract workers compensation and any other type of incentive programs. (This shall include hourly wage paid to the Vendor's employees and any costs incurred by the Vendor's employees.)

1.5.2.3 Provide details of insurance coverage.

1.5.2.4 Describe contract workers uniform and identification badge.

1.5.2.5 Identify method of invoicing your services.

1.5.2.6 Explain your company's relationship with your employees as they relate to rules and policies governing this type of contract.

1.5.2.7 Identify method used to inform employees of the OSHA, "RIGHT TO KNOW" regulations, and method of verifying employee's claims to training.

1.5.2.8 Clarify any formal notice your company requires of the City of Glendale for implementation and maintenance of this contract.

1.5.3 References and previous work history related to this type of contract work. **25 %**

1.5.4 Responsive and understanding of this contract. **5%**

1.5.4.1 Describe the access that the Recreation Manager will have to your company's authorized representative during the hours of operation from 5:30 AM to 10:00 PM.

1.5.4.2 Elaborate on any exceptions to or qualifying remarks related to this contract.

Statements under these provisions may be considered by the City of Glendale for final agreement with the Vendor and contract document.

1.6 PROPOSAL RESPONSES

In preparing the proposal, the Vendor must fully respond to the specifications in all sections. The proposal must meet or exceed the minimum requirements stated. The Vendor should clearly state whether or not the specifications are met. If the specifications can be met, an explanation of the techniques employed to accomplish each requirement is required. If the specification

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cannot be met, the Vendor must explain why it cannot or should not be met. The exception must be carefully detailed in writing so as to allow full evaluation of the exception.

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2.1 INCORPORATION BY REFERENCE All responses shall incorporate by reference the Scope/Specifications, Terms and Conditions, General Instructions and conditions, and any attachments. The "General Instructions and Conditions" (Revision #1) applicable to this solicitation are posted on the Internet. They are available for review and download at the City of Glendale's, Materials Management Internet home page, www.glendaleaz.com/purchasing. Offerors are advised to review all provisions of the General Instructions and Conditions for this solicitation.

2.2 RETURN OF OFFER *One CD-ROM containing the entire solicitation, contractor's response to solicitation (Offer) and an originally signed "Offer Sheet" (Section 3.0). With exception to the signed Offer Sheet, no Paper documents will be accepted. Response to the solicitation shall be in MS Word, Excel, Powerpoint and/or PDF format. Offers submitted in a format (paper or electronic) different than specified herein, may be rejected at the discretion of the City. If the offeror does not have this capability, companies such as Kinkos or Alphagraphics can provide this service at a nominal charge.*

The offeror shall complete all sections of the solicitation in the format given (ie Offer Sheet, Price Sheet, Questionnaires) in the space provided. If additional space is needed than what is given, enter "See Attachment A for detail".

Submittal of the CD-ROM by the offeror in response to this solicitation shall be construed as the offeror's intent to be bound by any resultant contract.

2.3 PREPARATION OF OFFER PACKAGE Only the following items shall be completed and returned. Failure to include all the items may result in an offer being rejected. Offer packages shall be submitted in the following order:

2.3.1 **OFFER SHEET**, Section Three

2.3.2 **PRICE SHEET**, Section Four

2.3.3 **ADDENDUM**, Return all addenda.

2.3.4 **SPECIFICATIONS**, Information requested in Section One and Two

2.3.5 **PROPOSAL SURETY**, Per paragraph 2.14

2.4 ALTERNATE OFFERS/EXCEPTIONS Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Detailed product brochures and/or technical literature,

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suitable for evaluation, must be submitted with the bid. If no exceptions are taken, City will expect and require complete compliance with the specifications and all Conditions of Purchase.

2.5 EVALUATION CRITERIA The criteria is listed in order of relative importance.

- 2.5.1 **COST 40%**
- 2.5.2 **ACTION PLAN 30%**
- 2.5.3 **REFERENCES 25%**
- 2.5.4 **RESPONSIVENESS AND UNDERSTANDING OF CONTRACT 5%**

2.6 EVALUATION PANEL Submittals will be evaluated by an evaluation panel. Award shall be made to the responsive, responsible offeror whose proposal is determined to be the most advantageous to the City.

2.7 PANEL CONTACT Proposer shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.

2.8 PRICE All prices quoted shall be firm and fixed for the specified contract period.

2.9 TERM OF AGREEMENT The term of agreement for this RFP shall be for a one year.

2.10 OPTION TO EXTEND The City may, at it's option and with the approval of the contractor, extend the term of this agreement an additional five (5) year(s), renewable on an annual basis. Contractor shall be notified in writing by the City Materials Manager of the City's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period. Price adjustments will only be reviewed during contract renewal.

2.11 EVALUATION LITERATURE Proposals must be submitted with technical literature and/or detailed product brochures with written statements. Proposals submitted without this product information may be considered as non-responsive and rejected.

2.12 INSURANCE The successful proposer shall maintain, during the period of the contract or agreement, such public liability and property damage insurance, both general and automotive liability, as shall protect him and any subcontractor performing work under the contract from all claims for bodily injury, including accidental death, as well as for property damage arising from operations under the contract or agreement whether such operations be by himself or by any subcontractor or by anyone directly or indirectly employed by either of them. The insurance company issuing the policy required above shall have an "BB" Financial rating, or better, in the current edition of Standard & Poors Insurance Guide and be authorized by the State of Arizona,

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Department of Insurance to transact business within the State. The certificate and policy shall name the City of Glendale as an additional insured and shall be primary coverage for the activity of the contractor. Insurance carrier shall notify the Materials Manager in writing of contractor's default in the insurance premiums prior to any cancellation of the insurance and shall accept from the City, if the City so elects payment of the insurance premium to maintain the insurance coverage in full force and effect. The City reserves the right to terminate any contract or agreement if the contractor fails to maintain such insurance coverage.

Contractor must provide certification of insurance compliance within 10 calendar days after notification of award. Certification must include: name and address of insurance company, policy number, liability coverage amounts and a statement the policy will not be canceled or failed to be renewed without thirty (30) days written notice to the City. Certification to be submitted to: Materials Management, 6829 North 58th Drive, Suite 202, Glendale, Arizona 85301-2599.

2.13 WORKER'S COMPENSATION Contractor shall be in full compliance with the provisions of the Arizona Worker's Compensation Law (Title 23, Chapter 6, Arizona Revised Statutes) as amended, and all rules and regulations of the Industrial Commission of Arizona made in pursuance thereof. Contractor shall secure payment of compensation to employees by insuring the payment of such compensation with the State Compensation Fund or any insurance company authorized by the Insurance Department of Arizona to transact business in the State of Arizona.

Contractor further agrees that he shall require any and all sub-contractors performing work under the agreement to comply with said Worker's Compensation Law. It is expressly understood and agreed that all persons employed directly or indirectly by the Contractor, or any of his sub-contractors, shall be considered the employees of such Contractor, or his sub-contractor(s), and not the employees of the City of Glendale.

2.14 PROPOSAL AND PERFORMANCE SURETY REQUIREMENTS The proposal and performance sureties shall be in the form of a bond, cashier's check, certified check or money order. Personal or company checks are not acceptable unless certified. Letters of credit are not acceptable. Individual sureties are not acceptable.

PERFORMANCE SURETY The successful proposer shall, at the time of entering into the contract, furnish a performance surety in the form of a bond, money order or certified or cashier's check, in the amount of 10 percent of the contract amount guaranteeing the faithful performance of the contract by the proposer.

If a bond is submitted, it shall be written on the form provided by the City as an attachment to the proposal documents. The attorney-in-fact that executes the bond on behalf of the surety shall

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affix to the bond a certified and current copy of the power of attorney. The bond must be written by a surety with a Standard & Poors Rating no less than a BB and must be authorized and licensed to do business in this State by the Arizona Department of Insurance. Individual sureties and letters of credit are not acceptable.

2.15 REFERENCES Provide with the offer, three letters of reference from companies for whom contractor has provided similar products/services in the last twelve months. Also include company name, address, phone number, contract person, a description of the products/services provided with a description of any major variation to the requirements of this RFP.

2.16 CONTRACTOR'S PERFORMANCE Contractor shall furnish all necessary labor, tools, equipment and supplies to perform the required services at the City facilities designated. Recreation Manager or authorized representative will decide all questions that may arise as to the quality and acceptability of any work performed under the contract. If, in the opinion of the Recreation Manager or authorized representative, performance becomes unsatisfactory, the City shall notify the contractor.

Comment [BCR1]: To filled in by the department. BCR

The contractor shall have twenty-four (24) hours, from that time to correct any specific instances of unsatisfactory performance. If it is not corrected within the time specified above, the City shall have the immediate right to complete the work to its satisfaction and shall deduct its cost to cover from any balances due or to become due to the contractor. Repeated incidences of unsatisfactory performance will result in immediate cancellation of the agreement for default.

2.17 PERFORMANCE INTERFERENCE Contractor shall notify the Materials Management Department, Contract Buyer, 5850 W. Glendale Avenue, Glendale, Arizona 85301, (602) 930-2862 immediately of any occurrence or conditions that interfere with the full performance of the contract, and confirm it in writing within twenty-four (24) hours.

2.18 MANDATORY PRE-PROPOSAL CONFERENCE A mandatory pre-proposal conference will be conducted on January 5, 2007 at 9:00 AM at the Foothills Recreation and Aquatics Center located at 5600 W. Union Hills Drive, Glendale AZ 85308.

2.19 SITE INSPECTION (MANDATORY) Proposers, including the current contractor, must participate in the walk-through inspection of the site conducted by City personnel on **January 5, 2007 at 9:00 A.M. at the Foothills Recreation and Aquatics Center** to familiarize themselves with any conditions that may affect performance and proposal prices. Walk-through inspection will begin prior to the pre-proposal conference. Proposers must arrange for their own transportation.

Comment [BCR2]: To be filled in by department. BCR

Proposals submitted for locations on which the scheduled walk-through inspection has not been performed will be considered as non-responsive and rejected.

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2.20 CONTRACT ADMINISTRATION

Contractor must contact the cognizant buyer for guidance or direction of matters of contract interpretation or problems regarding the terms, conditions or scope of this contract.

Individuals of the City's using organizations may be designated as authorized representatives to place orders directly to the contractor. However, they are not authorized to change, amend or interpret the specific terms, conditions or provisions of the agreement. Any questions regarding the agreement must be referred to the cognizant buyer.

2.21 CONTRACTOR'S PERFORMANCE

Contractor shall furnish all necessary labor, tools, equipment and supplies to perform the required services at the City facilities designated. Recreation Manager or authorized representative will decide all questions that may arise as to the quality and acceptability of any work performed under the contract. If, in the opinion of the Recreation Manager or authorized representative, performance becomes unsatisfactory, the City shall notify the contractor.

Comment [BCR3]: To filled in by the department. BCR

The contractor shall have twenty-four (24) hours, from that time to correct any specific instances of unsatisfactory performance. If it is not corrected within the time specified above, the City shall have the immediate right to complete the work to its satisfaction and shall deduct it's cost to cover from any balances due or to become due to the contractor. Repeated incidences of unsatisfactory performance will result in immediate cancellation of the agreement for default.

2.22 EMPLOYEE IDENTIFICATION AND BUILDING ACCESS

Identification badges and a uniform shirt or vest bearing the contractors name and/or logo shall be furnished by the contractor and worn by all contractor's employees while on City premises. The badges shall have the employees' picture, name and signature.

Only authorized contractor's employees are allowed on the premises of the City of Glendale buildings. Contractor employees are not to be accompanied in the work area by acquaintances, family members, assistants, or any other person unless said person is an authorized contractor employee. The contractor's employees shall not disturb papers on desks, open drawers or cabinets, use telephone, tamper with equipment or with personal property.

City of Glendale reserves the right to demand polygraph examination of any contractor's employee before beginning work in the City of Glendale facilities, or any contractor employee working in the City of Glendale facilities, at contractor's expenses.

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2.23 TYPE OF WORK SUPERVISION

The contractor shall provide on-site supervision and appropriate training to assure competent performance of the work and contractor or his authorized agent will make sufficient daily routine inspections to insure that the work is performed as required by this contract. **All contract workers must be able to understand and speak English for communication and be able to read and comprehend English for understanding chemical content and proper use of cleaners, solvents, strippers and other chemically based products.**

2.24 INSPECTIONS AND MONITORING

The Foothills Recreation Manager and/or his/her designated representative may conduct random daily inspections of the areas covered under this contract. The Foothills Recreation Manager and the Contractor Supervisor or higher official shall conduct joint inspections of each on a monthly basis. The date and time shall be mutually agreed upon.

2.25 TELEPHONE SERVICE

A list of emergency telephone numbers will be maintained at the work locations by the contractor, and shall include the Police and Fire Departments.

2.26 ENERGY CONSERVATION

Shall be practiced and lights in unoccupied areas turned off, except where centrally controlled, and windows and doors kept closed.

2.27 STORAGE SPACE

Contractor may store supplies, materials and equipment in storage area of the Foothills Recreation and Aquatics Center designated by the Recreation Manager. Contractor agrees to keep his portion of this storage area in accordance with all applicable fire regulations. The use of City storage facilities will be on a space available basis and subject to the approval of the Recreation Manager.

No materials or equipment shall be stored or temporarily set in restrooms or other spaces accessible to the public.

2.28 DAILY REPORT LOG

The nightly report shall be signed and dated daily by contractor and contain the following information as a minimum:

Discrepancies from the routine work scheduled and an explanation of the circumstances involved.

Any property or equipment - not in a serviceable or operating condition, listed by description and location.

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Damage, vandalism or broken windows by description and location.

A COPY OF THE NIGHTLY REPORT SHALL BE GIVEN TO THE MANAGEMENT STAFF.

Any and all problems and/or complaints of a minor nature, or similar isolated incidences, may be handled directly between the contractor's foremen and the Foothills Recreation Manager. A summary of the incident and resolution shall be contained in the nightly report.

All contractors' employees must log in and out individually on the daily report log. All minimum daily man-hour requirements listed in this RFP must be documented entries made as described herein. Failure to comply will result in non-payment for man-hours not reported. THE CITY WILL SUPPLY THE FORMS.

2.29 KEY CHARGE

Contractor will be required to sign for each key issued to them. If a contractor loses a key or an access card they will be required to pay \$50 for a replacement.

If a breach of security results from the loss of keys, requiring that locks must be changed or rekeyed, an additional charge of \$100.00 for each lock will be made. These charges will be deducted from monthly payments made to the contractor.

2.30 WORK WEEK

Unless designated otherwise, the normal workweek will be Monday through Sunday, holidays included except for Christmas and Easter.

2.31 WORK TIME DESIGNATIONS

Unless designated otherwise, the following time schedules are applicable:

One time per day - daily work to be performed each day at the contractor's discretion.

One time per week - weekly work to be performed once per week.

One time per month - monthly work to be performed once per month, a minimum of three weeks apart.

Four times per contract year (quarterly) - work to be performed at approximately 90-day intervals, the first work to be performed within the first 30 days of each contract year.

All floor space at service locations is applicable unless specifically exempted.

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TERMS AND CONDITIONS

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Contractor's employees are specifically prohibited from signing or acknowledging receipt of deliveries to City departments.

2.32 PROTECTION AND DAMAGE

The contractor shall, without additional expense to the City be responsible for all damages to persons or property that occurs a result of his fault or negligence in connection with the prosecution of the work and shall be responsible for proper care and protection of work performed. Breakage or loss of office equipment or other property including that of a City employee, which may occur in or about the building as a result of the contractor's operations or of the actions of his agents, subcontractors or his employees shall be made good by the contractor at his expense.

2.33 RECYCLING PROGRAM

The City Council has mandated that all City offices are to recycle office paper (white and mixed). An appropriately marked refuse container is located in the storage room to empty all recyclable paper from offices. All office containers will be clearly marked for recycling. The contractor will empty the containers into the cardboard container daily.

2.34 NOTICE OF INTENT TO AWARD Information about the recommended award for this solicitation will be posted on the Internet. The information will be available for review on the City of Glendale's, Materials Management Internet home page www.glendaleaz.com/purchasing immediately after the City has completed its evaluation process of the offers received. If you have any questions, or would like further information about an intended award, contact the buyer immediately. Any protest must be submitted to the Materials Manager no later than seven (7) calendar days from the date of posting on the Internet.

2.35 COOPERATIVE USE OF CONTRACT This agreement may be extended for use by other governmental agencies and political subdivisions of the State including all members of SAVE (Strategic Alliance for Volume Expenditures). Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members click on the following link: <http://www.maricopa.gov/materials/SAVE/SAVE-members.PDF>

SECTION THREE
OFFER SHEET

CITY OF GLENDALE
Materials Management

Solicitation Number: RFP 06-19
Custodial Services, Foothills Recreation & Aquatics Center

NOTE: In addition to completing this Section electronically and including it in the CD-ROM submittal, a printed version with original signature shall be submitted with CD-ROM at the time of Offer due date and time.

3.1 **OFFER** Proposer certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Proposer also certifies that the prices offered were independently developed without consultation with any of the other proposers or potential proposers.

_____	_____
Authorized Signature	Company's Legal Name
_____	_____
Printed Name	Address
_____	_____
Title	City, State & Zip Code
_____	_____
Telephone Number	FAX Number
_____	_____
Authorized Signature E-mail Address	Company E-mail Address

For questions regarding this offer: (If different from above)

_____	_____	_____
Contact Name	Phone Number	Fax Number

Email Address		

FEDERAL TAXPAYER ID NUMBER: _____

Arizona Sales Tax No. _____ Tax Rate _____

Proposer certifies it is a: Proprietorship ____ Partnership ____ Corporation ____

Minority or woman owned business: Yes ____ No ____

SECTION FOUR
PRICE SHEET

CITY OF GLENDALE
Materials Management

Solicitation Number: RFP 06-19
Custodial Services, Foothills Recreation & Aquatics Center

4.0 PROPOSAL PRICE SCHEDULE

Custodial Services for:
The City of Glendale Foothills Recreation and Aquatics Center, 5600 W Union Hills Dr.,
Glendale AZ 85308

YEAR 1 - MONTHLY RATE:		_____	X 12 MONTHS =
(Renewal) Year 2 -	A @	_____	X 12 MONTHS =
(Renewal) Year 3 -	A @	_____	X 12 MONTHS =
(Renewal) Year 4 -	A @	_____	X 12 MONTHS =
(Renewal) Year 5 -	A @	_____	X 12 MONTHS =
(Renewal) Year 6 -	A @	_____	X 12 MONTHS =

Additional requested services

Hourly labor rate per employee
(All equipment & supplies included)

For the contract period	\$ _____	per hour
For 1st option year	\$ _____	per hour
For 2nd option year	\$ _____	per hour
For 3rd option year	\$ _____	per hour
For 4th option year	\$ _____	per hour
For 5th option year	\$ _____	per hour

4.1 EMERGENCY TWENTY-FOUR (24) HOUR SERVICE CONTACT

Name _____

Telephone Number _____

4.2 PROCUREMENT CARD ORDERING CAPABILITY See Section 2. Please check appropriate box.

_____ YES, I will accept payment under this contract with the Procurement Card.

_____ NO, I will not accept payment under this contract with the Procurement Card.

4.3 DISCOUNT/PAYMENT TERMS _____

KNOW ALL MEN BY THESE PRESENCE:

That _____ (hereinafter called the "Principal"), as Principal, and _____, a corporation organized under the laws of the State of _____, (hereinafter called the "Surety"), as Surety, are held and firmly bound unto the City of Glendale, a municipal corporation in the State of Arizona (hereinafter called the "Obligee"), as Obligee in the amount of _____ Dollars (\$ _____), for the payment whereof the Principal and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has entered into a written contract with the Obligee, dated the _____ day of _____, 20____, whereby Principal agreed to _____

which contract is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

NOW THEREFORE, the condition of this obligation is such that, if Principal shall faithfully perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of said contract, with or without notice to the Surety, and shall also perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all authorized amendments, modifications or exercise of options to said contract that may hereafter be made between the Principal and Obligee, notice of such amendments, modifications or exercise of options to this Surety being hereby waived, then this obligation shall be null and void, otherwise to remain in full force and effect.

The prevailing party or any party which recovers judgment on this bond shall be entitled to such reasonable attorney's fees as may be fixed by the Court.

Signed this _____ day of _____, 20 ____.

"Principal"

By: _____

Its: _____

"Surety"

By: _____

Its: _____