



Request for Proposal

Janitorial Services

Program # 624

Direct all replies to:

Bethany Tangerstrom
Contract Compliance Monitor
1717 Taylor Avenue
Racine WI 53403
262.638.6671

SEALED PROPOSALS MUST BE RECEIVED NO LATER THAN:

Thursday, September 12, 2019 at 4 pm

At the Racine County Human Services Department

1717 Taylor Avenue – One North Receptionist

Racine WI 53403

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Racine County Human Services
Request for Proposal: Janitorial Services
Program #624

Section I. Specifications

1. Introduction and Objectives:

The Provider will provide janitorial services for Racine County Human Services Department at the following locations:

- 1.1** Racine County Dennis Kornwolf Service Center at 1717 Taylor Avenue, Racine, Wisconsin
- 1.2** The Domanik Building at 2000 Domanik Drive, Racine, Wisconsin.

2. Scope of Services:

2.1 Contractor Responsibilities

- 2.1.1** Hiring, discharge and retention costs of all staff employed by contractor.
- 2.1.2** Payroll and payroll related costs of contractor staff.
- 2.1.3** Amortized vacation and holiday pay for all contractor staff.
- 2.1.4** Health and welfare benefits for all contractor staff.
- 2.1.5** Insurance, subject to Racine County requirements (listed above in section IV. Indemnity and Insurance).
- 2.1.6** Bonding.
- 2.1.7** On-site supervision of contractor staff and Regional Manager visitations.
- 2.1.8** Cleaning supplies, mop heads, cleaning of mop heads, and floor finish. (Brands of supplies must be approved by Operation Management)
- 2.1.9** Uniforms and housekeeping equipment
- 2.1.10** Criminal background checks as required by Wisconsin law.
- 2.1.11** Pre-employment physical and drug screening and post-accident drug screening for all contractor staff.
- 2.1.12** Vaccinations recommended for janitorial work including Hepatitis B Series and DPT for all contractor staff.
- 2.1.13** Site specific orientation and continuing education of contractor staff to include HIIPA Training.
- 2.1.14** Complete cleaning of entire building subject to the "Housekeeping Specifications" listed below. Please note, there are separate descriptions per building to specify duties at each location.
- 2.1.15** On-site communication (two-way radio)
- 2.1.16** Adhere to Standard contract language
- 2.1.17** Certification standards where applicable
- 2.1.18** Fiscal and program reporting criteria
- 2.1.19** Follow allowable cost policy and audit criteria
- 2.1.20** Follow policies and procedures as defined in Racine County Human Services Department Contract Administration Manual

2.2 Supervisor's Responsibility

- 2.2.1** Contractor's employees shall wear an identification card provided by Racine County Human Services Department.
- 2.2.2** Contractor's employees appearing to be under the influence of alcohol or drugs will not be permitted in the building.
- 2.2.3** Loud or boisterous conduct will not be permitted.
- 2.2.4** Contractor's employees are not to use or tamper with office machines, equipment, and agency employees' personal property at any time.
- 2.2.5** Contractor's employees will not open desk drawers, cabinets, or refrigerators at any time with the exception that refrigerators which may be opened when cleaned.
- 2.2.6** Contractor's employees are not to use agency telephones at any time unless work related or for any emergency. A designated telephone will be assigned to the Contractor for this purpose.
- 2.2.7** No unauthorized persons shall be allowed on the premises after normal business hours.
- 2.2.8** Contractor's employees are required to wear proper clothing. No short-shorts or exposed midriff shirts are to be worn.
- 2.2.9** Note: The contract supervisor must be able to verbally communicate in the English language and in whatever language the working staff speaks so that a complete level of understanding of the work to be performed is achieved.

2.3 Performance Monitoring / Inspection

- 2.3.1** Contractor's Supervisor shall meet as needed with the Operations & Facilities Manager to review contract performance, facility servicing needs and to correct any open or pending issues.

2.4 Facility Responsibilities

- 2.4.1** Provide adequate space for contractor to store cleaning supplies and floor finish.
- 2.4.2** Provide space for an on-site supervisor to carry out duties.
- 2.4.3** Provide facial tissue, toilet tissue, trash liners and paper hand towels.

2.5 Housekeeping Specifications

- 2.5.1** Offices/Conference Rooms/Hallways/Patient Rooms/All Other Areas
 - 2.5.1.1** Daily: (Monday – Friday Timeframe to be determined by Division Administrator or Division Manager)
 - 2.5.1.1.1** Empty all wastepaper baskets, and trash receptacles; replacing liners as necessary (liners furnished by RCHSD).
 - 2.5.1.1.2** Remove all wastepaper and refuse to designated area on premises.
 - 2.5.1.1.3** Dust all horizontal surfaces; desks, counter tops, furniture, picture frames, sills, ledges file cabinets, tables, chairs, etc. under 72" in height.
 - 2.5.1.1.4** Clean and sanitize telephones.

- 2.5.1.1.5** Clean and sanitize sinks, countertops, cabinets, and microwave ovens in Break Rooms.
- 2.5.1.1.6** Clean and sanitize all Employee Break room tables and chairs. Sweep and dust mop hard surfaced floors damp mop hard surfaced floors, moving light furniture.
- 2.5.1.1.7** Vacuum all carpeted areas and mats; moving light furniture.
- 2.5.1.1.8** Spot clean walls and doors.
- 2.5.1.1.9** Spot clean interior partition glass.
- 2.5.1.1.10** Spot clean carpeted areas.
- 2.5.1.1.11** Turn off all lights in areas after being serviced; unless otherwise specified to be left "ON".
- 2.5.1.1.12** Wet mop all vinyl plank floors.
- 2.5.1.2** Monthly:
 - 2.5.1.2.1** Wash doors, door frames and cabinets with quaternary solution.
 - 2.5.1.2.2** Dust horizontal and/or vertical blinds.
 - 2.5.1.2.3** Spray buff/burnish all hard-surfaced floors. (Detention)
 - 2.5.1.2.4** Edge vacuum all carpeted room perimeters.
 - 2.5.1.2.5** Damp mop chair mats.
 - 2.5.1.2.6** Dust all horizontal surfaces and room perimeter walls above 72" in height.
 - 2.5.1.2.7** Dust and/or wipe vertical surfaces of furniture.
 - 2.5.1.2.8** Vacuum upholstered furniture.
 - 2.5.1.2.9** Clean all interior partition glass.
 - 2.5.1.2.10** Clean all ventilation and air return grills.
 - 2.5.1.2.11** Clean all baseboards.
 - 2.5.1.2.12** Clean all waste containers.
 - 2.5.1.2.13** Sweep and wet mop storage rooms.
- 2.5.1.3** Semi-Annually (two times per year)
 - 2.5.1.3.1** Extract/clean all carpeted areas.
 - 2.5.1.3.2** Hard surfaced floor refinishing (Detention)
 - 2.5.1.3.3** Clean fluorescent light fixtures lenses inside and outside.
- 2.5.2** Entrance/Corridors/Elevator/Staircases
 - 2.5.2.1** Daily: (Monday-Friday)
 - 2.5.2.1.1** Empty all wastepaper baskets, recycle bins, and trash receptacles; replacing liners as necessary (liners furnished by RCHSD)
 - 2.5.2.1.2** Remove wastepaper and refuse to designated area on premises.
 - 2.5.2.1.3** Empty trash receptacles and cigarette urns; if any, outside entrance areas.
 - 2.5.2.1.4** Sweep 15" outside entrances of facility and police grounds for debris.
 - 2.5.2.1.5** Clean and polish elevator tracking, floors, walls and doors.
 - 2.5.2.1.6** Vacuum all carpeted areas; moving light furniture.

- 2.5.2.1.7 Sweep/dust mop and wet mop all hard-surfaced floors, moving light furniture.
 - 2.5.2.1.8 Clean and polish stainless steel in elevator.
 - 2.5.2.1.9 Clean entrance glass inside and outside.
 - 2.5.2.1.10 Vacuum entry and carpeted floor mats.
 - 2.5.2.1.11 Clean, polish and disinfect drinking fountains.
 - 2.5.2.1.12 Dust all horizontal surfaces; desks, counter tops, furniture, sills, ledges file cabinets, tables, chairs, etc. under 72" in height.
 - 2.5.2.1.13 Secure all doors and windows; as required by RCHSD.
 - 2.5.2.1.14 Spot clean carpeted areas.
 - 2.5.2.1.15 Sweep and damp mop staircases.
 - 2.5.2.1.16 Keep housekeeping closet in a neat and orderly condition.
 - 2.5.2.2 Twice Monthly:
 - 2.5.2.2.1 Vacuum elevator tracking and polish metal.
 - 2.5.2.3 Monthly:
 - 2.5.2.3.1 Dust and/or wipe vertical surfaces on furniture.
 - 2.5.2.3.2 Vacuum upholstered furniture.
 - 2.5.2.3.3 Dust all horizontal surfaces over 72" in height; removing cobwebs from perimeter ceiling areas.
 - 2.5.2.3.4 Edge vacuum carpeted room perimeters.
 - 2.5.2.3.5 Clean all doors and door frames.
 - 2.5.2.3.6 Wash all waste containers; as necessary.
 - 2.5.2.3.7 Vacuum ventilation and air return grills.
 - 2.5.2.3.8 Clean all baseboards.
 - 2.5.2.3.9 Dust horizontal and/or vertical blinds.
 - 2.5.2.3.10 Clean all entrance sidelight glass inside and outside.
 - 2.5.2.3.11 Extract/clean all high traffic patterns in corridor areas.
 - 2.5.2.3.12 Spray buff/burnish all hard-surfaced floors.
 - 2.5.2.4 Semi-Annually (two times per year)
 - 2.5.2.4.1 Extract/clean all carpeted areas.
 - 2.5.2.4.2 Hard surfaced floor refinishing
 - 2.5.2.4.3 Clean fluorescent light fixtures lenses inside and outside.
 - 2.5.2.5 Annually:
 - 2.5.2.5.1 Wash outside portion of exterior building glass.
- 2.5.3 Restrooms/Kitchens
 - 2.5.3.1 Daily (Monday - Friday):
 - 2.5.3.1.1 Empty and clean all trash, paper towel and sanitary disposal receptacles; replacing liners. (liners furnished by RCHSD)
 - 2.5.3.1.2 Remove all waste and refuse to designated area on premises.
 - 2.5.3.1.3 Wash all receptacles with a germicidal "quaternalary" solution.
 - 2.5.3.1.4 Fill all toilet tissue holders, soap and paper towel dispensers as necessary. (materials furnished by RCHSD).
 - 2.5.3.1.5 Clean and sanitize sinks, countertops, cabinets, and appliances.

- 2.5.3.1.6** Spot clean walls.
- 2.5.3.1.7** Wash and polish mirrors and counter tops.
- 2.5.3.1.8** Wash and polish all bright metal fixtures.
- 2.5.3.1.9** Wash all basins, bowls and urinals, using a germicidal "quaternary" solution.
- 2.5.3.1.10** Wash both sides of toilet seat lids with a germicidal "quaternary" solution; lids to left in the down position after sanitizing.
- 2.5.3.1.11** Shower walls, ceiling, enclosures, grout, doors and fixtures are cleaned with a germicidal solution. There shall be no mold and/or odor remaining.
- 2.5.3.1.12** Dust all horizontal surfaces
- 2.5.3.1.13** Sweep and/or dust mop hard surfaced floors.
- 2.5.3.1.14** Damp mop hard surfaced floors; using a germicidal solution.
- 2.5.3.2** Weekly:
 - 2.5.3.2.1** Flush floor drains; where applicable.
 - 2.5.3.2.2** Thoroughly wash all trash receptacles.
- 2.5.3.3** Monthly:
 - 2.5.3.3.1** Vacuum air diffusers and air return grills.
 - 2.5.3.3.2** Wash walls with a quaternary solution.
- 2.5.3.4** Semi-Annual (two times per year)
 - 2.5.3.4.1** Machine scrub and disinfect floors; where applicable.
 - 2.5.3.4.2** Clean fluorescent light fixture lenses inside and outside.

3. Successful Proposal Requirements:

- 3.1** Demonstrate competence in the industry and provide any experience serving similar populations
- 3.2** Provide an agency description to include:
 - 3.2.1** Years in operation, agency growth, and historical milestones
 - 3.2.2** Primary headquarters and areas served
 - 3.2.3** Mission and vision statements
 - 3.2.4** Areas of specialty
 - 3.2.5** Organizational chart
 - 3.2.6** Employee screening, recruitment and training process
 - 3.2.7** Scheduling process and guarantee of coverage
 - 3.2.8** Any other pertinent agency specifics that would provide the evaluation committee with a sense how your company operates

4. Evaluation Outcomes:

- 4.1** 100% shifts will be covered.
- 4.2** 100% of the job duties and responsibilities are preformed to standard.
- 4.3** If performance issue arises the supervisor will meet with the Operations & Facilities Manager within 48 hours to come up with a corrective action plan.

5. Contract Period:

Contract will commence January 1, 2020, upon acceptance of the terms described and execution of the contract by both parties. The initial contract period shall continue in effect for one year. Thereafter, it may renew for two additional one-year periods at Purchaser’s discretion based on Provider performance and funding available.

6. Cost:

Cost listed by proposer must be complete and inclusive of all charges at the time of submission. Proposer certifies that prices, terms and conditions in the proposal will be firm for acceptance for a period of ninety (90) days from the date of opening unless otherwise stated by Racine County. Proposal may not be withdrawn before the expiration of ninety (90) days. Prices shall be firm with no escalator clauses unless specified by Racine County. Proposals may be withdrawn after ninety (90) days only upon written notification to Racine County.

7. Contract:

The contract for this project will consist of this Request for Proposals document, the specification documents and any associated exhibits or documents, the proposer’s response with all required forms, addenda, any negotiated terms and conditions and a standard Racine County contract.

8. Calendar of Events:

This calendar is subject to change at the sole discretion of Racine County. All attempts will be made to adhere to this calendar however circumstances may require modification of dates and/or times.

Event	Date
RFP issued, posted on website and newspaper	8/15/19
Written questions/requests for clarification due to Racine County	8/22/19 by 4 pm. Questions submitted later will not be considered.
Racine County written responses to questions/clarifications posted on website	8/29/19
Proposals due at Racine County, and dropped off at the One North Receptionist	9/12/19 by 4 pm. Late proposals will not be accepted
Public Opening of Sealed Proposals	9/16/19 at 3 pm Three North Conference Room
Proposal Evaluations Completed by...	10/8/19
Face-to-Face interviews scheduled, if needed	TBD, but no later than 10/8/19
Contract Awarded	TBD, but no later than 10/11/19
Contract Start Date	1/1/20

9. Right of Rejection:

Racine County, through its duly authorized agents, reserves the right to reject any or all proposals, any portion of a proposal, waive all technicalities, and to accept the proposal considered most advantageous to Racine County following final negotiations, evaluations and reviews. Racine County does not warrant or guarantee that a contract will be awarded as a result of this Request for Proposals.

10. Instructions to Proposers:

- 10.1** Thoroughly examine the scope of work, schedule, instructions and all other Solicitation documents and make all investigations necessary to be familiar with conditions that affect the proposal. No pleas of ignorance by the proposer as a result of failure to investigate or examine conditions or failure to fulfill details of the contractual documents will be accepted as a basis for varying the requirements of the County or changing the compensation due.
- 10.2** Racine County contracts are subject to all legal requirements of Racine County, State of Wisconsin or Federal statutes and regulations, as applicable. Laws of the State of Wisconsin apply.
- 10.3** Provide all required information on the forms furnished in this document. Print or type your name and that of your agency on the Proposal Cover Sheet. **Do not include your name or the name of your agency in the body of the proposal!** If you obtained this solicitation electronically; you may complete your responses on the electronic forms however a hardcopy of the proposal must be submitted with your signature on the Proposal Cover Sheet. Do not alter the solicitation documents when completing the forms. Submission of the proposal affirms that you did not alter the original documents beyond filling in the required information.
- 10.4** Note that there are two separate packets of documents to complete. One will contain an original plus four (4) copies of your proposal and the other your original plus four (4) copies of your budget information. When submitting your hardcopy proposals, seal each packet in a separate envelope.
- 10.5** All proposals must be current and final at the time of opening to be considered responsive. No proposal will be accepted for consideration, and no award will be made if, at the time of opening, anything contained therein is contingent upon or subject to any outstanding review, certification or approval by any party that has not been received.
- 10.6** The following chart illustrates the required proposal documents and specifies the minimum content of the proposal sections. Proposals should be organized in tabbed sections following this chart and each point listed below should be addressed in your proposal.

Appendix	Title	Contents
A	Proposal Cover Sheet	Complete this form for each packet of the proposal...the program and the budget documents
B	Vendor Acceptance Form	Complete this form and attach it to the proposal.
C	Reference Document	On the form included in this packet, list three (3) references who are familiar with your work and your ability to fulfill the requirements of this proposal. Racine County may also consider reference responses from agencies or individuals not listed in your proposal. All information provided must be current and correct. Racine County will not attempt to search for current information that is not provided.
D	Agency Narrative	Describe your agency and how your mission relates to the need listed in the RFP.
E	Program Criteria	Provide detailed information in response to each specific criterion listed.
F	Past Performance	Provide any past experience you have with Racine County.
		In a separate sealed envelope:
G	Budget Worksheet	Provide a written description of the costs requested.

11. Submission of Proposals:

Submit one original master copy (so marked) and four photocopies (so marked) of your proposal. Also include a digital copy on a USB drive. On the front of the envelope containing your proposal and copies, indicate the following:

Name & Address of Bidder

Due Date of Bid

Proposal Number & Title

All proposals must be manually signed by an authorized official of the agency. Telegraphic, fax, email and on-line responses WILL NOT BE ACCEPTED. The original, signed proposal must be delivered to the address indicated below:

Bethany Tangerstrom
Contract Compliance Monitor
Racine County Human Services Department
1717 Taylor Avenue
Racine WI 53403
Bethany.Tangerstrom@racinecounty.com

Proposals can also be dropped off at the ONE NORTH Receptionist at the Racine County Human Services Department between 9 am and 4 pm Monday through Friday. Late proposals will not be accepted and will be returned unopened.

12. Contact Person:

- 12.1** The Racine County Human Services Contract and Compliance Monitor will act as the County representative in the issuance and administration of this RFP and contract, and shall issue and receive all documents, notices and correspondence pertaining to this RFP. Such documents, notices, and correspondence not issued by or received by the Contract Compliance Monitor shall be null and void.
- 12.2** Questions related to this Request for Proposal shall be delivered in writing (email, postal delivery or hand delivered) to the Contract Compliance Monitor. **Final date for questions is listed in the Calendar of Events.** No questions will be accepted over the phone and no other Racine County representative is authorized to interpret any portion of this RFP.
- 12.3** All questions received by the Contract and Compliance Monitor will be researched and responded to on the date listed in the Calendar of Events and posted on the Racine County Human Services website which can be accessed by the following links:

<http://racinecounty.com/government/human-services/contracts-and-budget>

<https://racinecounty.com/government/finance/purchasing-rfps-and-bids>

No verbal or written information, which is obtained other than through this Request for Proposals or its addenda, shall be binding upon Racine County. Proposers are expected to raise any questions, exceptions or additions they have concerning this document as soon as possible during the RFP process.

13. Confidentiality/Non-Disclosure:

- 13.1** It is the intent of the County that all proposals received will remain sealed and confidential until reviewed by the Proposal Evaluating Committee.
- 13.2** Once the process is complete, no information submitted as part of this RFP process shall be considered proprietary or confidential.
- 13.3** By submitting a proposal, vendors acknowledge that the County may be required under the law to make its records available for public inspection at any time during this RFP process. All vendors acknowledge and agree that the County will have no obligation or any liability to the vendor if the County must disclose these materials.

14. Errors or Omissions:

- 14.1** If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this bid, the vendor should immediately notify the above-named individual of such error and request modification or clarification of the RFP document.
- 14.2** Racine County reserves the right to permit cure of, or waive as an informality, any irregularities or technicalities contained in any proposal submitted, at the sole discretion of Racine County provided such waiver does not substantially change the offer or provide a competitive advantage to any other vendor. Contracts will be awarded in the best interests of Racine County.

15. Addenda:

Changes to this RFP will be made only by formal, written addendum issued by Racine County's Contract Compliance Monitor and posted on the Racine County Human Services Website. All addenda issued as part of this RFP shall become part of the specifications of this RFP and will be made part of the contract. It is the vendor's responsibility to check and assure receipt of all addenda.

16. RFP Evaluation Process:

- 18.1** Racine County will receive proposals from interested vendors having relevant experience, resources and qualifications in the proposed scope of work. Proposals for this project must contain evidence of the vendor's experience and abilities in the applicable field.
- 18.2** All proposals received will be evaluated by a selection team that consists of Racine County representatives. The team will review and evaluate all detailed proposals submitted and may conduct in-person interviews with proposers if deemed necessary. The selection team will have only the response to this solicitation to review for selection of a finalist. It is therefore important that proposers emphasize specific information considered pertinent to the services provided. Racine County reserves the right to request clarification of any portion of any submittal.
- 18.3** Racine County will be under no requirement to complete the evaluation by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the County. It is anticipated, however, that the review/evaluation process will be completed in a timely manner.
- 18.4** A Proposal Evaluation Committee will be established to review and evaluate all proposals submitted in response to this RFP. The Contract Compliance Monitor will be a non-voting member and, as such, will prepare the proposals for the committee so that no vendor identifying information will be available to the evaluators. The Committee will conduct a preliminary evaluation of all proposals based upon the information provided and other evaluation criteria as set forth in this RFP. The contract will be awarded to the most qualified contractor per

the evaluation criteria listed below.

EVALUATION CRITERIA	WEIGHT
Agency Experience and Competency	30%
Proposal Criteria	40%
Overall Cost to the County	30%
Total	100%
<p>Past Performance</p> <ul style="list-style-type: none"> • There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions. • For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way. • This section represents scores obtained from three officials within Racine County who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet. 	15 points maximum

18.5 Refer to the accompanying “Program Criteria” document (Appendix E) for specific information to include in your proposal.

17. Interviews:

If requested, proposers may be required to participate in an interview at the site of the proposed program or in the offices of the Racine County Human Services Department. Proposers should be prepared to discuss and substantiate any of the areas of the proposal submitted, as well as its qualifications to furnish the specified program. The interviews will be scored by the Evaluation Committee.

18. RFP Preparation Expense

Racine County shall not be liable for any expense incurred in replying to any request for proposal or invitation to bid.

19. County RFP Notice of Rights:

Racine County reserves the following rights to:

- 19.1** Conduct pre-award discussion and/or pre-award/contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award; conduct personal interviews or require presentations of any or all proposers prior to selection; and make

- investigations of the qualifications of proposers as it deems appropriate, including but not limited to a background investigation conducted by the County or its agents.
- 19.2** Request that proposer(s) modify its proposal to more fully meet the needs of the County or to furnish additional information as the County may reasonably require.
 - 19.3** Accord fair and equal treatment with respect to any opportunity for discussions and revisions of proposals. Such revisions may be permitted after submission of proposals and prior to award.
 - 19.4** Process the selection of the successful proposer without further discussion.
 - 19.5** Request Best and Final Offers from any or all proposers at the sole discretion of the County.

20. Indemnity and Insurance Requirements:

- 20.1** Upon execution of a contract, contractor agrees to indemnify, hold harmless and defend Racine County, its officers, agents and employees from all liability including claims, demands, losses, costs, damages and expenses of every kind and description or damage to persons or property arising out of or in connection with or occurring during the course of this agreement where such liability is founded upon or occurring out of the acts or omissions of the contractor, its agents or employees.
- 20.2** Contractor agrees to protect itself and Racine County under the Indemnity Agreement set forth in the above paragraph. Contractor will at all times during the term of this contract keep in force and effect commercial general liability, professional liability, automobile liability, worker's compensation insurance policies issued by a company or companies rated A-VII or better by AM Best and authorized to do business in the State of Wisconsin with the following minimum limits of coverage:
 - 20.3** General Liability
 - 20.3.1** \$1,000,000 each occurrence
 - 20.3.2** \$1,000,000 personal and advertising injury
 - 20.3.3** \$1,000,000 general aggregate
 - 20.3.4** \$1,000,000 products and completed operations
 - 20.3.5** There shall be no exclusion for abuse or molestation
 - 20.4** Auto Liability Insurance
 - 20.4.1** \$1,000,000 Combined Single Limit
 - 20.5** Umbrella Liability Insurance on a following form basis
 - 20.5.1** \$4,000,000 each occurrence
 - 20.5.2** \$4,000,000 aggregate
 - 20.5.2.1** Any combination of underlying coverage and umbrella equaling \$5,000,000 shall be acceptable
 - 20.5.2.2** There shall be no exclusion for abuse or molestation
- 20.6** Workers Compensation Statutory Limits plus:
 - 20.6.1** \$100,000 E.L. Each Accident
 - 20.6.2** \$100,000 E.L. Disease Each Employee
 - 20.6.3** \$500,000 E.L. Disease Policy Limit

20.7 Professional Liability

20.7.1 \$1,000,000 each occurrence

20.8 Purchaser, acting at its sole option, may waive any and all insurance requirements. Waiver is not effective unless in writing. Such waiver may include or be limited to a reduction in the amount of coverage required above. The extent of waiver shall be determined solely by Purchaser's risk manager taking into account the nature of the work and other factors relevant to Purchaser's exposure, if any, under this agreement.

20.9 Upon execution of a contract and at any other time if requested by Racine County, contractor shall furnish Racine County with written verification of the existence of such insurance.

21. Background Checks:

Upon execution of a contract, contractor will conduct criminal, caregiver background, and driver's license checks through the State of Wisconsin and drug screens on all employees who will provide these services. No employee may serve under this contract without a successful caregiver background check. Documentation of these background checks must be maintained and made available to Racine County Human Services upon request. For existing agency staff, background checks must be current within 90 days.

22. Audit Requirements:

Unless waived by Racine County, contractors must submit an annual audit to Racine County if the total amount of annual funding provided by Racine County (from any and all of its Divisions taken collectively) for all contracts is \$100,000 or more.

23. Racine County Standard Terms and Conditions:

Proposer must agree to comply with the following terms and conditions:

23.1 Standard contract language

23.2 Certification standards where applicable

23.3 Fiscal and program reporting criteria

23.4 Allowable Cost Policy

23.5 Audit criteria

23.6 Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual

23.7 Maintain adequate liability coverage

23.8 Civil Rights/Affirmative Action Policies

23.9 Criminal and caregiver background checks for staff

23.10 Drug screening, driver's license checks and reference checks

23.11 Fair Labor Standards Act

23.12 Recognize that authorization for services is approved by Racine County Human Services Department.

23.13 All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.

23.14 The program must be identified as a RCHSD program in all public presentations and

media contacts/interviews.

**END OF PROPOSAL INSTRUCTIONS—
PROCEED TO APPENDICES TO COMPLETE
THE PROPOSAL**

APPENDIX A

Proposal Code Letter: _____

(for Racine County use only)

Racine County Human Services

Request for Proposal Cover Sheet

Janitorial Services

RFP #624

Company Name: _____

Authorized Signature: _____

Authorized Printed Name: _____ Date Submitted: _____

NOTE: Complete one Cover Sheet for your proposal and a separate Cover Sheet for your Budget Worksheet.

Documents Included (check all you are attaching):

_____ Vendor Acceptance Form (Appendix B)

_____ Reference List (Appendix C)

_____ Agency Narrative (Appendix D)

_____ Proposal Criteria (Appendix E)

_____ Past Performance (Appendix F)

_____ Budget Worksheet (Appendix G)

Proposal Code Letter: _____

(for Racine County use only)

APPENDIX B

Vendor Acceptance Form

Program Name: Janitorial Services

Program #: 624 Date of Issue: August 15, 2019

By signing and submitting this Proposal, I _____ hereby
(Print Name)

certify and swear that I am a duly authorized agent of this company, I have examined and carefully prepared this proposal from the written specifications and information of Racine County and have checked the same in detail before submitting said proposal to Racine County. I have full authority to make such statements and submit this proposal, and all statements submitted are true and correct.

I FURTHER CERTIFY that no agreement has been entered into to prevent competition for said work. I have carefully examined all materials related to this proposal.

I FURTHER CERTIFY that any data sheets and descriptive literature attached hereto are true and correct and are intended to be made part of this bid/proposal response.

I FURTHER CERTIFY that neither this company nor any of its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal, State, County, Municipal or any other department or agency thereof. I certify that this company/agency will provide immediate written notice to the County if, at any time, it is learned that this certification was erroneous when submitted or has become erroneous by reason of changed circumstance.

I acknowledge that Racine County reserves the right to reject any and all bids and to select the vendor considered by Racine County to be most advantageous, at the sole discretion of Racine County.

In compliance with this Request for Proposals and subject to all the terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish any or all of the items, deliverables or services herein at the prices, terms and delivery stated.

All signatures **MUST** be original. No facsimile, stamped or copied signature will be accepted and is cause for rejection of the proposal. **By signing this form, I affirm that the original Request for Proposals documents have not been altered in any way.**

Authorized Signature: _____ Print Name: _____

Title: _____ Email: _____

Name of Business: _____ Phone: _____

Business Address: _____ City/State Zip: _____

APPENDIX C

Proposal Code Letter: _____ (for Racine County use only)

Racine County Human Services

Request for Proposal Reference List

Janitorial Services

RFP #624

It is important to provide accurate contact information for each reference listed. Racine County will not attempt to locate incomplete or inaccurate information in names, location or phone numbers. Prior experience on previous Racine County projects may be considered by the County, even if not listed here as a reference.

1. Project/Program Name: _____

Individual to be contacted at this site: _____

Phone #: _____ Email: _____

Address: _____

2. Project/Program Name: _____

Individual to be contacted at this site: _____

Phone #: _____ Email: _____

Address: _____

3. Project/Program Name: _____

Individual to be contacted at this site: _____

Phone #: _____ Email: _____

Address: _____

Racine County Human Services

Request for Proposal Agency Overview Sheet

Janitorial Services

Program # 624

Present a clear and concise description of your agency. Points you may want to address include:

1. Agency Overview:

- a. What is the location of your primary headquarters and what areas do you serve?
- b. What are your agency's mission and vision statements? How do they relate to this RFP?
- c. What is your organizational structure? Please provide your organizational chart including day to day supervisors.
- d. Are you a legally incorporated, licensed business, registered to work in the State of Wisconsin?
- e. Do you carry the required insurance coverage listed in the RFP or are you able to obtain it prior to the start of this contract?
- f. What other pertinent agency specifics would provide the evaluation committee with a sense how your company operates?

2. Experience and Competency:

- a. How long has your agency been in operation? Please specify agency growth and historical milestones.
- b. What are your agency's areas of specialty?
- c. Please describe any prior relevant experience as it relates to this project scope.

APPENDIX E

Racine County Human Services

Request for Proposal Criteria Sheet

Janitorial Services

Program # 624

All proposals must address each of the following criteria. **You must clearly identify which question each of your answers pertains to** by labeling it with the number of the specific question. **Failure to include all the criteria listed will disqualify the entire proposal.**

1. Employees

- a) How many employees do you have on staff?
- b) What are your recruitment, screening, and hiring practices?
- c) What experience and qualifications will be required of the employees working under this contract?
- d) How are new employees trained? Provide a copy of your training program.

2. Scheduling

- a) What is your scheduling process?
- b) How will you ensure shifts are covered in the event an employee is absent?
- c) How much notice will you require for extended hours outside of the core hours?
- d) What are your staffing levels during the winter months (i.e. salt removal and cleanup)?

3. Additional Information

- a) What challenges do you foresee and how will you address those challenges?
- b) Why do you believe your agency is better able to operate this program than others?
- c) Any additional information that will help evaluators understand your proposal.

Racine County Human Services

Request for Proposal Past Performance

Janitorial Services

RFP #624

What previous experience have you had with Racine County Human Services?

****Please note, this section must be answered on a separate document.***

- There is no weight for this category. It allows vendors with a past experience with Racine County the opportunity to be recognized for their contributions.
- For those vendors with no prior experience, this category will not be calculated in their scoring and therefore will not impact their overall rating in any way.
- To maintain the blind evaluation process, this section represents scores obtained from other officials within Racine County, who are not part of the evaluation committee. Supporting evidence will be attached to the final scoring sheet.

Racine County Human Services

Request for Proposal Budget Sheet

Janitorial Services

Program # 624

All proposals must address each of the following criteria. **This information must be submitted in a separate envelope.**

1. Provide a detail listing of costs to include:
 - a. Annual cost broken down into an hourly rate for services within core hours
 - b. Hourly cost for extended service hours outside of core hours

2. List any "Value Added" services that your agency may include at no additional charge.