

Request For Proposal

Janitorial Services

RFP#: 2019-002

Metropolitan Area EMS Authority d/b/a MedStar Mobile Healthcare (“MedStar”) seeks proposals in response to this Request for Proposal (“RFP”) from contractors to provide professional and quality janitorial services as described in this RFP. Responses to this RFP must be delivered by mail or in person to:

MedStar Mobile Healthcare
Attn: Shaun Curtis
2900 Alta Mere Drive
Fort Worth, Texas 76116

The Deadline to submit a response to this RFP is 4:30 pm on **February 7th, 2019**. MedStar will not consider any responses received after the submission deadline.

Instructions to Respondents

The responses to the RFP shall be submitted in a sealed envelope. Each envelope must be clearly marked on the outside with the notation **“Request for Proposal – Janitorial Service; [Respondent’s Name and Address]”**. MedStar may, in its sole discretion, reject any or all proposals. The successful bidder, if any, will be required to enter into a contract with MedStar which will incorporate the RFP and the response to the RFP.

All questions concerning this RFP shall be directed to Shaun Curtis, Support Services Manager with MedStar, via Phone (817) 840-2059 or email scurtis@medstar911.org. Respondents will communicate only with Mr. Curtis on matters relating to the RFP and will not communicate with any other employee or representatives of MedStar.

The successful bidder will provide Janitorial services for MedStar facilities located at 2900 Alta Mere Drive, Fort Worth TX, the back-up MedStar site located at 2944 South Grove St, Fort Worth TX, 76104, and a future deployment center located near I-35W and Tarrant Parkway (scheduled to open late 2019).

A pre-proposal meeting and walk-through will be held in the MedStar conference Room, 2900 Alta Mere, Fort Worth TX, 76116 on January 29, 2019 at 10:00 am. A facility tour will be conducted for the Alta Mere location and a blue print of the Grove and North location will be provided at the meeting.

Thank you for your consideration.

Shaun Curtis
Support Services Manager

1. Background

MedStar is the exclusive provider of Mobile Healthcare Services for the City of Fort Worth and 14 other member cities in the Fort Worth metropolitan area. MedStar responds to approximately 146,000 requests for service a year. Our administrative offices are open Monday through Friday 7:30 am to 4:30 pm., while the ambulance operations are open 24/7/365.

MedStar is a highly visible organization and frequently entertains dignitaries from the cities that we serve, EMS agencies from around the world and members of the news and press. For this reason and the fact that MedStar is a medical organization, it is critical that its facilities present a positive image. It is essential that we provide a clean, safe and comfortable work and resting place for our team members.

MedStar strives to be a World Class organization and the facilities must reflect the highest standards of customer service and cleanliness to team members, guest and the public.

2. Response to the RFP Binding Upon Respondent

The response must contain the signature of an officer of the respondent who is duly authorized to legally bind the Respondent. All submitted responses shall be binding for a period of **one hundred and twenty (120) days** from the response submission deadline.

3. Response Modification or Withdrawal

Responses may be modified, withdrawn, or re-submitted in writing prior to the submission deadline of **4:30 pm on February 7, 2019**. After this deadline, no resubmissions or modifications may be made for any reason.

4. General Contract Provisions

The successful bidder (“Contractor”) will enter into a contract (“the contract”) with MedStar which will incorporate the RFP, the response to the RFP and other negotiated terms. The contract will include the following general provisions:

4.1 Assignment

Contractor shall not assign the Contract without the written approval of MedStar.

4.2 Laws

Contractor shall comply with all applicable laws, ordinances, rules and regulations relating to the work performed by Contractor under the contract.

4.3 Indemnification

Contractor, agrees to indemnify and hold harmless MedStar and it's officers, directors, shareholders, partners, employees, agents from any and all threatened or actual claims, proceedings, losses, damages, fines, penalties, liabilities, costs and expenses of any nature, including attorneys' fees and court costs sustained or incurred by or asserted against a party arising from (i) a breach of this agreement in any material respect or (ii) any conduct in connection with the performance of this agreement that constitutes gross negligence, fraud, willful misconduct or a knowing violation of law.

4.4 Jurisdiction & Venue

The Contract shall be governed by the laws of the State of Texas without regard to its conflict of laws provisions. The venue of any litigation arising from this Agreement will be in the United States District Courts, Fort Worth Division of the Northern District of Texas if the litigation arises in Federal Court or in the District Courts of Tarrant County, Texas if the litigation arises in State Court. The venue of any dispute resolution activity shall be in Fort Worth, Tarrant County, Texas.

5. Insurance/Performance Bond Requirements Under the Contract

5.1 General Requirements

Contractor shall submit to MedStar, on or before contract execution, certificates of insurance as evidence that the Contractor has the policies providing the required coverage and limits of insurance and that they are in full force and effects. Each certificate of insurance shall name MedStar as an additional insured. Each certificate or policy shall require in writing that **thirty** (30) days prior to cancellation, non-renewal or material change in the policy, notice there of shall be given to MedStar by registered mail, returned receipt requested.

5.2 Workers Compensation

Coverage meeting the statutory limits prescribed by the laws of the State of Texas

5.3 Janitorial Fidelity Bond

The Contractor agrees to provide a Janitorial Fidelity Bond specifying MedStar as the bond holder. Bond will be in effect for the duration of the contract.

5.4 Summary of Insurance Coverage

The following Chart outlines the various types of minimum required coverage and the minimum required limits. Respondents that carry greater limits of coverage will be favored, to a limited extent, in the bidding process.

Commercial General Liability on an occurrence basis as follows:

Forms of Coverage	Minimum Limits of Liability
Combined Single Limit	\$1,000,000
Each Occurrence Limit	\$1,000,000
General Aggregate Limit (per job basis)	\$2,000,000
Products-Completed operations Aggregate	\$2,000,000
Personal Injury and Advertising injury	\$1,000,000
Fire Damage Limit	\$250,000
Medical Expense Limit	\$15,000

6. Contract Term

The initial term of the contract will be for one (1) year commencing on the date of the contract and MedStar will have the option to extend the term of the contract for four (4) additional periods of one year each. The contract will, however, include provisions, that give either party the right to terminate the contract for any reason with thirty (30) day notice in writing, submitted via certified mail.

7. Scope of Service / Specifications

Through this RFP, each Respondent will develop a comprehensive program for Janitorial Services for MedStar. Respondents should develop a base plan (showing Itemized services and frequency for each task) that will provide basic Janitorial Services for a business that operates 24 hours a day, 365 days a year, although some areas of the operation work a traditional work week and the plan should reflect this. All equipment needed to perform this service will be supplied by the Respondent. If the Respondent wishes to leave their equipment at the MedStar facility a storage closet would be provided to accommodate this.

Basic Janitorial Services to include the following:

- Hard Surface Floors & Carpets Swept/Mopped
- Carpeted surfaces vacuumed including offices and Communications Center
- Bookcases and desk dusted when accessible
- Trash/ recycling receptacles emptied, liners replaced as needed

- Entrance doors, glass, and mats spot cleaned and vacuumed
- Drinking fountains cleaned and disinfected
- Break area tables, chairs, counters, microwaves, cleaned and supplies replenished
- Restrooms and showers swept, mopped, deodorized, disinfected and supplies replenished
- Gym is dusted and swept
- Detail cleaning of sills, book cases, cabinets, partitions, and baseboards
- Window washing and glass cleaning for entrance doors
- **Day Porter Monday-Friday** (at Main HQ only)

Respondent will provide an option with consumable supplies and chemicals as well as one without providing them. All supplies and chemicals must be approved for use by MedStar, and the Respondent will supply all required SDS sheet as required by law. Respondent will also develop options for enhanced services with recommended frequency.

It is expected that the Respondent that is awarded the Contract will, within 30 days, bring the facility up to the standard that is established through this RFP process. Once the standard has been met, the Contractor will maintain the facility at that level for the duration of the contract.

Respondents must develop a Quality Control Plan that ensures all tasks are completed as scheduled on a daily basis. A monthly report will be presented to the Logistics Manager by electronic means no later than the fifth business day following each month.

This RFP includes services to be provided at a north deployment center scheduled to be open in late 2019. Pricing should reflect the cost of service provided before and after the opening of an additional building.

Building Facts Sheet – 1

Building Name: MedStar Mobile Healthcare Main HQ

Address: 2900 Alta Mere Dr, Fort Worth, TX 76116

Manager's Name: Shaun Curtis

Total Cleanable Square Footage: ~33,470 sq ft

General Building Information

Floors	<u>2</u>
Stairwells	<u>6</u>
Elevators	<u>1</u>
Bathrooms	<u>13</u>
Shower stalls	<u>6</u>
Kitchen	<u>1</u>
Recycling Program	<u>Single Stream</u>

Building Facts Sheet – 2 (cleaned quarterly)

Building Name: MedStar Mobile Healthcare back up site

Address: 2944 S. Grove Dr, Fort Worth, TX 76104

Manager's Name: Shaun Curtis

Total Cleanable Square Footage: ~4,000 sq ft

General Building Information

Floors	<u>1</u>
Stairwells	<u>0</u>
Elevators	<u>0</u>
Bathrooms	<u>2</u>
Shower stalls	<u>0</u>
Kitchen	<u>1</u>
Recycling Program	<u>None</u>

Building Facts Sheet – 3 (Opening late 2019)

Building Name: MedStar Mobile Healthcare North Deployment Center

Address: TBD (Tarrant Parkway/ Riverside)

Manager's Name: Shaun Curtis

Total Cleanable Square Footage: ~5,360 sq ft

General Building Information

Floors	<u>1</u>
Stairwells	<u>0</u>
Elevators	<u>0</u>
Bathrooms	<u>2</u>
Shower stalls	<u>2</u>
Kitchen	<u>1</u>
Recycling Program	<u>None</u>

Contractor Questionnaire for Janitorial RFP

Please answer all questions completely. Where necessary, attach additional sheets.

Full company name: _____

Address and phone number: _____

Completed by: _____ (Name and Title)

What percentage of your proposed work is to be performed by subcontractors? _____

What percentage of your proposed work is to be performed by employees? _____

Please list any industry organizations affiliations and or certifications:

Please provide three references to include name, building square footage, period of contract and contact information (name, email, and phone number):

1. _____

2. _____

3. _____