



RurAL CAP SUPPORTIVE HOUSING
Request for Proposal
Karluk Manor Janitorial Services
11/3/22

1. SCOPE OF WORK

The Rural Alaska Community Action Program Supportive Housing Division (RurAL CAP) is requesting proposals for janitorial services for common areas and office space at its property located at 1104 E 5th Avenue, Anchorage, AK 99501 (Karluk Manor). This property consists of two buildings with interior common hallways, stairways, elevator, laundry rooms, public and staff bathrooms, meeting rooms and office space.

- Second price will be the monthly fee to maintain areas covered under the attached janitorial cleaning list.
- This contract is for 2 years, with a one-year option period.

2. PROVISIONS

- a. RurAL CAP is seeking a vendor to furnish all necessary labor, supervision, equipment and supplies necessary to:
 - i. Provide routine / regular janitorial / cleaning services for five (5) days per week, Monday through Friday, between the hours of 9:00 am and 7:00 pm.
 - ii. Provide additional and / or seasonal specialty services to be scheduled throughout the year.
 - iii. The contractor shall refer to the provided Task Frequency Schedule (Attachment A) and the Building Floor Plans (Attachment B). It is the contractor's responsibility to verify square footage.
- b. A Janitorial Cleaning Checklist (Attachment C) will be completed by the cleaning crew, ensuring that all required tasks are completed on a daily, monthly and semi-annual basis. The checklist shall be turned in weekly to the Karluk Manor Manager.
- c. Vendor will assign a manager, or designee, to visit and spot-check the work performed at 1104 E 5th Avenue at least once per quarter. The person assigned to provide this spot-check will invite the Karluk Manor Manager to accompany them during the visit. A brief meeting

may follow the visit to discuss any performance issues.

- d. Vendor's failure to provide supervision adequate to ensure compliance with cleaning schedule will be considered deficient performance.
- e. **Supplies and Equipment:**
 - i. RurAL CAP will provide hand soap for dispensers, paper products such as paper towels for dispensers (c-fold paper towels), toilet paper, trash can liners and trash bags. As the provided supplies run low, Vendor will be required to notify the Karluk Manor Manager in a timely manner so that replacement supplies may be ordered.
 - ii. Except as noted in Item e (i), vendor will furnish all supplies and materials necessary for the adequate performance of the janitorial services. Supplies and materials are to include, but are not limited to, brooms, brushes, dust cloths, microfiber mops, sponges, squeegees, liquid and powder detergents, disinfectants, glass cleaners, metal and wood furniture polish, floor polish, waxes, paint / stain stripper and any other compounds necessary to properly clean and maintain the premises.
 - iii. The Vendor will provide to RurAL CAP Material Safety Data Sheets (MSDS) for all chemicals used or stored in the building.
 - iv. The Vendor shall not use any material or supplies that RurAL CAP deems unsuitable for the purpose or offensive or harmful to any part of the premises, its contents, equipment, employees or tenants.
 - v. The Vendor shall provide and maintain all cleaning equipment needed for the performance of the requested services, including, but not limited to, buffing machines, vacuum cleaners with HEP A filters, carpet extractors, etc. Any equipment found defective will be removed from the premises by the Vendor in a timely manner.
 - vi. The Vendor shall be responsible for keeping all equipment and tools in good repair.
 - vii. The Vendor shall be responsible for any damage caused by its employees to the building or furnishing. RurAL CAP Shall repair said damage and charge the Vendor for the costs.
- f. **Staffing and Personnel:**
 - i. Attachment A: Task Frequency Schedule is defined to be a minimum expectation of cleaning frequency.
 - ii. Failure to complete the tasks at the frequency listed will be deemed a deficiency in performance which may lead to termination of contract.
 - iii. It is RurAL CAP's intention to provide a level of cleanliness suitable for a high quality of living for Karluk Manor tenants, as well as providing regular and unannounced tours and inspections.
 - iv. The vendor will perform the required tasks using the full crew of personnel listed in the Itemized Cost Proposal. If a janitor is absent, either unexpectedly or with advance notice, vendor shall attempt to provide a temporary replacement.
 - v. If a replacement janitor is not provided, RurAL CAP will not charge for the missed time. Under no circumstances will RurAL CAP be charged for hours that were not worked.
 - vi. Vendor will provide its employees with all training necessary for the successful performance of the requested services. Training will included safety procedures; the proper use of all equipment and materials; the proper use of all equipment and materials; and protocol for HIPAA-related industries.

g. Security Considerations and Procedures

- i. The Vendor will report to RurAL CAP, immediately upon discovery or occurrence, any vandalism, damage to the premises, alarm malfunction or accidental alarm trip. RurAL CAP will provide Vendor with a list of emergency contact numbers.
- ii. The Vendor's employees will ensure that building exit doors (front doors, office doors and emergency doors) are properly closed and secured upon leaving the premises at the end of the shift.
- iii. All Vendor's employees shall wear a company badge or uniform visibly identifying the Vendor's company.
- iv. The Vendor's employees will comply with the sign-in/sign-out procedures as set forth in the Karluk Manor Operations Manual.

h. Other Considerations and Procedures

- i. Vendor shall inform its employees that the use of office equipment (kitchen appliances, office copiers, computers, phones, etc.) located at 1104 E 5th Avenue, is not permitted, except for emergency phone calls.
- ii. The Vendor's employees will break down any cardboard boxes generated by supplies, materials, or equipment used by the Vendor as well as RurAL CAP supplied consumables. The janitors will place these cardboard boxes in the dumpster area for recycling.
- iii. Vendor's employees will not smoke in the building or within 50 feet of the building's entrance.
- iv. The Vendor's employees will ensure that office doors and conference rooms doors are left as they were found (open or closed), unless otherwise instructed by RurAL CAP.

3. SCHEDULE OF EVENTS

Advertisement of RFP:	11/03/22
Pre-Submittal Meeting*:	11/09/22 1:00 PM
Meeting Location:	Karluk Manor 1104 E 5 th Avenue Anchorage, AK 99501
Due Date for Questions:	11/11/22 4:00 PM
Due Date for Proposal	11/15/22 4:00 PM
Technical Evaluation Meeting	11/16/22
Selection Notification	11/17/22
*Attendance at the Pre-submittal Meeting is encouraged but not required.	

4. GENERAL PROPOSAL CONDITIONS:

- a. Responses to the RFP shall be made according to the instructions contained herein. Failure to adhere to instructions may be cause for rejection of any proposal.

- b. Proposers understand and agree that submission of a proposal will constitute acknowledgement and acceptance of, and willingness to comply with, all the terms, conditions, and criteria contained in this RFP, except as otherwise specified in the proposal. Any and all parts of this submitted proposal may become part of any subsequent contract between the selected proposer and RurAL CAP.

c. False, misleading, incomplete, or unresponsive statements in connection with a proposal may be sufficient cause for rejection of the proposal. The evaluation and determination of the fulfillment of the above requirement will be RurAL CAP's responsibility, and its judgement shall be final.

d. Proposals shall provide a straightforward, concise delineation of the proposer's capability to satisfy the requirements of the RFP. Each proposal shall be submitted in the requested format and provide all pertinent information, including but not limited to information relating to capability, experience, and other information as specified in this RFP. Each proposal shall be signed in ink by a duly authorized officer of the company.

5. SUBMISSION OF PROPOSALS

a. Proposals in response to this RFP shall be considered received at the time actually received by email. All proposals and other communications should be addressed to RurAL CAP as follows:

Darrel Behymer
Procurement Coordinator
RurAL CAP
731 E 8th Avenue
Anchorage, AK 99501
Phone: (907) 865-4612
Email: dbehymer@ruralcap.org

b. Written proposals must be received by email listed in paragraph (a) of this section by 4:00pm, on 11/15/22.

c. Proposals received after this specified date and time shall be considered late and shall not be considered for evaluation.

d. Each proposal shall be in the form specified in the RFP.

e. Minority- and women-owned business are encouraged to participate in the bidding process.

6. REQUIRED ELEMENTS OF PROPOSALS

a. Cover Letter. Each proposer shall submit a short cover letter including the name and address of the organization submitting the proposal; and the name, address and telephone number of the contact person who will be authorized to make representations for that organization.

b. Experience. Brief history of the firm including any fields of expertise, previous experience with jobs of similar scope.

c. Proposed monthly fees. Provide your monthly fee.

d. Certification and / or Licenses. Proposer must possess and submit with this bid all valid certification and / or licenses required by federal and state laws at the time of submittal and for

the length of the project.

e. Certificate of Liability Insurance. Proposer must submit proof of liability insurance in the amount of at least \$1M. If proposer is awarded a contract for this project, a certificate of liability insurance listing RurAL CAP as an additional insured will be required (see attached Schedule A for RurAL CAP's requirements).

7. CLARIFICATION AND ADDENDA PROCESS

a. A proposer may submit to RurAL CAP a written request for an interpretation or clarification of, or an addenda to, this RFP. Any such request must be received by RurAL CAP no later than 4:00pm, on 11/11/22. **The request must be emailed to dbehymmer@ruralcap.org.** The subject line of all emails should be **"RFP Karluk Manor Janitorial Services."** Proposers should specifically note RurAL CAP prefers questions be submitted by email.

b. RurAL CAP will review and prepare a written response to each request made by a proposer pursuant to this section, all proposers will receive a copy of responses.

c. RurAL CAP reserves the right to make modifications or addenda to this RFP. If RurAL CAP determines it is appropriate to revise any portion of this RFP, either at the request of a proposer or upon RurAL CAP's initiative, RurAL CAP will issue, and make available to all prospective proposers via email.

d. RurAL CAP is not bound by any oral interpretations, clarifications, or changes made to this RFP by any RurAL CAP employee or consultant. Any clarification or change to the RFP must be provided in writing pursuant to this section.

8. COST OF PROPOSAL

Any costs incurred by proposals in responding to this RFP shall be the proposer's sole expense and will not be reimbursed by RurAL CAP.

9. CANCELLATION OF REQUEST FOR PROPOSALS

RurAL CAP reserves the right in its discretion to cancel this RFP in whole or in part.

10. PROPOSAL REJECTION

RurAL CAP reserves the right to accept or reject any and all proposals submitted in response to the RFP, or refuse to enter into any contract resulting from any proposal submitted, without expense to RurAL CAP.

11. PROPOSAL WITHDRAWAL

Bids will be evaluated promptly after opening and a bid tabulation summary will be provided upon request. Bid result will not be given over the telephone.

12. AWARD

Award of bid shall be made based upon the following criteria.

	Points
Monthly Fee Schedule / Costs	50 Points
Meeting the Requirements of the RFP	10 Points
Proven Experience	10 Points
Working in a HIPAA – compliant facility	10 Points
References	10 Points
Attended Pre-Bid Inspection	5 Points
Woman and or Minority owned	5 Points
Total	100 Points

Schedule A INSURANCE & INDEMNIFICATION

CONTRACTOR shall comply with the provisions herein entitled, Schedule A Insurance & Indemnification. CONTRACTOR, at its sole cost, shall purchase and maintain the required insurance with coverages, endorsements, waivers, and limits as described therein.

All insurance shall be maintained continuously during the life of the Contract. CONTRACTOR shall furnish to Rural Alaska Community Action Program (RurAL CAP), certificates showing the type, amount, class of operation, effective dates and dates of expiration of policies. Such evidence is to be provided by CONTRACTOR to RurAL CAP no less than ten (10) days prior to CONTRACTOR commencing work. It is understood and agreed that RurAL CAP shall be entitled to notification at least 30 days prior to the expiration of such policies. Failure by CONTRACTOR to maintain insurance coverage as agreed shall be a material breach of this Contract and will result in termination of this Contract. Certificates shall be addressed to: Rural Alaska Community Action Program (RurAL CAP).

RurAL CAP shall not be required to confirm that CONTRACTOR has provided evidence of coverage and/or renewals and no waiver by RurAL CAP of any of CONTRACTOR's obligations pursuant to this or any other provision of this Contract shall occur or be inferred or implied by any failure of RurAL CAP to insist upon strict performance of this or any other section of this Contract.

All insurance required to be maintained by CONTRACTOR shall be primary to any and all insurance (including self-insurance) obtained or maintained by, or otherwise available to RurAL CAP and all policies shall be endorsed accordingly. RurAL CAP's insurance shall not be called upon to contribute or participate with CONTRACTOR's insurance on any basis.

Except for Worker's Compensation and Professional Liability, each and every insurance policy required of CONTRACTOR shall include an insurer's waiver of subrogation rights in favor of RurAL CAP. Each and every insurance policy required of CONTRACTOR shall be endorsed to name RurAL CAP as Additional Insured with respect to liability arising out of CONTRACTOR's operations and/or its services hereunder.

In the event the terms of the current Contract and this Schedule A conflict, the terms of the contract shall control.

Insurance Type and Limit Requirements:

- Workers Compensation for not less than \$ 500,000.00 per occurrence
- Commercial General Liability not less than \$ 1,000,000.00 per occurrence
- Automobile Liability Insurance not less than \$ 1,000,000.00 per occurrence for bodily injury and property damage.

Task Frequency Schedule

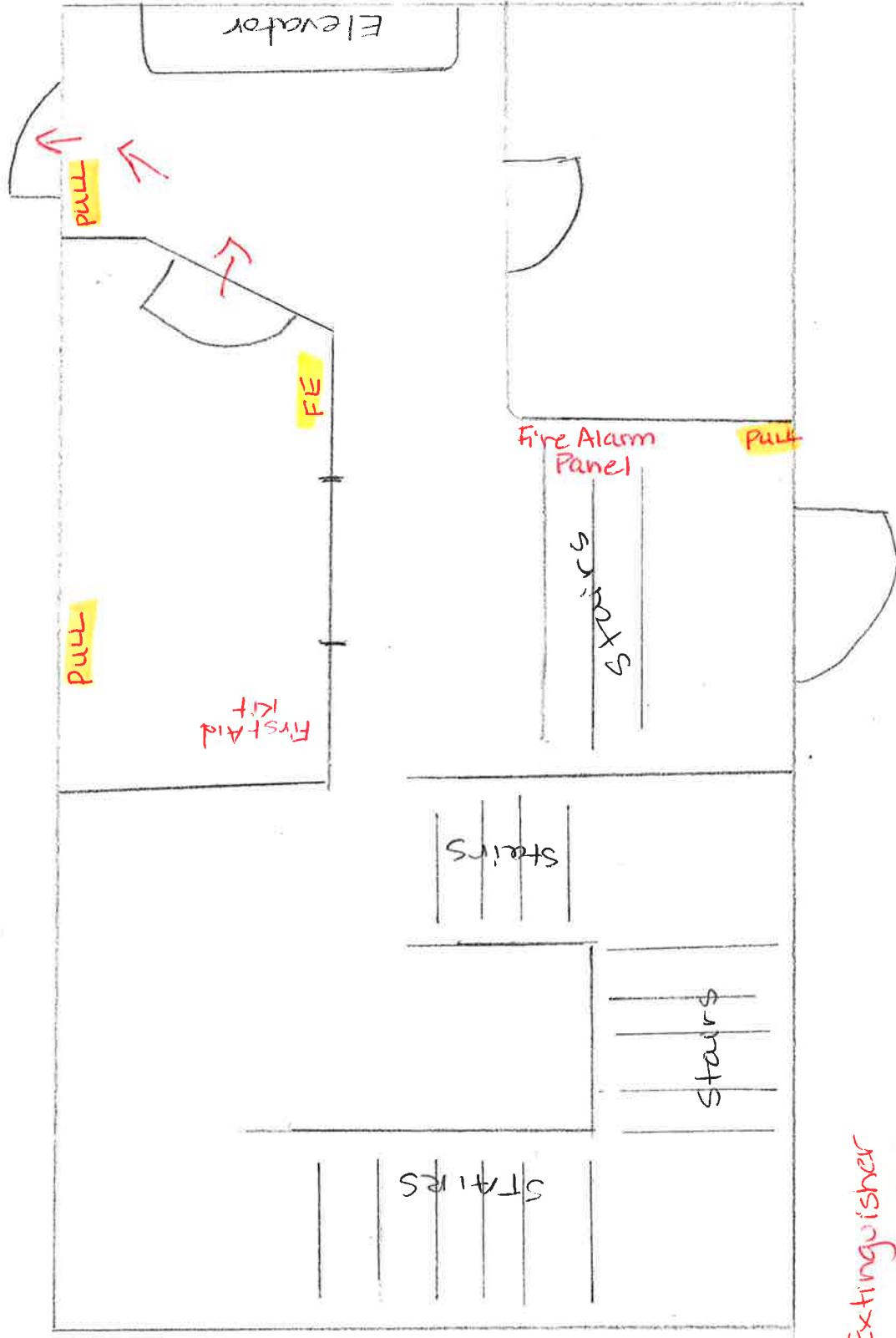
Task Frequency Schedule

		Daily	Weekly	Monthly	Semi-Annually	Annually
Exterior Building						
	Walk perimeter of property and pick up trash	x				
	Clean Outdoor Railings on North Building.		x			
Public and Staff Bathrooms						
	Clean toilet (including rear porcelain, bases and flush units)	x				
	Clean sink	x				
	Wipe down mirrors	x				
	Empty wastebasket and replace with new liner	x				
	Refill paper towels ad toilet paper	x				
	Sweep / Mop Floors	x				
Elevator						
	Sweep / Mop Floors	x				
	Vacuum Area Rug	x				
	Wipe down and sanitize buttons	x				
	Wipe down and sanitize doors	x				
Laundry Areas						
	Sweep / Mop Floors	x				
Interior Building						
	Sweep / Mop Hallways, Entryways, Stairwells (AM)	x				
	South Building South Straiwell Sweep		x			
	Vacuum carpets and slip mats	x				
	Wipe down Main entrance door and windows inside and out	x				
	Wipe down Security Booth windows	x				
	Sanitize all doorknobs, handles, buttons and railings	x				
	Spot clean walls (as needed)	x				
Administrative Offices						
	Empty wastebaskets and replace with new liner	x				
Lunchroom						
	Sweep / Mop Floors (After Lunch)	x				
	Wipe down tables and counters (After Lunch)	x				
Staff Kitchen						
	Sweep / Mop Floors	x				
	Empty wastebaskets and replace with new liner	x				

Karluk Manor

1104 East 5th

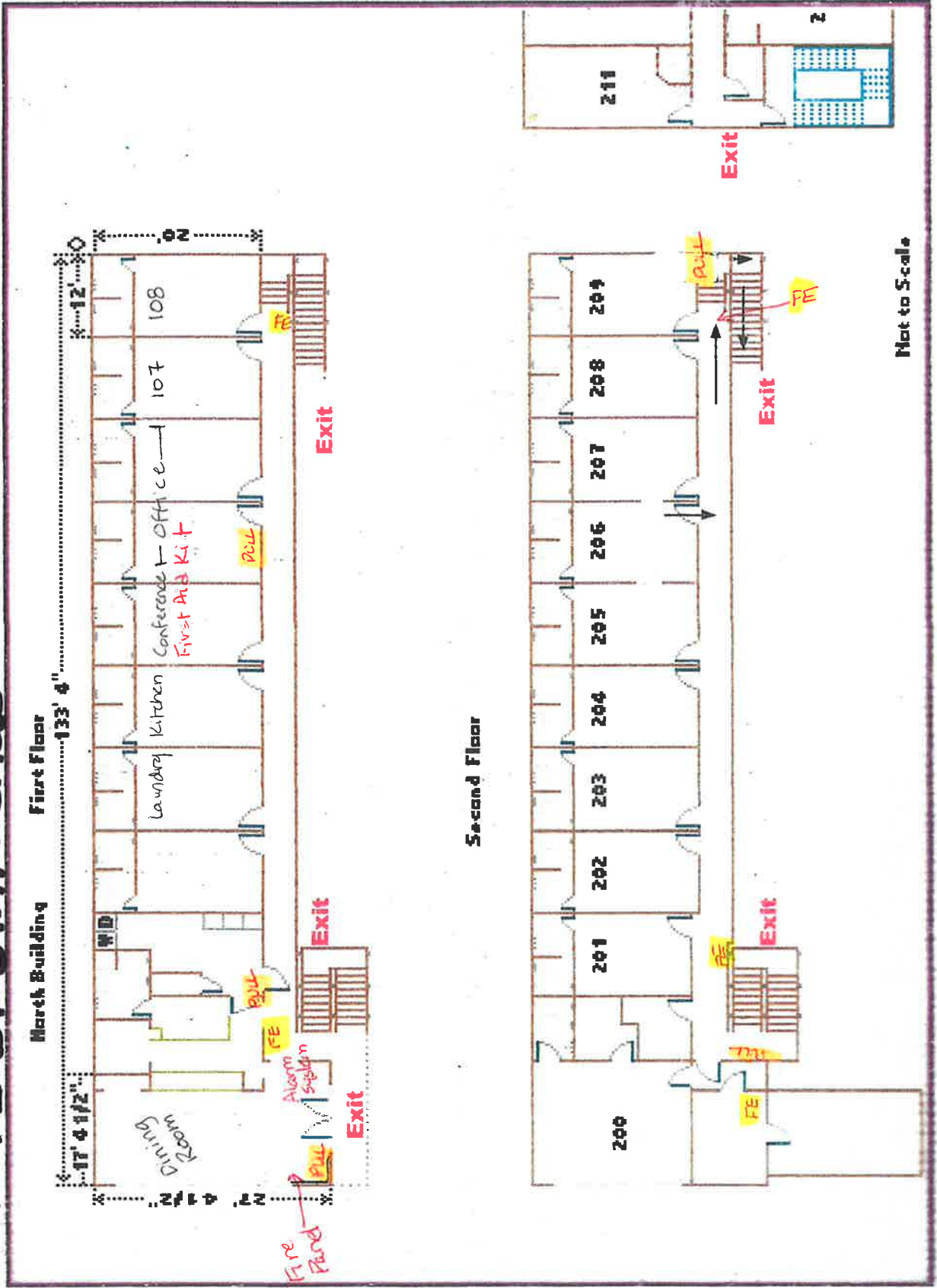
Emergency Egress Plan



FE - Fire Extinguisher
PULL - Manual Fire Pull

South Building Level 1

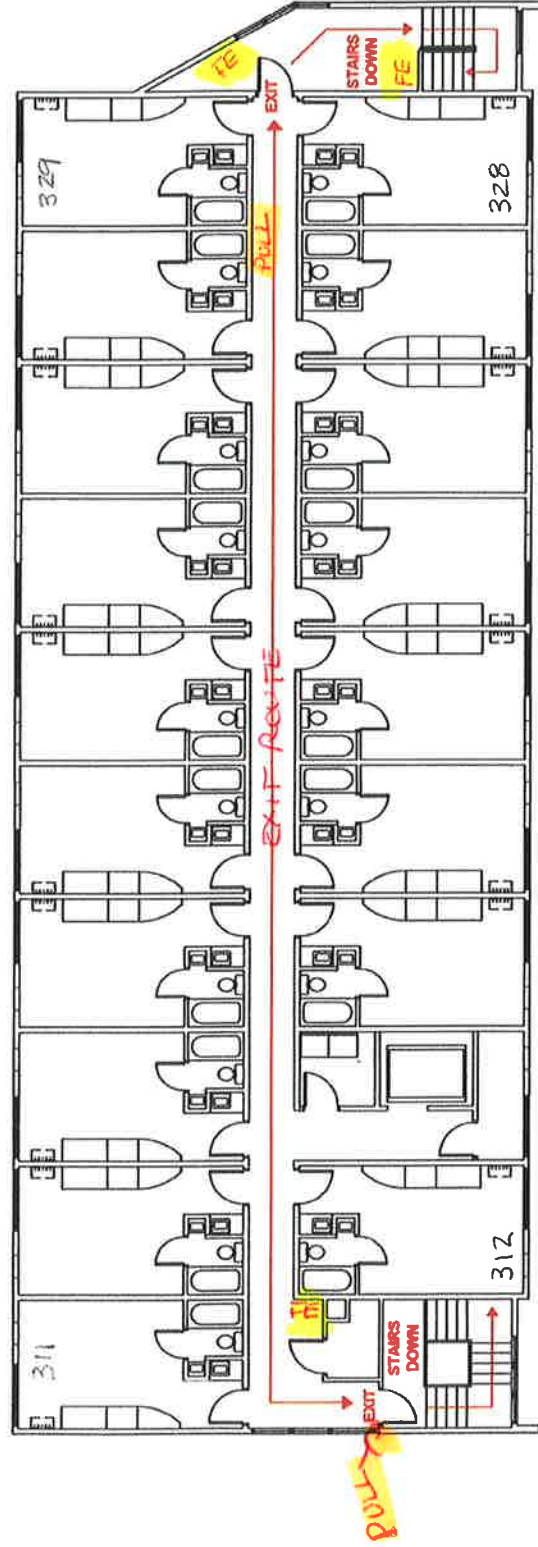
Karluk Manor 1104 East 5th Avenue



FE - Fire Extinguisher

PULL - Manual Fire Pull

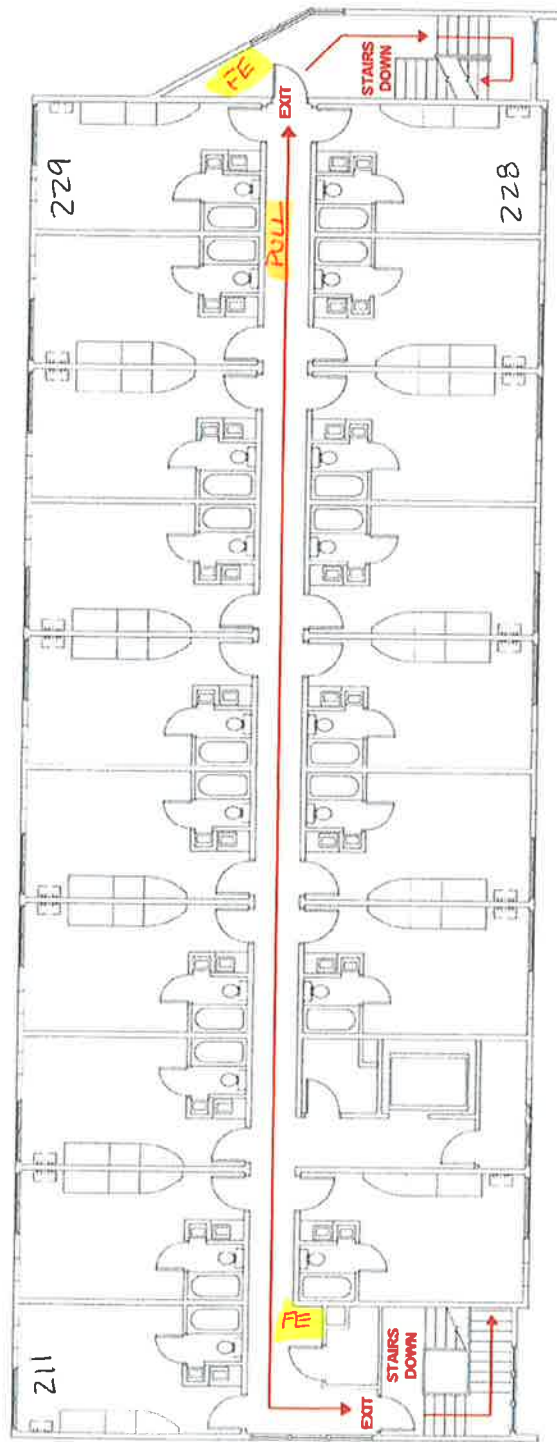
EMERGENCY EGRESS PLAN



FE Fire Extinguisher
PULL Manual Fire Pull

SOUTH BUILDING LEVEL 3

EMERGENCY EGRESS PLAN



FE - Fire Extinguisher
PULL - Manual Fire Roll

SOUTH BUILDING LEVEL 2

Janitorial Cleaning Checklist (Building A)			
Room	Task	AM	PM
First Floor Tenant Lunch Room: After Lunch			
	Sweep / Mop Floors		
	Wipe Down Counters		
	Wipe Down Tables		
First Floor Public Restroom			
	Clean toilet		
	Clean sink		
	Wipe down mirror		
	Empty trash		
	Refill paper towel & tissue		
	Sweep / Mop Floors		
First Floor Laundry Room			
	Sweep / Mop Floors		
Fist Floor Staff Kitchen			
	Sweep / Mop Floors		
	Empty wastebaskets and replace with new liner		
First floor Staff Bathroom			
	Sweep / Mop Floors		
	Refill Toilet Paper		
	Refill Paper Towels		
	Refill Soap Dispenser		
	Clean toilet		
	Clean Sink		
	Wipe down Mirror		
	Empty trash		

Room	Task	AM	PM
First Floor Staff Offices			
	Empty trash		
	Sweep / mop floor		
	Vacuum Carpeting		
	Empty shredder		
Second Floor Staff Office			
	Empty trash		
	Sweep / mop floor		
	Vacuum Carpeting		
	Empty shredder		
Second Floor Restroom			
	Clean toilet		
	Clean sink		
	Wipe down mirror		
	Empty trash		
	Refill paper towel & tissue		
	Sweep / mop floor		
Interior			
	Sanitize all doorknobs, handles, buttons and railings		

Janitorial Cleaning Checklist (Building B)

Room	Task	AM	PM
Frist Floor Public Restroom			
	Clean toilet and sink		
	Wipe down mirror		
	Empty Trash		
	Refill paper towel & tissue		
	Sweep / Mop Floors		
First Floor Security Booth			
	Sweep / Mop Floors		
	Empty Trash		
	Wipe down glass windows		
Frist Floor Elevator			
	Sweep / Mop Floors		
	Vacuum Carpet		
	Wipe down control buttons		
	Polish Elevator Doors		
First Floor Entry and Stairs			
	Wipe down Front Doors and windows inside and out		
	Sweep / Mop Floors		
	Vacuum Carpet		
Second Floor Common and Small Hallway, Stairs			
	Sweep / Mop Floors		
	Spot check walls		
	Vacuum Carpet		
Second Floor Laundry			
	Sweep / Mop Floors		
	Sanitize Washer and Dryer		
	Clean toilet and sink		

Room	Task	AM	PM
Third Floor Common and Small Hallway, Stairs			
	Sweep / Mop Floors		
	Spot check walls		
	Vacuum carpet		
Third Floor Laundry			
	Sweep / Mop Floors		
Third Floor Elevator			
	Wipe Down Door and Buttons		
	Sweep / Mop Floors		
Building Exterior			
	Perimeter Trash Pickup		
Interior			
	Sanitize all doorknobs, handles, buttons and railings		
Second Floor Elevator			
	Wipe down door and buttons		
	Sweep / Mop Floors		
South Stairwell When Carpet is Removed Between 2 & 3 Floors			
	Sweep / Mop Floors		

Janitorial Cleaning Checklist (Building A) Weekly

Room	Task	Date	Time
Exterior			
	Clean Outdoor railings		