

RFP TITLE: Janitorial / Ground Maintenance Service

RFP NO: 18-01-1760VJ

Opening Date: February 26, 2018

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## **REQUEST FOR PROPOSAL FOR Janitorial / Grounds Maintenance Service**

### **SECTION 1 – OVERVIEW**

#### **A. General Information**

a. Type of Service – The Navajo Division of Transportation (Navajo DOT) is requesting qualifications from qualified firms to provide Janitorial/Ground Maintenance Service. The Janitorial / Ground Maintenance Service contract will include but not limited to:

- b.
- i. Comprehensive Janitorial Service
  - ii. Ground keeping Maintenance
  - iii. Window Cleaning (Interior & Exterior) facility
  - iv. Pest Control
  - v. Snow and Ice Removal
  - vi. Sidewalk and Lawn Maintenance

The Request for Proposals process will identify; evaluate and select qualified firm(s) based on professional qualifications and selection criteria.

c. Request for Proposals (RFP) Packet – The instructions on the proposal preparation, required documents, eligibility requirements and evaluation criteria are provided herein.

The RFP package may be obtained from the Navajo Division of Transportation, Navajo Transportation Complex, #16 Old Coal Mine Road, Mentmore, NM, starting February 26, 2018 during regular business hours. The Navajo Transportation Complex is located north of NM State Highway 264 and 1.5 miles east of the New Mexico/Arizona State Line. Contact Navajo DOT at 505.371.8300/8301 to request a package. You may also download the RFP from the Navajo DOT website at <http://www.navajodot.org>.

d. OBJECTIVE AND SCOPE of Work (SOW) –Navajo DOT seeks to secure timely, consistent, and cost effective janitorial and ground maintenance services, from one contractor to ensure clean and safe office facilities for persons doing business with the Navajo DOT and its staff. The objectives of the Navajo DOT are as follows:  
Clean buildings - the definition of clean means “free of dirt, pure, spotless, sanitary, sterile, and uncontaminated”  
Timely removal of trash, dirt, dust, cobwebs, and other waste with Minimal interruptions to Navajo DOT operations.

The selected firm must be certified by LEED (Leadership in Energy and environment Design) GREEN CLEANING with copies of certification presented in the proposal; furthermore, contractor must submit evidence of quality, experience and personnel to perform services described herein.

It is the intent of the Navajo DOT to issue specific project assignments or task orders, in writing, detailing the required Janitorial /Ground Maintenance Service. Within three (3) working days of receipt, the firm shall provide the Navajo DOT a detail estimate for the assigned task order.

e. Schedule of RFP Activities

	<u>Activity:</u>	<u>Schedule:</u>
1.	Advertisement Period	February 26, 2018
2.	RFP Submittal Deadline	March 12, 2018
3.	Evaluation of RFP & Firm(s)	March 16, 2018
4.	Final Selection of Firm(s)	April 2, 2018

f. Inquiries – Navajo DOT will not accept or reply to any inquiries for this RFP

g. On-Site Assessment – Qualified firm(s) may be able to schedule an On-Site visit on a prescheduled approved basis with Mr. Benjamin Henry; during this visit, firms shall refrain from asking questions regarding the RFP. The site visit is only to allow the firm an onsite review of the facility.

h. Proposal Submittal Deadline – Proposals must be physically submitted to the following address by March 12, 2018 by 5:00 PM (Mountain Standard Time):

Navajo Division of Transportation  
ATTN: Benjamin Henry  
Navajo Transportation Complex  
#16 Old Coal Mine Road  
Mentmore, NM 87319

**LATE, FACSIMILED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED. These will be un-rated and firms responding in such fashion shall be considered non-responsive.**

i. Addendum to the RFP – In the event it becomes necessary to revise any part of the RFP, Navajo DOT shall issue a written addendum on the specifics of the change(s) and inform all concerned.

j. Rejection of Proposals – Navajo DOT reserves the right to reject any or all proposals and to waive informalities in the proposals received whenever such rejection or waiver is in the best interest of the Navajo Nation.

k. Proprietary Information – Any restriction on the use of data contained within any proposal must be clearly stated in the proposal. Each and every page that contains proprietary information must be stamped or imprinted “*PROPRIETARY*.”

l. Ownership of Proposals – All material submitted with the RFP accepted for rating shall become the property of Navajo DOT and not returned to the firm. Navajo DOT has the right to use any or all information presented in the RFP subject to limitations outlined in paragraph i, above. Disqualification or non-selection of a firm(s) or proposal(s) does not eliminate this right.

- m. Cost Incurred – Navajo DOT is not liable for any cost incurred by the firm(s) prior to issuance of a signed contract award for services.
- n. Contractual Obligation – The contents of the proposal may become part of contractual obligations of the contract award. Failure of the firm to accept these obligations may result in cancellation of the award.
- o. Evaluation Criteria – Proposals accepted for rating shall be evaluated based on the criteria and 80-point system set forth in Section 5 – Rating System on Evaluation Criteria.
- p. Award of Contract – Navajo DOT will retain the services of the top-rated firm. Upon selection, the firm will be notified. Upon Navajo DOT acceptance of the SOW and estimates (fee proposal, etc.) provided by the firm, a contract will be issued. The contract shall be effective from the executed date of the contract between the Navajo Nation and the firm.
- q. The Janitorial / Ground Maintenance Service will be valid for five-year period and shall be valid upon selection and notification of the selected firm. Response to this RFP, including the Contract Billing Rates, will be considered as a commitment from 90-days after the date of receipt of the proposal.
- r. Standard Contract – The Navajo Nation reserves the right to incorporate contract provisions which are based on applicable requirements, such as Navajo Nation Laws; Federal; State; and local requirements; etc., into the contract documents, including provision of the Navajo Business and Procurement Act, at 12 N.N.C. § 1501 et seq., and the Navajo Business Opportunity Act, at 5 N.N.C. § 201 et seq.
- s. Taxes – All work performed and services provided within the territorial jurisdiction of the Navajo Nation is subject to the five-percent (5%) Navajo Sales Tax (24 N.N.C. § 601 et seq.).
- t. Insurance – The Navajo Nation requires the successful firm, at its sole expense, to procure and maintain adequate and sufficient insurance for all potential liability, such as commercial general liability; automobile liability; worker’s compensation; professional liability errors and omissions liability; etc.
- u. Disclaimer – The Navajo Nation’s acceptance or review of any proposal shall not guarantee the execution of any contract, and the proposed contract shall be reviewed by all appropriate departments through the 2 N.N.C. § 164 review process, including the Navajo Nation Department of Justice for administrative and legal sufficiency, prior to execution by the Navajo Nation. The Navajo Nation reserves the right to reject any proposed contract prior to execution, for improprieties in the procurement process or applicable Navajo Nation or federal laws or regulations, or for failure to submit all requested documents or information.

## **SECTION 2 – PROPOSAL REQUIREMENTS AND SELECTION**

A. Proposal Submission

- a. Proposal(s) must be submitted in a sealed envelope clearly marked:
  - i. **“DO NOT OPEN RFP #18-01-1760VJ – Navajo DOT Janitorial / Ground Maintenance Service**
  - ii. The name of the firm submitting the proposal shall be written legibly and shown on the outside of the sealed envelope. Please include the firm’s address.
- b. Proposal Standards – The firm shall submit one (1) original and four (4) identical copies of their RFP proposal for the evaluation committee members. Appearance of the proposal is important and professionalism in the proposal presentation should not be neglected. The proposal standards are as follows:
  - i. The RFP proposal may not exceed 30 single-side pages (maximum 8 ½” x 11”) with a minimum of 10 pt. type.
  - ii. Pages that have photos, charts, graphs and/or various informative visual illustrations and/or exhibits will be counted toward the maximum number of pages.
  - iii. The following information is not included in the 30-page limit: Cover Letter on Company letterhead and maximum 1-page resumes of each key team member.
  - iv. RFP submittals should be plastic or metal spiral-bound only. **Please do not submit RFP proposals in loose-leaf 3-ring binder, these will be considered non-responsive and will be un-rated.**
  - v. Submissions exceeding the 30-page limit or any resumes exceeding the one-page limit will be considered non-responsive and will be un-rated.
- c. In a separate sealed envelope clearly marked as **“FEE PROPOSAL,”** the firm shall provide a proposed Contract Billing Rate schedule. The proposed Contract Billing Rates shall be an hourly rate fee schedule by position for work to be provided by each of the firms that comprise the “consultant team,” including reimbursable expenses and rates that apply. The sealed envelope will not be opened by Navajo DOT until after the RFP proposals have been reviewed and ranked.

B. Proposal Review Process

- a. Receipt of proposals will be verified on the due date specified. Navajo DOT will screen and evaluate proposals received in accordance to the following criteria. Proposals which fail this check will be considered non-responsive and will be un-rated.
  - i. Proposal is received by the required deadline date and time.
  - ii. Proposal meets the proposal submission requirements set forth above under Section 2, A.

C. Proposal Evaluation

- a. Proposals shall be evaluated and rated in accordance with the criteria outlined in Section 4 – Proposal Content and Evaluation Criteria.
- b. Navajo DOT will rate the proposals based on total points awarded and the top three qualified firms with the highest rating and ranking will be determined as most responsive. Navajo DOT reserves the right to either interview the top three qualified firms or directly select the best qualified firm.

- c. In a separate sealed envelope clearly marked as “**FEE PROPOSAL,**” the firm shall provide a proposed Contract Billing Rate schedule. The proposed Contract Billing Rates shall be an hourly rate fee schedule by position for work to be provided by each of the firms that comprise the “consultant team,” including reimbursable expenses and rates that apply. The sealed envelope will not be opened by Navajo DOT until after the RFP proposals have been reviewed and ranked; and it has been determined which firm’s Navajo DOT has selected for further evaluation and consideration.

D. Award of Contract

- a. Navajo DOT will retain the services of the top rated and ranked firm. Upon selection, the firm will be notified; however, no contract will be entered until Navajo DOT is in need of services. Questions regarding the submitted Contract Billing Rates will be addressed during this time. Failure to address any questions adequately by the firm shall result in cancellation of the offer. However, this cancellation will not negatively affect the other two qualified firms. Navajo DOT will offer the contact to the next highest rated and ranked firm on an as-needed basis.
- b. When a need is established by Navajo DOT, a SOW shall be prepared by Navajo DOT and presented to the firm for negotiation. Once the fees are considered reasonable, an authorization of services contract with the firm can be executed.
- c. Navajo DOT will issue a Notice to Proceed to the firm upon execution of the contract. No work shall be performed by the firm until such notice is given by Navajo DOT. Navajo DOT is not liable for any cost incurred by the firm prior to issuance of a signed contract award for the Janitorial / Ground Maintenance Service.

### **SECTION 3 – Scope of Work and Service Area**

A. Green Cleaning

The Contractor shall use ecofriendly-cleaning products and processes, and shall demonstrate such capability by submitting an ecofriendly cleaning plan to the Navajo DOT that describes methods, materials and equipment used under the contract. This plan shall be submitted within (7) days prior to the contract start date. Ecofriendly cleaning is a planned and organized approach to cleaning that is designed to protect the occupants and works health and reduce the impact on human health and the environment. Unlike a traditional cleaning program, an ecofriendly custodial program takes a holistic approach to building cleaning and goes beyond simple appearances to focus on health and the environmental impacts.

- a. The Navajo DOT facility characteristic includes:
  - a. Tse Bonito New Mexico Offices
    - i. Two-story Office Building with 38,295 square feet
    - ii. Two-story Conference Center with 14,354 square feet
  - b. Dilkon Arizona Sub-Office
    - i. Single Story Office with 4,053 square feet

- c. Pinon Arizona Sub-Office
  - i. Single Story Office with 4,053 square feet

The building's functioning space include:

- a. Tse Bonito Office Building
  - i. Offices – 1<sup>st</sup> and 2<sup>nd</sup> floors
  - ii. Cubicle work spaces – 1<sup>st</sup> and 2<sup>nd</sup> floor
  - iii. Conference rooms – 1<sup>st</sup> and 2<sup>nd</sup> floor
  - iv. Emergency Operations Center – 2<sup>nd</sup> floor
  - v. Restrooms – 1<sup>st</sup> and 2<sup>nd</sup> floor
  - vi. MDF and IDF closets – 1<sup>st</sup> and 2<sup>nd</sup> floor
  - vii. Fitness Center - 2<sup>nd</sup> floor
- b. Tse Bonito Two-story Conference Center
  - i. Office – 1<sup>st</sup> and 2<sup>nd</sup> floors
  - ii. Conference rooms – 1<sup>st</sup> and 2<sup>nd</sup> floors
  - iii. IDF closet -2<sup>nd</sup> floor
  - iv. Conference Board Room – 2<sup>nd</sup> floor
  - v. Outdoor patio area – 2<sup>nd</sup> floor
  - vi. Restroom – 1<sup>st</sup> and 2<sup>nd</sup> floor
- c. Pinon Sub-Office Building
  - i. Office
  - ii. Conference room
  - iii. IDF closet
  - iv. Restrooms
- d. Dilkon Sub-Office Building
  - v. Office
  - vi. Conference room
  - vii. IDF closet
  - viii. Restrooms

**B. Janitorial Service - Description of Work**

- a. The selected firm shall provide a five-year service in support of Navajo DOT throughout the Navajo Nation in Arizona, New Mexico and Utah. The five-year for projects include, but not limited to:
  - i. Dust mop and wet mop all appropriate areas.
  - ii. (periodically) Empty and wipeout HVAC air ducts and disposal collected debris in trash bags or containers.
  - iii. Clean partitions and doors, including washing partition glass (where applicable).
  - iv. Clean door side windows.

- v. Clean walls (entire height)
- vi. Dust mop and wet mop all vinyl and tile floors.
- vii. Vacuum carpet and floor mats completely, move furniture (chairs and other small items) and put back in place.
- viii. Clean entrance door glass – interior and exterior.
- ix. Clean interior of exterior glass in public waiting areas, in all buildings.
- x. Dust partitions, window sills, pictures, open areas on desk tops, office equipment, air registers counters, benches, chairs, shelves, and walls and vending machines.
- xi. Clean carpet spots and stains on upholstery
- xii. Clean and sterilize restrooms and kitchen/break area.
- xiii. Clean kick plates and baseboards.
- xiv. (Periodically) Scrubbing or tile/vinyl floors will consist of dust mopping, the scrubbing with scrubbing machine (provided by contractors)
- xv. (Monthly) Cleaning and buffing floors will consist of dust mopping. Then wet mopping then applying buffing solution, then buffing, then dust mopping (Buffing machined provided by contractor).
- xvi. All floor mats are to be removed before scrubbing, buffing, or vacuuming the floor and then returned after cleaning is completed.
- xvii. (Monthly) Vacuum upholstery furniture
- xviii. High density storage and computer rooms or as needed
- xix. (Periodically) window Cleaning Requirement – and window glass cleaning must be done by use of squeegee.
- xx. Elevators, and Stairways and entrances, landings, railings, treads, risers, ledges, grills, doors radiators, and surrounding.
- xxi. (periodically) shampoo all carpets thru out the facility
- xxii. Fitness Center – All exercise equipment and laboratories shall be cleaned with disinfectant.

**C. Anticipated Services Under this Contract**

- a. The project assignments or task orders may include, but not limited to:
  - i. Monthly progress report
  - ii. On site records
  - iii. Repair log
  - iv. Performance Review Meetings

**D. Supplies**

- a. All scope of work under Janitorial Services will be purchased by firm and then invoiced to Navajo DOT. Supplies are to include but are not limited to; Toilet Paper, Hand Towels, Hand Soap, all necessary cleaning solutions, and cleaning equipment. A list should be approved by Navajo DOT Grounds Keeper prior to procurement.

**E. Ground Maintenance Services - Description of Work**

- a. General  
Maintain all plants, trees, shrubs, ground cover, and lawns in a manner that prolongs life and sustains a healthy appearance. The contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use, using integrated pest management techniques,

recycling green waste, and minimizing runoff. Grounds maintenance services in the standard services and above standard services requirements shall benefit the environment and generate cost savings to the Federal Navajo DOT by preserving and protecting the native plants and wildlife habitat entrusted to us.

b. Trees and Shrubs

- i. Maintenance: Tree supports should be kept in good condition, functioning always and removed when no longer needed. All trees and shrubs should be fully protected. Tree stakes, tree ties, and guy wire shall be of materials that comparable to those existing on site, and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower, and help to avoid over-watering. Keep shrubs and trees trimmed to present an attractive appearance.
- ii. Pruning: To promote optimum efficiency and safety for all foot and vehicular traffic, trees and shrubs shall be kept pruned to clear all roads, drives, and walking areas. Any limbs and branches touching or brushing buildings or other structures are also to be pruned to provide clearance and free air circulation around the plant. The Contractor shall remove all dead or diseased foliage or branches after pruning.

c. Mulching

Contractor shall maintain and replace existing mulch as necessary. Replacement mulch shall be commercial grade shredded hardwood bark, synthetic composite (such as Rubberific), or equivalent. It shall be free of sticks, stones, clods, or other foreign material. A sample of proposed mulch and chips shall be submitted to and approved by the NDOT Approved Groundskeeper prior to use. All areas to be mulched shall be raked, debris removed, edge reestablished, and any excessive mulch buildup worked into existing soil or removed, at the discretion of the NDOT Building Maintenance Supervisor, prior to mulch application.

d. Mowing and Edging

Contractor shall mow and edge all turf areas at a frequency and method that ensures that all areas present an attractive appearance at all times. Mulching mowers are to be used; however, non-mulching mowers are permitted at some sites and shall be approved by the NDOT Groundskeeper. Grass clippings shall be cleared from walkways and roadways, and disposed of properly.

e. Leaf Removal

The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated. Care shall be taken to remove leaves in existing mulched areas to maintain a neat and clean appearance without substantial reduction in mulch depth or damage to herbaceous or woody plant material.

f. Fertilization



All lawn, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Fertilizer used shall be of a balanced type that supplies all nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the NDOT Building Maintenance Supervisor.

- g. Groundcover  
All areas shall be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.
- h. Weeds  
Maintenance: All areas (excluding unimproved grounds) are to be free of weeds and unwanted growth.
- i. Watering
  - i. Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors, and maximize percolation. Entrances and Exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using a drip, soaker hose, or other water-saving irrigation system devices. The contractor shall operate watering systems that use automatic timers coupled with rain/freeze sensors, in an efficient manner that considers local weather and local mandates. During periods of water restrictions, watering guidelines by the local water district shall apply. The contractor shall not be responsible for the replacement of landscaping materials that die as a result of a lack of proper access to water during these periods of water restrictions by municipalities.
  - ii. Hand Watering: When mechanical irrigation is not available or is malfunctioning, Contractor shall use alternative hand watering methods such as gator bags, or equivalents to ensure, promote, and maintain healthy growth.
- j. Plant Replacements  
The Contractor shall be responsible for all costs associated with the replacement of all planted materials that have been damaged as a direct result of the Contractor's lack of oversight, neglect, or lack of proper care and maintenance.
- k. Supplies - All scope of work under E. Ground Maintenance Services will be purchased by firm and then invoiced to Navajo DOT. A list should be approved by Navajo DOT Grounds Keeper prior to procurement.

#### **SECTION 4 – Proposal Content and Evaluation Criteria**

- A. Qualification of the Firm. Proposals must specifically address and affirm the following:
  - a. Letter of Interest that indicates why your firm should be selected to provide Janitorial / Ground Maintenance Service to Navajo DOT

- b. Evidence of Insurances; such as Professional Liability Insurance
  - c. Resume of personnel that will be involved in the task of completing projects; including professional qualifications, licensures, and LEED certification experience. Include personnel of sub-contractor which will be utilized by the prime contractor to complete the Janitorial and Grounds Maintenance Service.
  - d. Organizational Chart outlining the inter-relationship and line of communication between the prime and sub-contractor
  - e. Capability to perform all or most aspects of the project and recent experience in providing Janitorial / Ground Maintenance Services comparable to the proposed SOW as listed in Section 3A –3B Scope of Work. Key personnel’s professional qualifications; licensures; experiences; availability for the proposed work; roles and responsibilities; reputation and professional integrity and competence.
- B. The Navajo Nation Business Opportunity Act and Navajo Preference Act.
- a. The Navajo Nation Business Opportunity Act and Navajo Preference Act shall apply to this RFP. Prospective bidders are encouraged to familiarize themselves with these provisions. Complete bidding under the Navajo Nation Business Opportunity Act shall be utilized in the selection of the Contractor
  - b. The Navajo Nation reserves the right to waive any formalities or irregularities in the Request for Proposals and/or to reject any or all bids; to be the sole judge of the suitability of the materials offered and to award a contract for the furnishing of services it deems to be in the best interest of the Navajo Nation.
- C. Experience
- a. Interested firms shall provide evidence of experience and quality service rendered relative to the similar projects (as listed under Section 3, B) on the Navajo Nation, other Indian Reservations and rural communities. Provide three (3) references of providing Janitorial / Ground Maintenance Service that the firm has completed in the past ten years; listing the most recent first. Identify the year(s) of providing the Janitorial and Grounds Maintenance Services and the owners or sponsor’s contact person’s name, title, telephone number and email address. Janitorial and Grounds Maintenance Services which are referred to as having been accomplished by your firm shall be services and projects which were managed by personnel who are currently on your firm’s staff. Similarly, do not list services, projects or experiences for individuals who were employed by another firm. Interested firms and their sub-consultants shall also provide evidence of management capacity; scheduling; staff expertise; internal quality control and organization structure.
- D. Project Understanding, Familiarity and Interest Shown
- a. Describe your understanding of the project and approach to delivering Janitorial and Grounds Maintenance Services for the work described under Section 3, B.

- b. Describe your interest in undertaking the Janitorial and Grounds Maintenance Services and the firm’s familiarity with the Navajo Nation and Navajo DOT. Emphasis is placed on the firm’s ability to demonstrate sensitivity to Navajo cultural values and the ability to deal administratively with the Navajo Nation government and its client.

E. Record of Past Performance

- a. Interested firms must demonstrate it has the administrative and technical capabilities to perform Janitorial and Grounds Maintenance Services, as listed under Section 3, B) on contracts with government agencies, with respect to such factors as identifying and mitigating risk to control costs; quality of work and ability to meet schedules. Include information regarding owner budgets; delivery and distribution estimates; bidding and completed project cost including change order information. Indicate if the firm has previous experience providing Janitorial and Grounds Maintenance Services for the Navajo Nation, Bureau of Indian Affairs or other Department of Transportations in rural areas.

**SECTION 5 – Rating System on Evaluation Criteria**

- A. Description of the components are provided in Section 4 – Proposal Content and Evaluation Criteria.
- B. Each proposal will be evaluated and rated as follows:

<u>COMPONENTS:</u>		<u>SCORING:</u>
A.	Organization of RFP	15 points
B.	Letter of Transmittal	5 points
C.	Scope of Work	50 points
D.	Three References from past projects	10 points
<b>TOTAL POINTS</b>		<b>80 points</b>
F.	Navajo Preference (Priority #1)	15 points
G.	Navajo Preference (Priority #2)	5 points

It is the intent of Navajo DOT to score the firms according to the responses submitted. Navajo DOT reserves the right to conduct detailed interviews, either by telephone or in person, of at least three (3) top-ranked firms, if warranted.

**End of Request For Proposals  
Bid: 18-01-1760VJ**



