

***REQUEST FOR PROPOSAL
FOR
JANITORIAL SERVICES***

RFP # FY2223-JANITORIAL-001

Responses due 3:00 p.m. on August 5, 2022 to:

Embrace Families, Inc.
Attn: Michelle Johnson
Business and Property Manager
901 N. Lake Destiny Rd., Suite 400
Maitland, Florida 32751

Embrace Families, Inc.

Request for Proposal, Quotes and Qualifications to Provide Janitorial Services

Embrace Families, Inc. (EFI), a Florida not-for-profit operating under the provisions of IRS Code 501 C (3) and located at 901 N. Lake Destiny Rd., Suite 400, Maitland, FL. 32751. EFI will accept bids from janitorial vendors to manage janitorial services at the following locations:

- **Orange East Service Center:** 4001 Pelee St. Orlando, FL 32817
- **Orange West Service Center:** 5749 Westgate Dr., Orlando, FL 32835
- **Seminole Service Center:** 2921 S Orlando Dr. Suites #126 & 150, Sanford, FL 32773
- **Children's Advocacy Center Osceola:** 110 W. Neptune Rd. Kissimmee, FL 34741

Floorplans of each site have been provided in **Attachment D**.

Consider this communication a formal request for proposal, quotes, and qualifications (RFP), responses to which will be used to determine the best-qualified vendor for these services and will be the basis for negotiating a contract/agreement.

EFI encourages participation by smaller businesses and organizations, minority firms, women owned business enterprises and labor surplus area firms certified as such by the State of Florida, if possible. Anyone is eligible to submit a /quote for contracted services and EFI is committed to an open, competitive, and fair procurement process. EFI shall not discriminate against a potential provider for service on the basis of race, creed, sex, religious orientation, or affiliation.

ORGANIZATION HISTORY

EFI is the parent company of Embrace Families Community Based Care (EFCBC), the Community-Based Care Lead Agency in Judicial Circuits 9 and 18, serving Orange, Osceola, and Seminole Counties. EFCBC is the fourth largest child welfare agency in the State of Florida serving approximately 2,500 at-risk youth and their families. Services include foster care, adoption, case management, prevention, transitional youth, diversion, mental health, and a number of other community related programs.

SCHEDULE OF EVENTS AND DEADLINES

ACTIVITY	DATE	TIME	COMMENT
RFP Released	July 22, 2022	5 pm	Embrace Families - Request for Applications
Written inquiries must be received by EFI	July 29, 2022	3pm	Email: Michelle.Johnson@EmbraceFamilies.org
Onsite Walk-through	August 4, 2022	9am	Will meet at Sanford office, then follow to each site for walk through.
Written Response to Inquiries	August 4, 2022	3pm	Embrace Families - Request for Applications
Sealed Quotes Submitted	August 5, 2022	3pm	901 N. Lake Destiny Rd., Suite 400, Maitland, FL. 32751
Posting of Selection	August 12, 2022	3pm	Embrace Families - Request for Applications
Protest Period	72 Hours after Posting		

Time and locations are subject to change and will be posted at [Embrace Families](#)

SOLICITATION PROCESS

Those vendors interested in submitting an RFP, please include the following information in your response:

A. Vendor's philosophy for providing services:

1. Provide a brief description of your organization.
2. Describe the any engagements your organization currently has in the social services industry, specifically with any other child welfare lead agencies.
3. Responses to **Attachment B** – Client Questionnaire. Responses should be on separate page on the vendors' company letterhead.
4. Cleaning specifications (example: **Attachment E**)
5. Bid Pricing Page (example: **Attachment F**)
6. Bid Worksheet for nightly cleaning (example: **Attachment G**)

B. Scheduling and staffing of engagement

1. Identify the engagement team which will be our agency's primary point of contact for the account.
2. Comment on the impact during transition to our agency and any charges for start-up and what those charges are to include.

C. References

1. Provide a reference list of current or previous clients we may contact. Clients listed should be of comparable size and nature to our agency and be serviced by the same manager that will be assigned to EFI account.
2. Disclose any disciplinary action taken within the last three years. If your company has not been subject to disciplinary action, state "We have not been subject to disciplinary action within the last three years."

D. Other Information

1. Include any additional information, not already requested, that you consider essential to your response. If there is no additional information to include, state, "There is no additional information we wish to present."
2. Responses should note that the issuance of this solicitation does not require EFI to enter into an agreement with any party. Further, EFI reserves the right to withdraw or change this request for qualifications at any time when doing so is in the best interest of EFI.
3. EFI is looking for proposals that include janitorial supplies, or a vendor that orders on behalf of EFI, and include itemized pricing is required for both. EFI will accept alternative recommendation of services noted as 'Alternative Recommendation of Services. Services will start **September 1, 2022**. Below is the current schedule for services per location:
 - **Orange County-West Service Center:** Monday-Friday
 - **Orange County-East Service Center:** Monday-Friday
 - **Seminole Service Center:** Monday-Friday
 - **Children's Advocacy Center Osceola:** Monday-Friday (*after 6pm only*)

E. Format and Submission

1. Respondent(s) shall submit to EFI one (1) hard copy of the response in a sealed envelope, as well as one (1) electronic copy of the response to be submitted on a USB stick as PDF file viewable in Adobe Acrobat Reader. The original application should begin with **Attachment A** and supporting documents should have the name of the respondent, and the designation "Original" clearly marked on the outside cover. Copies should be marked accordingly.
2. The original responses must contain original signatures *in blue ink* on the required forms. The original signature must be of the designated agent officially authorized to function as the contractual agent for the organization or collaborative partnership.
3. To be considered for evaluation, a respondents must conform to the content and format requirements described herein.
4. All supporting documents must relate to the application being submitted. Proposals may not exceed twenty (20) pages, excluding mandated signed documents and/or certifications.
5. Please submit your response to this RFP (by U.S. Mail, Fed Ex, UPS, courier, or hand delivery) **no later than 3:00pm on July 29, 2022** to:

Embrace Families, Inc.
 Attn: Michelle Johnson, Business and Property Manager
 901 N. Lake Destiny Rd.
 Suite 400
 Maitland, Florida 32751

Responses received after 3:00pm on July 29, 2022 by email or by facsimile will not be considered.

F. Point of Contact

1. The **sole** point of contact for purposes of this RFP is:
 Michelle Johnson, Business and Property Manager
 Email: Michelle.Johnson@EmbraceFamilies.org
2. All inquiries regarding this solicitation must be in writing electronically. Facsimiles and telephone inquiries will not be accepted. Inquiries must be received by the date on the 'Schedule of Events' section. Responses to questions will be posted on the website Embrace

Families - Business Solicitations.

3. Respondents are prohibited from contacting any EFI staff or board members regarding this solicitation, other than the point of contact previously listed. Any occurrence of a violation may result in the disqualification of the respondent.

G. Cost of Preparation of Quote

1. EFI is not liable for any costs incurred by a vendor in responding to this RFP.

H. Special Provisions

1. Immigration and Nationalization Act - EFI shall consider the employment by any vendor of unauthorized aliens a violation of section 274A (e) of the Immigration and Nationalization Act. Such violation shall be cause for rejection of the RFP quote or, if subsequently discovered, for unilateral cancellation of the contract.
2. Any RFP quote received from a person or affiliate who has been placed on the convicted vendor list shall be rejected by EFI as an unresponsive bid or Quote and shall not be further evaluated.
3. Warranty of Authority - Each person signing the attachments and subsequent contract(s) warrants that he or she is duly authorized to do so.

INFORMATION WILL NOT BE PROVIDED BY TELEPHONE. Any information received through oral communication shall not be binding on EFI and shall not be relied upon by any respondent.

Attachment A
APPLICATION COVER SHEET

Embrace Families, Inc.
RFP# FY2223-Janitorial-001 for Janitorial Services

Total Number of Pages _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip Code: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip Code: _____

Business Phone: _____ Fax Number: _____

Email Address: _____

Website Address: _____

Date Business Established (Mo/Year): _____

Type of Respondent:

Private, For-Profit Corporation:

☐

Private, Not-for-Profit Corporation:

☐

Other (specify): _____

Public/Government: _____ Federal I.D. #: _____

Print Name/Position of Person Completing Application: _____

Point of Contact Cell: _____

Email Address: _____

Attachment B

Client Questionnaire

RFP# FY2223-Janitorial-001 for Janitorial Services

1. What steps do you take to verify that proper coverage is in place to ensure the privacy of any documents/information or information your staff may view or overhear?
2. Do you require your staff to sign a HIPAA agreement form?
 - If no, is this something that can be implemented?
3. Will there be a “property manager” or supervisor assigned to our account and/or by location?
 - If so, who will be assigned to our account?
4. Can your company provide proof of liability insurance?
 - The contract shall be required to provide evidence of liability insurance coverage and evidence of an equal employment opportunity policy in its hiring policy/procedure. Furthermore, the contract shall provide a valid certificate of Worker’s Compensation Insurance coverage. These items shall be provided as evidence with the quote being submitted.
5. Does your company utilize a janitorial communication log?
 - If yes, can you provide an example?
 - Is there one between staff/supervisor, supervisor to client?
6. Does your company provide carpet cleaning services?
 - If so, what type of chemicals do you use and is this included in your quote?
 - How often would this be included in the services: quarterly, bi-annually?
7. What is your team’s process for resolving issues from services the night before, timeframe of response?
8. What percentage of your work is performed by subcontractors? Do you hold your subcontractors to the same standards as outlined above?
9. What percentage of your work is performed by your company’s employees?
10. Please list any industry organization affiliations and/or certifications.
11. Please describe your recruiting, hiring, training and new account start up process.
12. How do you resolve staff-related ongoing concerns?
13. Will you have the staff ready and be able to meet the start date requirement of September 1st?

Attachment C

CERTIFICATIONS and ASSURANCES RFP# FY2223-Janitorial-001

Embrace Families, Inc. will not award a Contract where the prospective Contractor has failed to review and sign the CERTIFICATIONS contained in this section. In performing its responsibilities under this Contract, the Contractor hereby certifies the following:

A. Drug free Workplace Certification (Title XXXI Chapter 440.102)

B. Nondiscrimination & Equal Opportunity Assurance (Title XLIV Chapter 760.02)

C. Trafficking Victims Protection Act of 2000

A. CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS.

Pursuant to the Drug-Free Workplace Act of 1988 and its implementing regulations codified at 29 C.F.R. 98, Subpart F. I, the undersigned Vendor, attest and certify that the Vendor will provide a drug-free workplace by the following actions:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Vendor's workplace and specifying the actions that will be taken against employees for violation of such prohibition.
2. Establishing an ongoing drug-free awareness program to inform employees concerning:
 - a. The dangers of drug abuse in the workplace.
 - b. The policy of maintaining a drug-free workplace.
 - c. Any available drug counseling, rehabilitation, and employee assistance programs.
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
3. Making it a requirement that each employee to be engaged in the performance of the resulting contract be given a copy of the statement required by paragraph C.1 of this certification.
4. Notifying the employee in the statement required by paragraph C.1 of this certification that, as a condition of employment under the contract, the employee will:
 - a. Abide by the terms of the statement.
 - b. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
5. Notifying the Embrace Families, Inc. in writing ten (10) calendar days after receiving notice under subparagraph 4.b. from an employee or otherwise receiving actual notice of such conviction. Provide such notice of convicted employees, including position title, to every Contract officer on whose Contract activity the convicted employee was working. The notice shall include the identification number(s) of each affected Contract.
6. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph 4.b., with respect to any employee who has been convicted.
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973 as amended.
 - b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local, health, law enforcement, or other appropriate agency.

7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of this entire certification. The following are the sites for the performance of work done in connection with the specific contract including street address, city, county, state, and zip code:

Check () if there are workplaces on file that are not identified here.

Check () if an additional page was required for the listing of the workplaces.

The Vendor will inform Embrace Families, Inc. of any changes in work sites within 24 hours of such a change.

B. NON-DISCRIMINATION & EQUAL OPPORTUNITY (Title XLIV Chapter 760.02).

As a condition of the Contract, the Contractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Investment Act of 1998 (WIA), (Pub. L. 105-220), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-financially assisted program or activity;
2. Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45, C.F.R. Part 80), to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Respondent receives Federal financial assistance from the Department.
3. Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112) as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 84), to the end that, in accordance with Section 504 of that Act, and the Regulation, no otherwise qualified handicapped individual in the United States shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity for which the Respondent receives Federal financial assistance from the Department.
4. The Age Discrimination Act of 1975 (Pub. L. 94-135), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 91), to the end that, in accordance with the Act and the Regulation, no person in the United States shall, on the basis of age, be denied the benefits of, be excluded from participation in, or be subjected to discrimination under any program or activity for which the Respondent receives Federal financial assistance from the Department.
5. Title IX of the Educational Amendments of 1972 (Pub. L. 92-318), as amended, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F. R. Part 86), to the end that, in accordance with Title IX and the Regulation, no person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any education program or activity for which the Respondent receives Federal financial assistance from the Department.
6. The American with Disabilities Act of 1990 (Pub. L. 101-336), prohibits discrimination in all employment practices, including, job application procedures, hiring, firing, advancement, compensation, training, and other

terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities, and;

7. Executive Order 11246, as amended by Executive Order 11375, requires that Federal contractors and subcontractors not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. It also requires the contractor/subcontractor to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin.

C. TRAFFICKING VICTIMS' PROTECTION ACT OF 2000

In accordance with the Terms and Conditions of the Health and Human Services Administration for Children and Families Child Care and Development Fund, the Vendor shall comply with section 106(g) of the Trafficking Victims Protection Act of 2000. In each awarded contract, under which funding is provided to a private entity, section 106(g) of the Trafficking Victims Protection Act of 2000, as amended, requires the Embrace Families, Inc. to include a condition that authorizes the Embrace Families, Inc. to terminate the contract, without penalty, if the Contractor (a) Engages in severe forms of trafficking in persons during the period of time that the contract is in effect; (b) Procures a commercial sex act during the period of time that the contract is in effect; or (c) Uses forced labor in the performance of the contract. By signing below, the Contractor, through the duly appointed undersigned representative, certifies and assures that it will fully comply with the applicable assurances outlined above.

Name and Title of Authorized Representative	Date

Print Name

Vendor Name	Date

Attachment D

FLOORPLANS

RFP # FY2223-Janitorial-001

First Attachment:

Orange East Service Center: 4001 Pelee St. Orlando, FL 32817

Total square footage: 20,000

Second/Third Attachment:

Seminole Service Center: 2921 S. Orlando Dr. Sanford, FL 32773 Suite #126 (2,000sq. ft) & #150 (25,700sq.ft.)

Total square footage: 27,700

Fourth Attachment:

Children's Advocacy Center: 110 W. Neptune Rd. Kissimmee, FL 34741

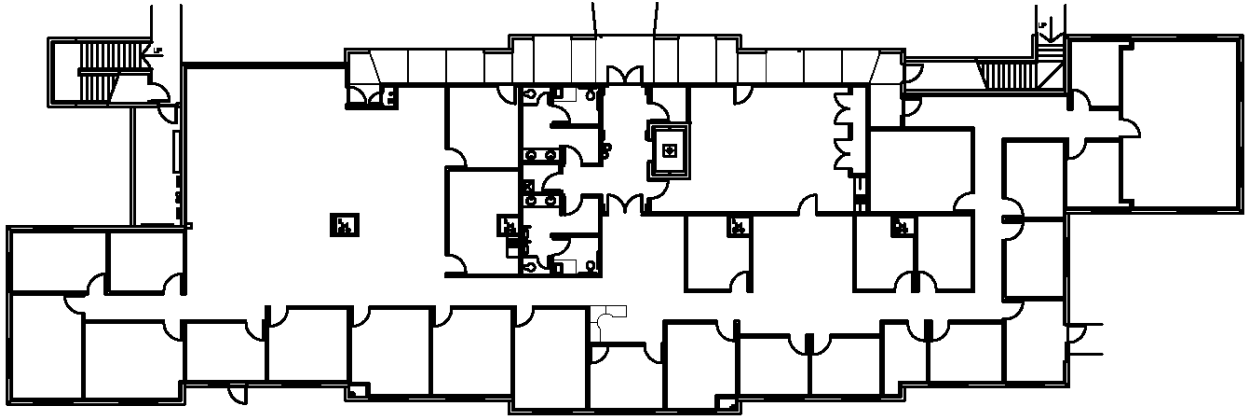
Total square footage: 6,650

Fifth/Sixth/Seventh Attachment:

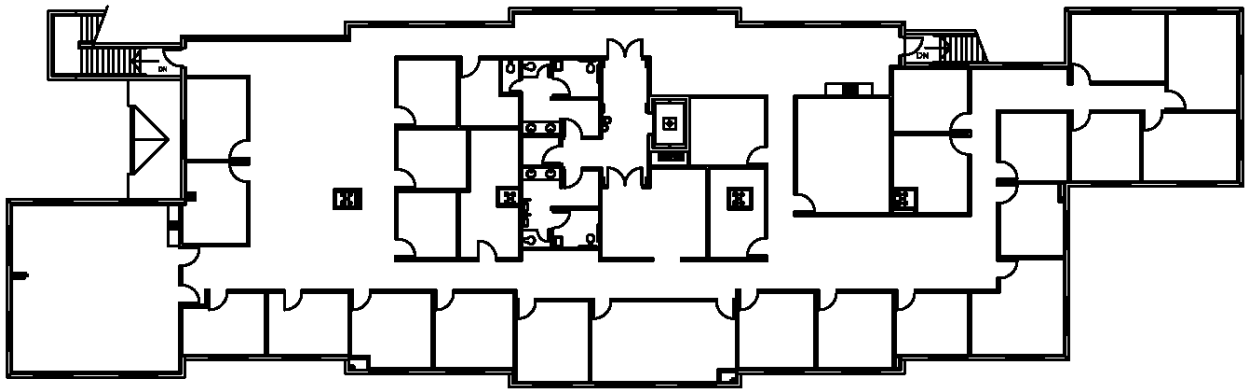
Orange West Service Center: 5749 Westgate Dr., Orlando, FL 32835

Total square footage: 51,970

Orange East Service Center



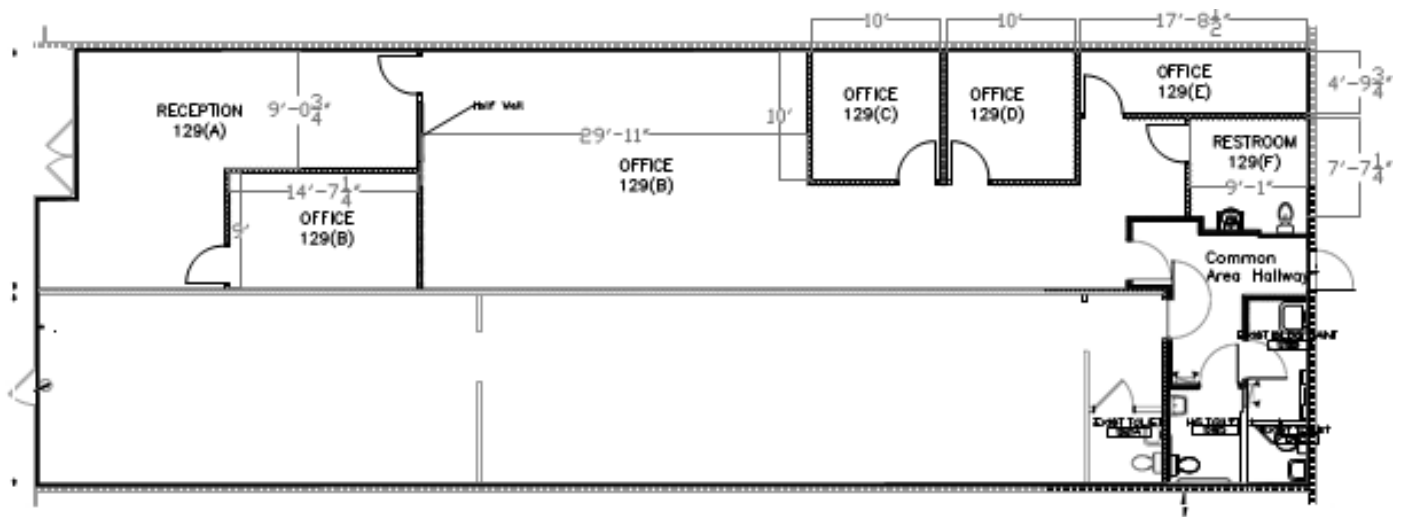
1ST FLOOR PLAN
1/32" = 1'-0"



2ND FLOOR PLAN
1/32" = 1'-0"

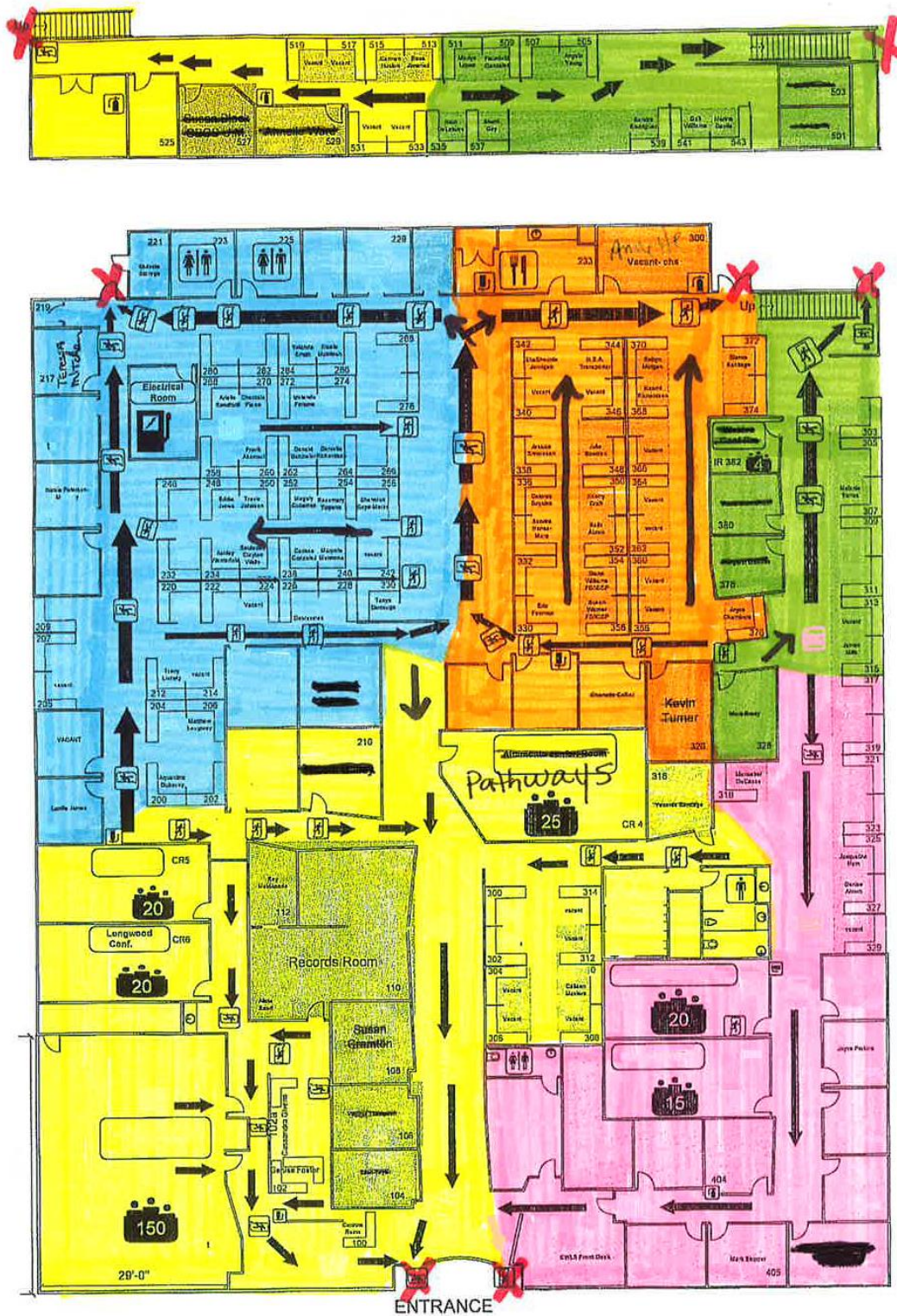
Seminole Service Center

Suite 126:



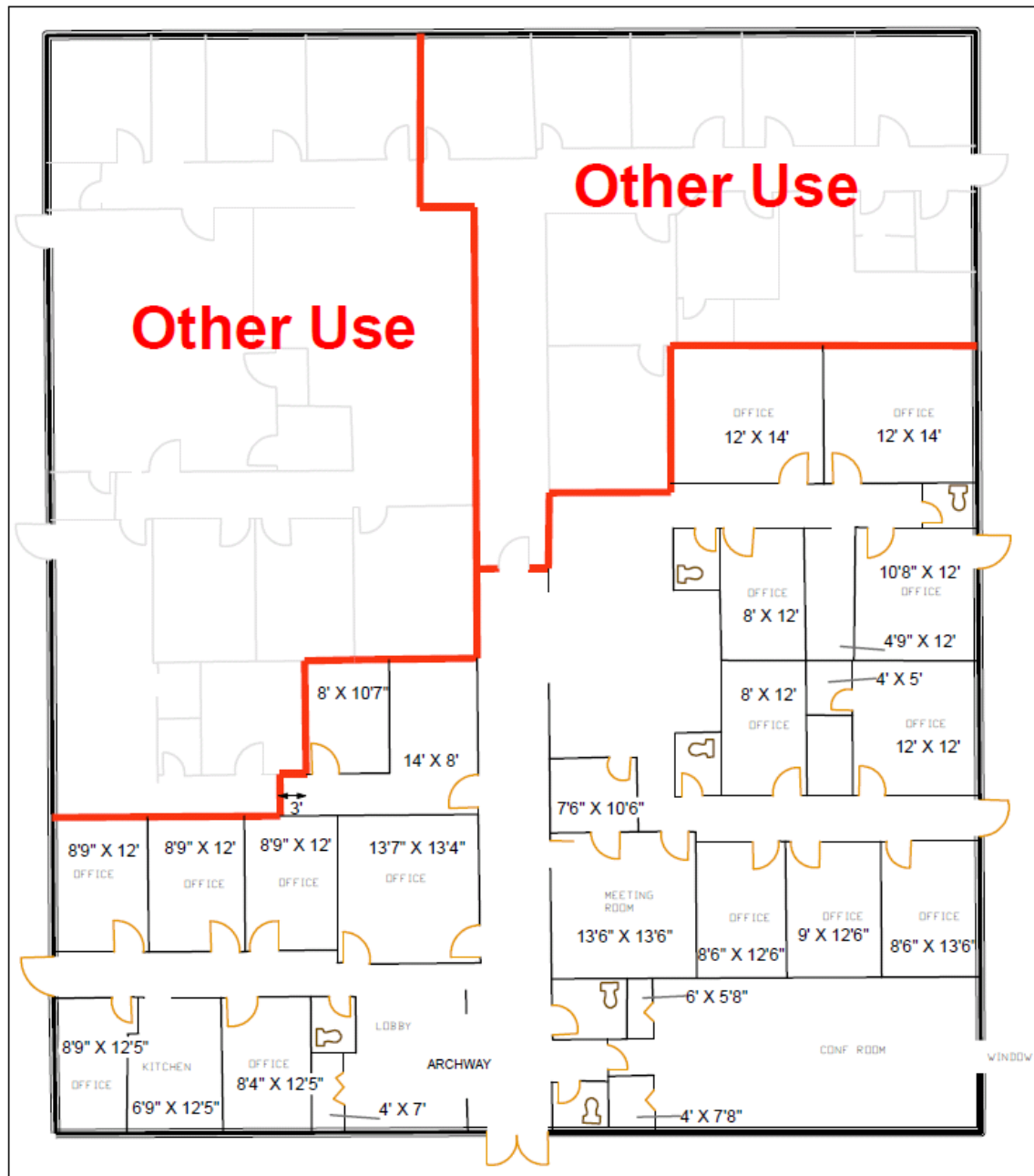
Seminole Service Center

Suite 150:



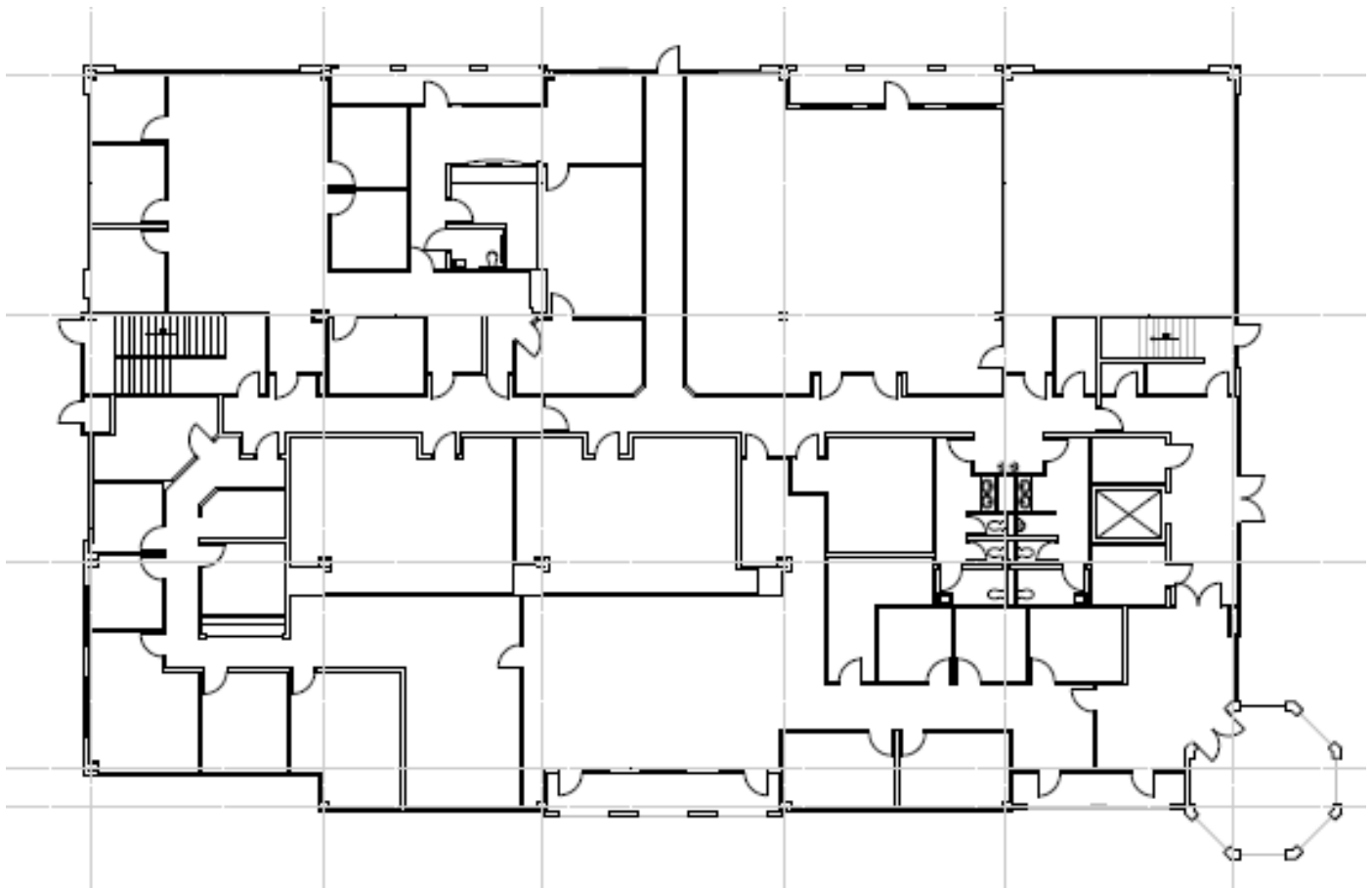
Children's Advocacy Center

Gant Building



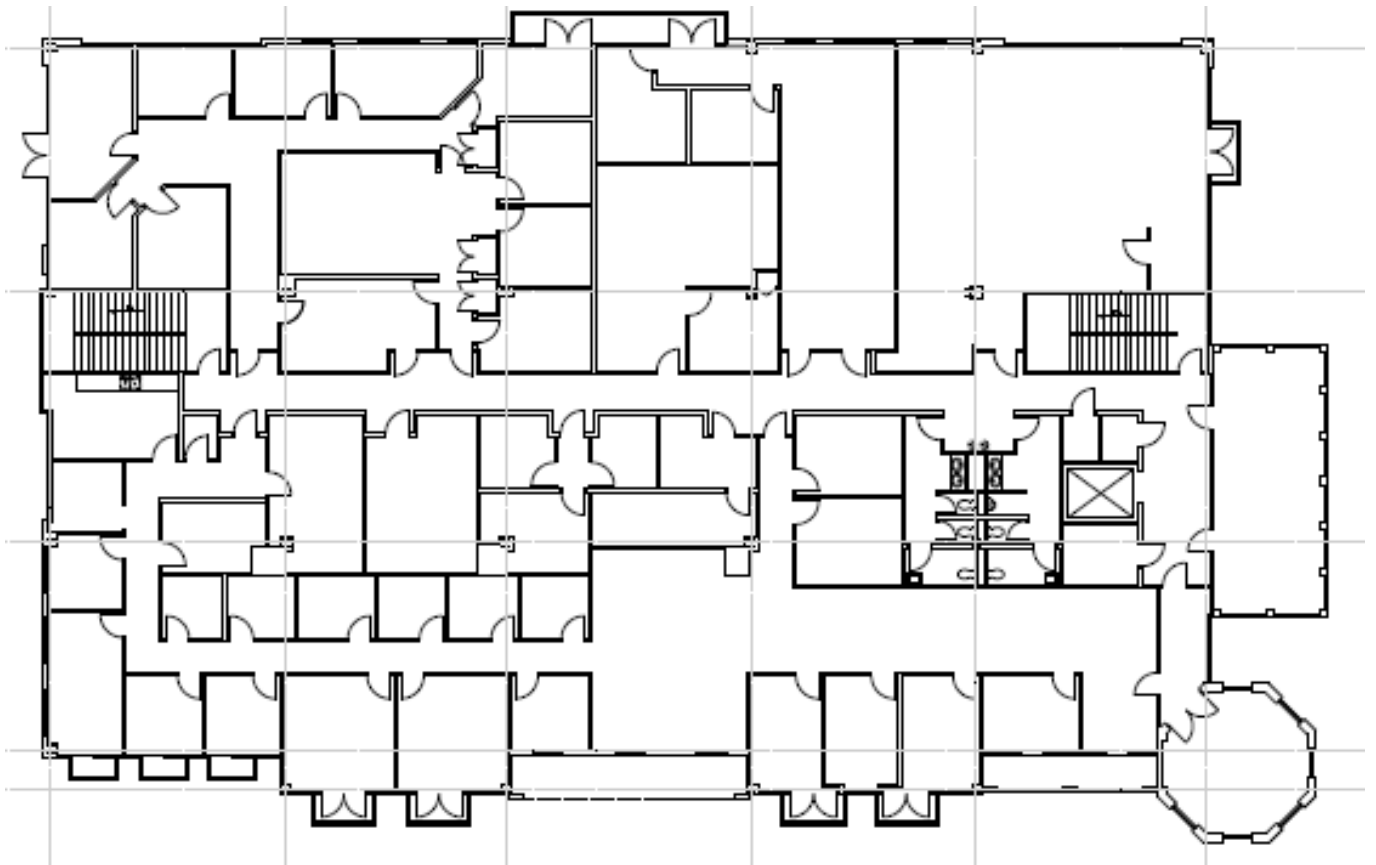
Orange West Service Center

First Floor



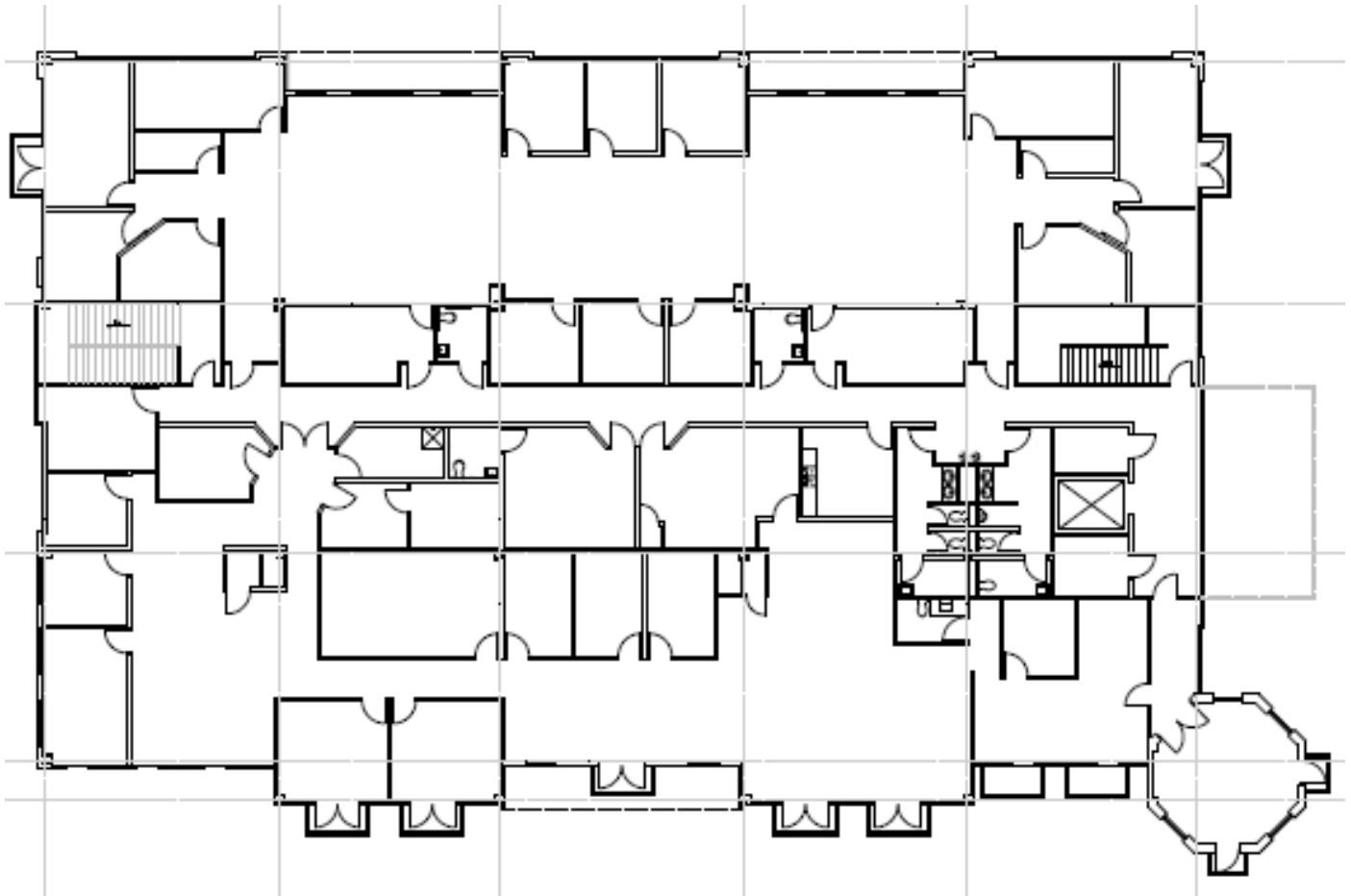
Orange West Service Center

Second Floor



Orange West Service Center

Third Floor



Attachment E

Janitorial Specifications **Example**
RFP # FY2223-Janitorial-001

AREA REQUIREMENTS	WEEKLY	MONTHLY	ANNUALLY	SPECIAL REQUIREMENTS / NOTES	Sun	Mon	Tue	Wed	Thu	Fri	Sat
BUILDING ENTRANCES, LOBBY, ENTRYWAYS & STAIRWELLS (if applicable)											
Detail entry glass doors	5x										
Empty all trash / replace liners	5x										
Dust/clean lobby furniture	5x										
Maintain debris free entries	5x										
Empty ashtrays, urns	5x										
Vacuum carpeted areas / mats	5x										
Dustmop and dampmop hard floors with appropriate method for the surface	5x										
Sweep and mop stairs (if applicable)	1x										
Dust or dampwipe hand rails and signs (if applicable)	5x										
Wipe down doorknobs and signs	5x										
Spot clean walls/doors	5x										
Detail vacuum corners / edges	5x										
Clean walls, doors, frames, switches, baseboards, high and low dust	1x										
RESTROOMS											
Empty trash & replace liners	5x										
Clean / disinfect counters	5x										
Clean / disinfect all fixtures	5x										
Clean / shine mirrors	5x										
Clean / fill all dispensers	5x			Private restroom products supplied by (tenant or bldg?)							
Sweep & mop floors	5x										
Dust all horizontal surfaces	5x										
Spot-clean walls and partitions	5x										
Clean / disinfect changing table	5x										
Spot clean walls, doors, frames, switches	5x										
Dust vent covers and light fixtures	1x										
Clean baseboards, high and low dust	1x										
Pour water down floor drains	1x										
TENANT OFFICE AREAS											
Empty all trash & replace liners	5x										
Dust furniture without moving files & paperwork	5x										
Dust partition tops, wall hangings, ledges & other horizontal surfaces within reach	1x										
Vacuum carpet traffic areas and spot-clean as needed	5x										
Sweep floors and mop with appropriate method for the surface	5x										
Properly arrange office furniture	5x										
Spot clean all glass	5x										
Remove all fingerprints and smudges from doors and light switches	5x										
Secure doors & turn off lights	5x										
Dust vent covers and blinds		1x									
Detail vacuum corners / edges		1x									
Clean baseboards, high and low dust		1x									
KITCHEN / BREAKROOMS											
Empty trash & replace liners	5x										
Clean / disinfect counters and sinks	5x										
Empty and clean coffee maker	5x										
Sweep & mop floors	5x										
Clean tables & chairs	5x										

Initials _____

Attachment F

Bid Pricing Page **Example** RFP # FY2223-Janitorial-001

Janitorial RFP Pricing Sheet			
			Pricing (Building Name)
Monthly Janitorial (per square foot)			\$ _____
Day Porter Monthly rate for ____ hours daily			\$ _____
PRICING FOR ADDITIONAL SERVICES			
Carpet Cleaning Tenant Areas			per square foot \$.00
Machine Scrubbing of Stone or Tile Tenant Areas			per square foot \$.00
Floors Strip and Refinish Tenant Areas			per square foot \$.00
Windows Interior			per pane \$
Windows Exterior			per pane \$
Carpet Cleaning Common Areas			per square foot \$.00
Floor Strip and Refinish Common Areas			per square foot \$.00
Machine Scrubbing of Stone or Tile Common Areas			per square foot \$.00
Refrigerator cleaning (interior)			per clean
Additional Cleaning not in Contract			per hour \$
Emergency Rate			per hour \$
Submitted by:			
Company Name:			
Date:			

Attachment G

Bid Worksheet **Example** RFP # FY2223-Janitorial-001

Bid Work Sheet		
PROPERTY NAME:	Example Property	XYZ Building
PROPERTY SQUARE FOOTAGE: (Cleanable Square Feet when 100% leased)	100,000	200,000
	Example	Contractor (Actuals)
Fill out <u>completely</u> using example as guideline.		
Property Square Footage (Full):	129,576 SF	200,000 SF
What will your staffing level be on a square footage per hour basis (w/o supervision)?	4,300 SF per Hour	5,500 SF per Hour
How many cleaner hours per night will be used? (SF / SF per Hour = Cleaner Hours per Night)	30.13 Hours	36.36 Hours
How many night supervisor hours per night will be utilized when the Property is full?	4.5 Hours	4.5 Hours
How many floor care hours will be utilized per night on average?	1.5 Hours	4 Hours
How many hours per day will be devoted to the account by senior management / ownership? (i.e. scheduling, inspections, site visits, ?, etc)	1 Hours	0.5
What is your firm's total cost for all labor-related taxes and insurance (burden) on a percentage basis? (i.e.: FICA, FUTA, Gen. Liability, Workman's Comp. etc.)	18%	15.0%
What is your average pay rate for cleaners in the geographical area for this Property? (Note: Please use long-term average, not starting rate)	\$5.70	\$ 8.00
What is your pay rate for supervisors in this geographical area?	\$9.00	\$ 12.00
What is your pay rate for floor technicians?	\$7.00	\$ 11.00
What is your firm's overall general & administrative costs as a percent of revenue? G&A = all non-direct costs (i.e. sales, admin, executive, and human resources salaries; rent; utilities; taxes; insurance; association fees; etc.)	18%	15%