



2241 LANGHORNE ROAD \* LYNCHBURG VA 24501 \* (434) 847-8050 \* FAX (434) 847-6099

**RFP #5653**

**Janitorial Services @ 2241 Langhorne Rd & 3410 Old Forest Rd**

**I. Objective**

Horizon Behavioral Health (HORIZON) is seeking a quality cleaning service to provide janitorial services at a cost effective rate for our Administration and Day Treatment program buildings, both located in Lynchburg. The intent is to award both locations to the same cleaning service; however if budgetary or other circumstances dictate that it is in the best interest of HORIZON to award only one facility or to make separate awards, we reserve the right to do so.

**II. Timeline**

**A. Proposal Issuance Date**  
Monday, March 09, 2015

**B. Mandatory Site Visit**

A mandatory site visit of each building will be a prerequisite for submitting a proposal. Proposals will only be accepted from those offerors who are represented for a tour of the buildings to be cleaned. Attendance at the conference will be evidenced by the representative's signature on the attendance roster. Bring a copy of this solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation. Please arrive at your choice of the following appointment times:

**Tuesday, March 17th**

**10:00AM - 2241 Langhorne Rd**

**3:00PM - 3410 Old Forest Rd (Next door to the YMCA Express)**

**C. Question Deadline & Contact Information**

Questions concerning this RFP should be directed, in writing by emailing: [jay.goding@horizonbh.org](mailto:jay.goding@horizonbh.org) or fax: 434-455-3431 or mail: 2241 Langhorne Road, Lower Level, Lynchburg, VA 24501, attn.: **Jay Goding** in the Purchasing Department no later than 21 days prior to the closing date of the proposals. Any revisions to the solicitation will be made only by written addendum issued by the Purchasing Department.

**D. Proposal Deadline**

**Friday, March 27, 2015, no later than 2 PM.** Any proposal received after that time will not be considered.

**E. Period of Contract**

Contract to begin May 1, 2015, or as soon thereafter as agreed upon by HORIZON and the successful contractor. Initial contract to be 1-year, with the option of four additional 1-year renewals.

**III. Background**

Horizon Behavioral Health is a tax exempt political subdivision of the Commonwealth of Virginia. It has facilities in the surrounding area to provide Services for Mental Health, Mental Retardation, Substance Abuse and Prevention.

**IV. Requirements**

The successful contractor must maintain an office in the Lynchburg or surrounding area.

Vendors that will be performing services at a HORIZON site must be able to present Certificates of Insurance stating a minimum of 1 million dollar General Liability and Workers Compensation in the statutory amount. Such certificates will only be required of the successful firm.

A confidentiality agreement must be signed before any work can take place under the contract due to protect the confidentiality of any patient documents that may be seen during the performance of services.

## V. Reference Documents

Offerors are responsible for familiarity, as well as compliance, with any and all Commonwealth of Virginia or Federal statutes, regulations, other applicable legalities or safety standards related to janitorial services and the proper use of cleaning chemicals. Offerors and/or their employees are responsible for requesting and reviewing MSDS safety sheets for potential safety hazards and exercising due caution when encountering unknown substances.

## VI. Proposal Preparation and Submission Requirements

Proposals should be not be extensive but should convey enough information for the Agency to evaluate the ability of your firm to provide the requested services. **Proposals must contain the following, in this order:**

1. Brief description of the firm(s)
  - history
  - owners/operators
  - qualifications, experience and general approach to providing like servicesList of personnel who would be assigned to the job in terms of:
  - experience
  - team role, building assigned, and anticipated shift schedule
  - if hiring new staff for this job, describe screening process, and length and extent of training and supervision of new hires
2. Provide 3 references. At least one reference should be a customer of more than two years.
3. Quote **each** location separately. Combining price of both locations may result in disqualification of your proposal. Price must be listed as a flat **monthly rate**. Should the contract begin mid-month, a prorated amount will be negotiated. **Do not** include the cost of supplies, as HORIZON will provide those.

Additional Instructions:

1. In order to be considered for selection, offerors shall submit a complete response to this RFP. One (1) original and **two (2)** copies of each proposal are to be submitted. *The original Request for Proposal must be returned with your proposal.*
2. All proposals shall be returned to the Purchasing Department, 2241 Langhorne Rd, Lynchburg, VA 24501 in a **sealed** envelope marked "**RFP #5653 Janitorial Services**". Proposals shall be signed by an authorized representative of the offeror. Courier and regular mail packages shall be clearly marked as to the contents.

## VII. Contract Award and Development

- A. The Competitive negotiation method of selection will be used to determine the most qualified offeror among those submitting proposals. Proposals will be evaluated in accordance with the "proposal evaluation criteria" in the RFP. Negotiations shall be conducted, beginning with the vendor ranked first. If a contract can be negotiated at a price considered fair and reasonable, the award shall be made to that vendor
- B. The content of the RFP and the successful offeror's proposal will become an integral part of the contract, but may be modified by provisions of the contract. Offerors must be amenable to inclusion in a contract of any information provided either in response to this RFP or subsequently during the selection/negotiation process. The information received will be considered contractual in nature and will be used in validation and evaluation of proposals and in subsequent contractual action.

## VIII. Proposal Evaluation Criteria

Proposals will be reviewed in accordance with the following evaluation criteria:  
Experience/Qualifications  
Approach

Staffing/Coverage

References

Cost

## IX. General Terms and Conditions

- A. Offerors who submit a bid in response to this RFP may be required to give an oral presentation of their bid to the agency. This will provide an opportunity for the offeror to clarify or elaborate on the bid. The agency will schedule the time and location of these presentations. Oral presentations are an option of the agency and may not be conducted. Therefore, proposals should be complete.
- B. No member of the governing body, officer, or employee of Horizon Behavioral Health during his/her tenure or for one (1) year thereafter shall have any interest, direct or indirect, in this contract or the proceeds thereof.
- C. The agency reserves the right to accept any bid or to reject any or all proposals.
- D. Horizon Behavioral Health may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the work, and the offeror shall furnish to the agency all such information and data for this purpose as may be requested. The agency reserves the right to inspect offeror's physical plant prior to award to satisfy questions regarding the offeror's capabilities. The agency further reserves the right to reject any offer if the evidence submitted by, or investigations of, such offeror fails to satisfy the agency that such offeror is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.
- E. All proposals submitted under the RFP will become the property of the Horizon Behavioral Health Board and will not be returned. In accordance with the Virginia Public Procurement Act: "Trade secrets or proprietary information submitted by a bidder, offeror, or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the bidder, offeror or contractor must invoke the protections of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary."
- F. The Horizon Behavioral Health Board will not be responsible for any expenses incurred by a potential offeror in preparing and submitting a bid.
- G. Proposals received after the date and time stated will not be considered. It is the responsibility of the offeror to see that his bid is received in the Purchasing Department by the specified time and date. Date of postmark is not considered. Telephone, telegraph and facsimile proposals are not acceptable.
- H. It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- I. By submitting a Bid, the Offeror covenants and agrees that he has satisfied himself, from his own investigation of the conditions to be met, that he fully understands his obligation and that he will not make any claim for, or have right to cancellation or relief from the contract because of any misunderstanding or lack of information.
- J. Payment shall be made upon 30 days receipt of accurate and complete monthly statements.
- K. By signature on this solicitation, bidder certifies that it does not and will not during the performance of the Contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.
- L. By written notice to the Contractor, Community Services may from time to time make changes, within the general scope of the Contract, in the services provided by the Contractor. The Contractor shall promptly comply with the notice and shall perform services in conformity to the notice. If any such change causes an increase or decrease in the Contractor's cost of performance, an equitable adjustment in the payment rate shall be negotiated and the contract modified accordingly by written supplemental agreement.
- M. The Contractor shall adhere to the rules and regulations proclaimed by the Purchasing Agency regarding the confidentiality of client related information during and after the term of the contract.

- N. If the Contract involves patient care, the contractor will adhere to the standards set by the Purchasing Agency regarding quality assurance and participate with the Purchasing Agency in the systematic and ongoing monitoring and evaluation of patient care.
- O. Failure to submit a Bid on the form provided for that purpose shall be a cause for rejection of the Bid. Return of the complete document is required. Modification of or additions to any portion of the solicitation may be cause for rejection of the Bid; however, HORIZON reserves the right to decide, on a case by case basis, at its sole discretion, whether or not to reject such a Bid as nonresponsive.
- P. HORIZON reserves the right to conduct any inspection it may assume advisable to assure supplies and services conform to the specifications.
- Q. Any payment terms requiring payment in less than thirty (30) days will be regarded as requiring payment thirty (30) days after invoice or delivery, whichever occurs last. However, this shall not affect offers of discounts for payment in less than thirty (30) days.
- R. In case of failure to deliver services in accordance with the contract terms and conditions, HORIZON, after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs.
- S. A contract shall not be assignable by the Contractor in whole or in part without the written consent of the Executive Director of HORIZON.
- T. By submitting their proposals, all Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their Bid, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- U. The agency reserves the right to cancel any subsequent contract at any time the agency, at its sole discretion, deems it to be in the agency's best interest to do so by giving the contractor 30 days written notice. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver or perform on all outstanding orders issued prior to the effective date of cancellation.
- V. By submitting their proposal, all bidders and offerors certify to the Horizon Behavioral Health Board, Virginia that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, The Americans with Disabilities Act, Section 11-51 of the Virginia Public Procurement Act, and the Lynchburg Procurement Ordinance.
1. During the performance of this contract, the contractor agrees as follows:
    - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonable necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
    - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
    - c. Notices, advertisements and solicitations placed in accordance with Federal Law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
  2. The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- W. By submitting their bid/bid, all bidders and offerors certify to the Horizon Behavioral Health Board that: During the performance of the contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
  
- X. HORIZON reserves the right to award a contract to a bidder based on "best value" (as defined in the Virginia Public Procurement Act, July 2005), which means the overall combination of quality, price, and various elements of required services that in total are optimal relative to the needs of HORIZON.

**IN COMPLIANCE WITH THIS INVITATION FOR BID AND TO ALL THE CONDITIONS IMPOSED HEREIN, THE UNDERSIGNED OFFERS AND AGREES TO FURNISH THE SERVICES IN ACCORDANCE WITH THE ATTACHED SIGNED BID OR AS MUTUALLY AGREED UPON BY SUBSEQUENT NEGOTIATION.**

Company Name and Address:

	Date: _____
	Name: _____ Signature in Ink
ZIP _____	Title: _____
Telephone: _____	Print Name: _____
Fax: _____	

**CLEANING SPECIFICATIONS**  
**2241 Langhorne Road**  
**5 days a week, Monday thru Friday, between 7 PM - 6 AM**

**HORIZON supplies cleaning products. Contractor responsible notifying HORIZON of which custodial supplies and in what quantities are needed for the building. CONTRACTOR MUST SUPPLY ALL EQUIPMENT.**

**DAILY**

- Entire Building:                   1) Empty all trash and shredder bags, replacing soiled or torn liners. Remove empty broken down boxes that have been placed by trash cans. Wipe out containers as needed.  
                                          2) All emptied trash bags, shredder bags, and empty boxes must be placed in the designated dumpster.  
                                          3) Vacuum carpeted areas thoroughly  
                                          4) Sweep and damp mop tile areas
- Entrances/Lobbies/Stairs:      1) All applicable "Entire Building" Items  
                                          2) Shake out entrance mats, vacuum  
                                          3) Clean both sides of glass doors and interior reception windows  
                                          4) Straighten magazines
- Restrooms/Kitchens:            1) All applicable "Entire Building" Items  
                                          2) Refill all toilet paper, paper towel, air freshener and hand soap dispensers in restrooms  
                                          3) Stock a few extra rolls of toilet paper and paper towels in bath cabinets  
                                          4) Clean and sanitize all fixtures and counters, clean mirrors in restrooms  
                                          5) Disinfect restroom partitions  
                                          6) Sanitize kitchen table
- Conference Rooms :              1) All applicable "Entire Building" Items  
                                          2) Sanitize tables  
                                          3) Clean both sides of glass doors and interior windows
- Grounds/Parking Lot:          1) Remove cigarette butts and other trash from sand urns  
                                          2) Remove all trash that may be seen on grounds, paved or grassy

**THREE TIMES WEEK**

- Entire Building:                   1) Dust all horizontal surfaces unless specified not to. Includes, but not limited to: window sills and blinds, tables, desks, chairs, computer & communication equipment, silk flowers, framed pictures, desks, tables, bookcases file cabinets, chair rails, lamp shades & bases, etc.

**WEEKLY**

- Entire Building:                   1) Buff all tile areas

**MONTHLY**

- Kitchen:                            Last Friday of every month, empty and sanitize all refrigerators and microwaves.  
                                          Dust and cobwebs from hanging light fixtures, walls, ceilings and wall corners.

**BI-ANNUALLY**

- 1) Exterior and interior windows (Other than interior lobby and glass doors) to be cleaned two times annually in April and October.  
2) Stripping and Waxing all tile areas two times annually

**CLEANING SPECIFICATIONS**  
**3410 Old Forest Rd**  
**5 days a week, Monday thru Friday, between 7 PM – 6 AM**

**HORIZON supplies cleaning products. Contractor responsible notifying HORIZON of which custodial supplies and in what quantities are needed for the building. CONTRACTOR MUST SUPPLY OWN EQUIPMENT AT THIS SITE.**

**DAILY**

All Accessible Areas:

- 1) Empty all trash and shredder bags, replacing soiled and torn liners.
- 2) If bag has leaked or something has been spilled in the trash can, clean interior using appropriate cleaning product.
- 3) If empty boxes are around the trash cans or placed on the cart, then remove from building and place in appropriate dumpster in rear of the building.
- 4) If larger items are clearly designated as trash, remove from building and place in appropriate dumpster in rear of building.
- 5) Vacuum carpeted areas every day (with exception of auditorium and hallways). Spot vacuum auditorium and hall when needed.
- 6) Sweep and damp mop tiled and vinyl floored areas every day
- 7) Wet wipe and sanitize all tables, desks, cabinets, bookcases, etc.in administrative front office, atrium, classrooms and group areas.
- 8) Shake out entrance mats and vacuum vestibule and lobby areas
- 9) Clean both sides of six glass entry doors and side lights daily. Sweep and damp mop tile areas
- 10) Sanitize all classroom, meeting, or conference tables

Entrances/Lobbies:

- 1) All applicable "All Accessible Areas" Items
- 2) Shake out entrance mats, vacuum
- 3) Clean both sides of glass doors and interior reception windows
- 4) Straighten magazines
- 5) Clean inside of outer lobby windows daily

Restrooms/Kitchens:

- 1) All applicable "All Accessible Areas" Items
- 2) Refill all hand soap, paper towel and toilet tissue receptacles. If roll supply is low, restock and place partial roll in janitorial closet for misc. use within building.
- 3) Clean and sanitize all fixtures, countertops, sinks, toilets, faucets, drain boards, stainless tables, mirrors, door handles, trash can lids, paper towel, toilet tissue and soap dispensers. If dirty fingerprints or spills are evident on any surface, even if not a daily task surface, clean it off.
- 4) If soap residue builds up, please use magic eraser to remove.
- 5) Disinfect restroom partitions and walls. Rarely, this may include both walls and partitions contaminated with bodily excretions and therefore potential biohazards.

Grounds/Parking Lot:

- 1) Remove cigarette butts and other trash from sand urns, if applicable.
- 2) Empty trash can near front entrance and replace liner.
- 3) Brush debris/cobwebs from lighting
- 4) Sweep up leaves or trash on the side walk and front of the building to the first parking spots in the four rows in front of Horizon's portion of the building.

- 5) Remove visible debris of the entire parking lot, play yard, rear entrance and dumpster area.

### **THREE TIMES WEEK**

All Accessible Areas:

- 1) Dust all horizontal surfaces unless specified not to. Includes, but not limited to: window sills and blinds, silk flowers, framed pictures, desks, tables, bookcases file cabinets, chair rails, lamp shades & bases, etc.

### **WEEKLY**

All Accessible Areas:

- 1) Buff tiled and vinyl floored areas
- 2) Vacuum auditorium and hallways
- 3) Dust mop stage. Damp mop if needed.
- 4) Remove surface dirt from walls (use magic eraser if needed)
- 5) Wet wipe all doors and disinfect door handles
- 6) Dust all horizontal surfaces, unless specified not to, including but not limited to, tables, desks, window sills, blinds, framed artwork/pictures, bookcases, file cabinets, chair arms/rails, lamp shades and bases, etc.
- 7) Dust cobwebs from wall corners, door corners, light fixtures, etc.
- 8) Dust baseboard/cove base
- 9) Wash both sides – 3 interior windows (2 admin office, 1 rear calming area)
- 10) Remove debris in rear and left side of building

Auditorium:

- 1) Vacuum carpeted areas thoroughly
- 2) Dust mop stage. Damp mop if needed.
- 3) Wipe down doors and walls to remove surface dirt, scuffs as needed

### **BI-ANNUALLY**

Strip/wax vinyl tile floors

### **SPECIAL EVENTS**

Administrative staff will communicate special and/or large events to the contractor. Contractor will take extra attention to ensure that paper and soap dispensers are fully stocked.