ADDENDUM NO. 1

DATE: September 29, 2017
REQUEST FOR PROPOSAL: G180006032 – Janitorial Services
DATED: September 13, 2017
PROPOSAL DUE DATE: October 17, 2017 (Changed)
SUBJECT: Due Date Change and RFP Corrections and Instructions.

Ladies/Gentlemen:

Please take note of the following changes in the Solicitation:

Offerors must take due notice and be governed accordingly. This addendum must be acknowledged and included with your proposal submission or your response may not be considered.

1. Change the Proposal Due Date to read: October 17, 2017 / Time: 2:30 P.M.

2. Reference Page 10, Section C., No. 3. Animal Care & Control: Change Frequency: Minimum of six (7) times per week 15,421 sq. ft. to read: Frequency: Minimum of seven (7) times per week 15,421 sq. ft.

3. Reference Page 11, Section C., No. 22. Richmond Justice Center: Change Frequency: Minimum of five (5) times per week 428,000 sq. ft. to read: Frequency: Minimum of seven (7) times per week 428,000 sq. ft.

4. Reference Page 12, No. 4. Equipment: Change to read: No. 4. New Equipment: Use of the following equipment must be new and is required:

5. Reference Page 13, Section No. 2.2.15, Special Cleaning: Remove this section in its entirety.

6. Reference Page 22, Section No. 2.2.34, Bonding: Remove this section in its entirety.

7. Reference Page 22, Section No. 3.0, Evaluation Criteria: Remove this section in its entirety and replace with:

3.0 Evaluation Criteria
The Evaluation Committee will use the following evaluation criteria in ranking and selecting Offerors for negotiation pursuant to this Request for Proposals: Available Points

A. Experience .................................................................................................................. 20 Pts.
   This criterion considers (i) the offeror’s past performance on any City contracts, (ii) the results of reference checks and (iii) the offeror’s experience in providing janitorial services.

B. Technical Capability ................................................................................................. 15 Pts.
   This criterion considers the qualifications of the Offeror’s personnel whom offeror proposes to assign to provide the janitorial services, the capacity to perform the janitorial services and the equipment and materials that the Offeror proposes to use in performing the janitorial services.

C. Approach and Compliance with Requirements ...................................................... 10 Pts.
   This criterion considers the Offeror’s project approach and compliance with all of the terms and conditions, the City’s delivery requirements and the Scope of Work for providing janitorial services.
D. Cost ................................................................................................................................. 20 Pts.

As allowed by City Code § 21-67(e), this criterion considers the price of the services solicited by this Request for Proposals. Offerors will be evaluated on their pricing scheme as well as on their price in comparison to other offerors.

E. Accessibility ................................................................................................................ 5 Pts.

As required by City Code § 21-69, this criterion considers “the degree of accessibility that the Contractor will be able to provide to the City Officials who will be administering the contract.” This criterion recognizes the need for close cooperation and communication between the City and the Contractor in order to achieve the objectives of the contract resulting from this Request for Proposals.

F. MBE / ESB Commitment ......................................................................................... 30 Pts.

In accordance with City Code § 21-67(e), this criterion considers the Offeror’s “good faith minority business enterprise and emerging small business participation efforts” as defined in City Code § 21-4. Pursuant to City Code § 21-67(e), an Offeror must receive at least 15 points under this criteria in order to be selected for negotiations, unless granted a waiver by the Chief Administrative Officer. The MBE/ESB participation goal for this contract is 15%. See sections 2.4 of the Instructions to Offerors and 2.6.2 and 3.9 of the Terms and Conditions for the MBE/ESB provisions.

Total Available Evaluation Points ................................................................................. 100 Pts.

END OF STATEMENT OF NEEDS

8. Reference Page 30, Section No. 4.0, Submission of Proposals: Add the following new Section Numbers to read:

4.0.1 PROPOSAL CONTENTS.

The City will follow the evaluation process and selection criteria described in Part I, Statement of Needs, Section 3.0 of this RFP. In order to enhance this process and provide each firm an equal opportunity for consideration, adherence to a standardized proposal format is required. The format of each proposal must contain the following elements organized into separate chapters and sections, as the Offeror may deem appropriate: TABS 1 thru 11.

These elements parallel the basis of the City’s proposal evaluation criteria. The City is not responsible for failure to locate, consider, and evaluate qualification factors presented outside of this format. The following paragraphs provide guidelines to each Offeror for information to include in the proposal.

4.0.2 TAB 1 – SIGNED FORMS.

This tab should include the completed and signed Signature Sheet, Addenda Acknowledgement, State Corporation Commission Form, Transmittal Letter, and Office of Minority Business Development Forms (MBE/ESB Participation Forms) included with this Request for Proposals.

4.0.3 TAB 2 – STATEMENT OF THE SCOPE.

In concise terms, state the Offeror’s understanding of the scope of work presented by the RFP. This section should confirm the Offeror's understanding of this RFP and the planned project. In addition, it should clearly outline the scope and objectives of the proposed assistance as it relates to the scope and objectives of the total project and the requested product deliverables.

If there are provisions of the RFP that the Contractor is unwilling or unable to comply with, the Contractor shall identify the paragraph number, list the provision in its entirety and provide the reason for noncompliance. If there are provisions of the RFP that the Contractor would like to propose an alternative solution, the Contractor shall identify the paragraph number, list the provision in its entirety and provide the alternative solution.
4.0.4 **TAB 3 – EXECUTIVE SUMMARY.**
This tab should provide a brief summary of the proposal’s contents, emphasizing any unique aspects or strengths of the proposal. The Executive Summary should not exceed three pages.

4.0.5 **TAB 4 – KEY PERSONNEL.**
This tab should include the résumés of the offeror’s key staff members. It should identify the specific employees assigned to provide the services solicited by this Request for Proposals. For each key person identified by the offeror, this tab should include the following information, provided in résumé format:

- A. Name and title.
- B. Office location and city of residence.
- C. Organizational Chart
- D. Project responsibilities and roles.
- E. Educational background.
- F. Professional registrations and memberships (if applicable).
- G. Years of relevant experience.

4.0.6 **TAB 5 – OFFEROR HISTORY.**
This tab should include a comprehensive narrative history of the firm, including the development of its experience in providing janitorial services to a profit or non-profit or public entity by this Request for Proposals. Explain the size of your firm, including years in business, office locations and legal structure.

4.0.7 **TAB 6 – EXPERIENCE.**
This tab should include a summary showing that the Offeror possesses a minimum of five (5) years of experience in providing janitorial service experience in an urban environment.

- A. Include all professional certifications maintained by personnel to be assigned to this project with resume information. Include a narrative as to why the Offeror believes that its proposed Project Manager and supervisory staff has sufficient knowledge and leadership ability to successfully manage this operation.

- B. Provide written assurance that those key management level personnel will not be removed from this operation without prior written approval from the City’s Technical Representative and Contract Administrator. The Offeror shall provide a detailed job description for its service personnel staff. This job description shall include all roles and responsibilities to be completed by the Site Manager and Supervisor(s) and will become a part of the evaluation process.

- C. Show past or current experience in providing or managing complete janitorial services, either with your own employees or with subcontracted employees. Services operating mechanical vacuum cleaners, power and maintenance equipment, use of green chemicals and other specialized equipment, etc.

4.0.8 **TAB 7 – TECHNICAL CAPABILITY.**
This tab should include the Offeror’s capacity to perform the janitorial services and the equipment and materials that the Offeror proposes to use in performing the janitorial services. Offerors are encouraged to include within their proposals any additional equipment that may enhance the services provided by these programs.

4.0.9 **TAB 8 – APPROACH AND COMPLIANCE WITH REQUIREMENTS.**
This tab should describe in detail the offeror’s project approach and compliance with all of the terms and conditions. This section should describe the recommended approach and work plan regarding the assistance to be provided. The Offeror should clearly distinguish tasks that the
Offeror will undertake as distinguished from those which are the responsibility of the City. Absence of this distinction will mean the Offeror is fully assuming responsibility for all tasks.

The proposal must address in depth the Offeror's plans to meet the requirements of each of the tasks and activities outlined in the "Statement of Needs" of this RFP. The work plan must discuss the staffing level(s) required to complete each task, as well as the relative effort that each member of the proposed project team will devote to the project. The work plan also must include a task-by-task schedule of the time required to complete the project. The proposal should also discuss documentation and/or authorizations that will be required from the City, anticipated problem areas, proposed solutions to the problem areas, etc.

Work plan steps should be supported by the proposed hours the Offeror agrees to commit to assist the City plus the hours and resources required by the City’s staff to assist. The Offeror should clearly specify who has primary responsibility for each work plan element; the Offeror or the City’s staff. The Offeror should describe in their proposal procedures for the return of all items. Include offeror’s proposal for operational procedures, selection process, and training program.

Explain how you propose to be held accountable to City of Richmond and how performance of employees and the janitorial services will be measured and demonstrated.

**4.0.10 TAB 9 – ACCESSIBILITY.**

This tab should describe the degree of accessibility that the Offeror will be able to provide to the City Officials who will be administering the contract. In this section, the Offeror must present a plan that clearly explains how it will manage and control all proposed activities and the resulting timetable. The firm must explain how the management and administrative processes will ensure that appropriate levels of attention are given so that work is properly performed and that milestones are met on a timely basis as proposed.

The section should set forth beginning and ending dates, deliverables, and major milestones for a proposed timetable that coincides with the proposed work plan. Offeror may use this section to describe technology enhancements, software applications, other services, etc. that are available through or recommended by the Offeror.

**4.0.11 TAB 10 – REFERENCES.**

This tab of the Offeror's proposal should:

- List or describe representative clients currently served, both nationally and by the local office focusing on clients similar in size and complexity to the City.
- Provide the current name, address, and telephone number of at least three (3) specific references (preferably local government) the company has served either currently or in the past five years; preferably those where one or more of the project team provided the same or similar services as requested herein.

Each reference should indicate the scope of services provided to each referenced client. The tab should also include an affirmative statement that the offeror grants its consent for the City to contact the offeror’s references for purposes of evaluating the offeror for this Contract and acknowledges that any information obtained from the offeror's references will not be disclosed to the offeror.

**4.0.12 TAB 11 – SUBCONTRACTING.**

This tab should identify any of the required services that you intend to subcontract, if any, providing the following information:

A. Reasons for subcontracting.
B. Proposed subcontractor responsibilities.
C. Identity of proposed subcontractors including location, relevant personnel and experience, previous use as a subcontractor, and any other relevant supporting information.
9. Reference Page 30, Section No. 4.0, Submission of Proposals: Add the following new Section Numbers to read:

**4.1.1 COST PROPOSAL.** *(Cost Proposal must be submitted in a separate sealed envelope).*

Offerors should propose pricing arrangements outlining labor cost, indirect cost, supplies and equipment cost. A written non-binding cost proposal must be fully supported by data adequate to establish the reasonableness of the proposed fee by stage.

The Offeror shall identify a payment schedule linked to deliverables. Payment will be made to the Contractor only as segments of the project are delivered and accepted by the City. The Offeror should explain and provide details of any conditions which might increase or reduce the cost of the proposed services.

The detailed basis for the proposed cost of these services, such as per hour cost or per employee cost should likewise be provided. Costs must include all items such as professional time, travel, data processing, forms, printing, or other expenses included in your proposed cost.

Best and final negotiated prices submitted shall be valid for a period of one hundred and twenty (120) calendar days from the original due date of this RFP until such time a Contract is signed, unless extended in writing.

The City is exempt from the payment of any Federal excise tax and Virginia sales tax. However, when under established trade practice, any Federal excise tax is included in the list price, the Offeror may quote the list price and shall show separately the amount of Federal tax, as a flat sum, which shall be deducted by the City.

**THIS ADDENDUM MUST BE ACKNOWLEDGED AND INCLUDED WITH THE PROPOSAL SUBMISSION.**

RESPECTFULLY SUBMITTED:

GARY HUNDLEY  
CONTRACT SPECIALIST  
804-646-2670

__________________________  
Company

BY: ____________________________

__________________________  
Title Date